

FORM OF DIRECT AWARD

Software Products and Associated Services Y23065

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FORM OF DIRECT AWARD

Award Reference: **Y23065 Software Products and Associated Services**

I/We the undersigned offer to supply The Comptroller-General of patents, designs, and trade marks, acting through the Patent Office operating in the name of the Intellectual Property Office with **Phoenix Managed Service – Platinum + Microsoft** as detailed in Appendix A, under the Individual Terms and Conditions as detailed in Appendix B, as stated in Framework Agreement Y23065 let by Procurement Services.

Ref Y23065 entitled Software Products and Associated Services for the timeframe of **29/06/2025 to 28/06/2026**.

Extension Option

This Call-Off Contract can be extended by the Buyer for **one** period of up to 12 months, by giving the Supplier **30** days written notice before its expiry.

Name of Supplier and Registration Number if applicable:

__ Phoenix Software Ltd _____

__ Registration Number : 02548628 _____

Registered __ Blenheim House _____

Address:

__ York Road, Pocklington _____

__ York, YO42 1NS _____

Telephone: __ REDACTED _____

E-Mail

Address: REDACTED

Payment Method

The payment method for this Call-Off Contract is by electronic transfer to the Supplier's nominated account – BACS

Payment Profile

The payment profile for this Call-Off Contract will be annually in advance.

To Include:

Description	Pricing Excluding VAT
Microsoft Managed Support Service	£71,000

Invoice Details

The Supplier will issue electronic invoices annually in advance. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice.

Where to send invoices

Electronic invoices are to be send to REDACTED.

Invoice Information Required

Invoices must include details of the services provided and the PO number.

Supplier_Signature

REDACTED

Contracting_Authority_Signature

REDACTED

APPENDIX A – PRICING SCHEDULE

REDACTED

APPENDIX B - PROPOSAL

REDACTED

APPENDIX B – Individual Contract Terms and Conditions Y23065

These Individual Contract Terms and Conditions will apply to all Purchase Orders/Individual Contracts that are entered into between the Customer and the Supplier.

Section One – Definitions and Interpretations

Section Two – Individual Contract Terms and Conditions

- Clauses 1 to 27 are the core terms and conditions and cannot be amended.
- Clauses 28 to 51 are additional terms that can be amended and added to the terms and conditions

Section One - Definitions and Interpretations	
Section Two – Individual Contract Terms and Conditions	
Clause Number	Description
1	Entire Contract
2	Due Diligence and Accuracy of Information
3	Conflict of Interest
4	Prevention of Fraud
5	Warranties
6	Duration of Individual Contract
7	Severance
8	Waiver
9	Assignment and Novation
10	Force Majeure
11	Bribery, Corruption and Collusion
12	Official Secrets Acts
13	Confidentially
14	Freedom of Information
15	Rights of Third Parties
16	Cumulative Remedies
17	Diversity
18	Liquidated Damages
19	Dispute Resolution Procedure/Arbitration
20	Jurisdiction
21	Non-Discrimination and Modern Slavery
22	Title and Risk
23	Invoicing and Payment
24	Notices
25	Disruption
26	Transfer and Sub-Contracting
27	NOT USED
28	Escalation Procedure
29	Liability
30	Termination
31	Recovery upon Termination
32	Data Protection and GDPR
33	Warranty – Hardware Only
34	Finance/Operational Lease
35	Intellectual Property Rights (IPRs)
36	Price and Variation
37	Delivery – Hardware Only
38	Packaging – Hardware Only
39	DBS Checks
40	TUPE
41	Replacement and Substitution of Personnel
42	Service Levels and Service Credits
43	Indemnity
44	Set-Off and Counterclaim
45	Publicity
46	Security
47	Records and Audit Access
48	Variation
49	Remedies in the Event of Inadequate Performance
50	Monitoring of Contract Performance

51	Technical Support
Appendix 1	Change Control Notice

Section One - Definitions and Interpretations

All capitalised expressions included in the Framework Agreement, Individual Contract and individual annexes/appendices shall have the meanings as set out in this Section Two.

If a capitalised expression does not have a meaning within this Section Two, it shall be interpreted within the relevant market sector where appropriate, or by the dictionary meaning.

1. Interpretations

The interpretation and construction of the Framework Agreement including any schedules and appendices shall be subject to the following provisions:

- the singular includes the plural and vice versa;
- reference to gender includes the other gender and the neuter;
- the words “include”, “including”, “other”, “in particular” “for example” and similar words are to be construed as if they were immediately followed by the words “without limitation”;
- references to any person include an individual, company, partnership, firm, unincorporated association and other incorporated bodies and all other legal entities of whatever kind and however constituted and their successors and permitted assigns or transferees;
- references to any Law shall be construed as a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- headings are included in the Framework Agreement for ease of reference only and shall not affect the interpretation of construction of the Framework Agreement;
- reference to a clause or schedule is a reference to the whole of that clause or schedule unless stated otherwise; and
- references to “writing” include typing, printing, photography, lithography, display on a screen, e-mail, fax, and other modes of representing or reproducing words in a visible form and expressions referring to writing shall be construed accordingly.

At all times during the Framework Agreement period the Supplier shall be an independent Supplier and nothing in this Framework Agreement shall create or imply any form of employment, offer of employment, a relationship of agency, partnership or joint venture between the Contracting Authority and the Supplier, consequently neither the Party to the Framework Agreement will act in the name of the other party unless specifically mentioned within the Framework Agreement.

Unless otherwise stated within the Framework Agreement between the Parties, the obligation on the Contracting Authority is that stated under the Framework Agreement and nothing in the Framework Agreement shall act as an obligation upon or in any way constrain or hinder the Contracting Authority in any other capacity, nor shall the exercising of the duties or powers of the Contracting Authority in any other capacity lead to a liability under the Framework Agreement (however arising) on the part of the Contracting Authority to the Supplier.

2. Definitions

Academy	Means a school in England which is directly funded by the Department for Education (DfE) and independent of local authority control.
Affiliates	Means any corporation, partnership, joint venture or other business entity in which the Supplier owns, directly or indirectly, stock or a capital or profit interest.
Alternative Supplier	Means an Alternative Supplier on the Framework Agreement utilised due to failure in Contractual obligation by another Supplier on the Framework Agreement.
Assignment/Assigned	Whereby one-Party transfers all of their benefits, but not their obligations or rights under a Contract to a third party
Commercial Services	is a trading style of both Commercial Services Trading Ltd (Reg No. 5858178) and Commercial Services Kent Ltd (Reg No. 5858177) – companies wholly owned by Kent County Council.
Confidential Information	Means any information which has been designated as confidential by either Party in writing or that might be considered as confidential for the reasons of business operations. This might include but not be restricted to business affairs, properties, assets, trading practices, developments, trade secrets, intellectual property, Customers, personal and/or sensitive Personal Data within the Data Protection Act, but always subject to the Freedom of Information Act.
Contract Year	Means twelve (12) months from the official Framework Agreement start date.
Contracting Authority	Means the public sector body, in this instance Kent County Council (via Procurement Services), that has agreed to take responsibility for the Tender process, contract formation and overarching responsibility for the Framework Agreement
Controller	A person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data.
Customer(s)	Means any public sector bodies who, as defined in Section One of the ITT document, can access and use the Framework Agreement and who shall take full responsibility for their own Individual Contracting processes.
Customer Access Agreement	Means the document completed and signed by the Customer and Contracting Authority, giving access to utilise the Framework Agreement
Data Loss Event	A breach in security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal or commercial data. This includes breaches that are the result of both accidental and deliberate causes.
Data Protection Impact Assessment	A DPIA is a process that organisations use to identify data protection risks and put procedures in place to reduce them. A DPIA will; (note this list is not exhaustive) include information about the nature, scope, context and purposes of the processing; assess how necessary the processing is and what compliance measures are in place to keep data safe; identify and assess risks to individuals; identify measures that can be put in place to reduce those risks.
Data Protection Legislation	All applicable laws and regulations relating to processing of Personal Data and privacy, including Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) as it applies in the UK.
Data Subject Access Request	Enables individuals to find out what Personal Data is held about them, why it is held and who it is disclosed to.
Data Subjects	The identified or identifiable living individual to whom Personal Data relates.

Default	Means any breach of the obligations of either Party or any default, act, omission, negligence or statement of either Party, its employees, agents or Sub-Contractors in connection with or in relation to the subject matter of the Framework Agreement and/or Individual/Contract and in respect of which such Party is liable to the other
Direct Award	Means a way to place an Order directly with a Supplier using the pre-determined criteria detailed in Schedule Three of the ITT document, without re-opening competition.
Disputed Invoice	Means an invoice that is not in agreement with the Purchase Order and/or any changes previously agreed in writing by the Supplier and Customer.
Documentation	Means any document issued by either Party that is pertinent to the Framework Agreement and/or Individual Contract/Order. Such documents might include, but not be limited to, user guides and operating manuals.
End User Licence Agreement (EULA)	Means the legal contract that stipulates several key conditions between a software supplier or Vendor and the Customer to allow use of the software
Force Majeure	Means any act, event or cause beyond the reasonable control of either Party
Framework Agreement	Means the overarching Framework Agreement between the Contracting Authority and the Supplier from which Orders and Individual Contracts are made and that shall include all terms, conditions and requirements as stated, within and under which Individual Contracts may be entered into by Customers and the Supplier(s).
Framework Management Fee	Means the fee payable to the Contracting Authority calculated as a percentage of the net invoice value of all Orders placed through the Framework Agreement.
Further Competition	Means the process by which Customers may obtain the Goods/Services through inviting competition among all capable Suppliers.
Goods	Means the Goods to be provided by the Supplier in accordance with the Framework Agreement terms, conditions and requirements and Individual Contract/Order.
Implementation Plan	Means the plan to be developed by the Customer and Supplier and which will contain a schedule of tasks to be done, timescales for completion of said tasks, identifying the Party responsible for those tasks, together with milestones to be achieved and against which payments may be enacted.
Individual Contract	Means the Contract created between a Customer and Supplier for Goods and/or Services following a Further Competition or Direct Award process that shall abide by the Order requirements and Individual Contract Terms and Conditions.
Individual Contract Period	Means the total length of the Individual Contract as agreed between the Customer and Supplier.
Information Commissioner's Office	The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.
Insolvency Event	(in the case of an individual) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or (in the case of a company) having a winding up order made or (except for the purposes of reconstruction or amalgamation) a resolution for voluntary winding up is passed or a receiver or manager administrator or administrative receiver is appointed or possession taken of the Supplier's

	assets by or on behalf of the holders of any debentures secured by a floating charge and the Contracting Authority shall be entitled to repayment of any monies paid in advance.
Law	Means any Law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, byelaw, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of Law, or directives or requirements with which the relevant Party is bound to comply;
Liquidated Damages	Means a sum of money specified as the total amount of compensation an aggrieved Party should get if the other Party breaches certain part(s) of the Framework Agreement/Individual Contract.
Liquidated Damages Period	Means a period of ten (10) working days.
Material Breach	Means a breach that has serious consequences on the outcome of the Framework Agreement or Individual Contract.
Novate/Novation	Whereby one-Party transfers all of their obligations, rights and benefits under an Individual Contract to a third party on agreement of all Parties. The original Party is extinguished, and a new Individual Contract is created.
Order	Means any Order for Goods/Services that is placed by the Customer with the Supplier under an Individual Contract.
Party/Parties	In the context of the Framework Agreement means, the Contracting Authority and/or the Supplier. In the context of an Individual Contract/Order, means the Customer and the Supplier. "Parties" shall mean both of the where the context permits.
Personal Data	Any information relating to a person (a 'data subject') who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
Price(s)	Means the Price paid from a Customer to a Supplier for the Goods/Services, on submission of an accurate invoice.
Processor	A person, public authority, agency or other body which processes Personal Data on behalf of the Controller
Procurement Services	A trading function of Commercial Services, who takes responsibility for managing the Tender process and the Framework Agreement.
Protective Measures	Means an appropriate technical and organisational measures to ensure the security of any data processing, which may include: encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it
Purchase Order	Means any Order for Goods/Services that is placed by the Customer with the Supplier under an Individual Contract.
Service Credit	Means amount to be paid to the Contracting Authority or Customer if Supplier performances fails to meet the specified standards in the Service Level Agreement (SLA)
Services	Means the Services to be provided by the Supplier in accordance with the Framework Agreement terms, conditions and requirements and Individual Contract/Order.
Sub-Contractor	Means an arrangement where more than one supplying Party agree to cooperate to advance their mutual interests, or where a contractor is to

	provide an agreed portion of the Goods/Services which form part of the Individual Contract. For the avoidance of doubt this does not include the Vendor.
Sub-Processor	When a processor sub-contracts all or some of the processing to another processor, that processor is referred to as a sub-processor.
Supplier(s)	Means the Supplier appointed as part of the Tender process to the Framework Agreement who has agreed to supply the Goods/Services under the terms, conditions and requirement of the Framework Agreement and any Individual Contracts/Order.
Supplier Improvement Plan	Means the Supplier's plan to improve its performance following a Default in obligations, to include: a) full details of the Default that has occurred, including a root cause analysis. b) the actual or anticipated effect of the Default; and c) the steps which the Supplier proposes to take to rectify the Default and (if applicable) to prevent such Default from recurring, including timescales.
Tender	Means a response from a Tenderer to a solicitation request that, if recommended for award, would bind the Tenderer to perform in accordance with the Framework Agreement.
Tenderer(s)	Means a potential Supplier that has submitted a Tender.
Vendor	Means an organisation that acquires or develops a product or service (such as software) to sell via a selected Supplier.

Section Two – Individual Contract Terms and Conditions

1. Entire Contract

- 1.1 Subject to the provisions of the Framework Agreement relating to Individual Contracts, these Individual Contract Terms and Conditions, together with the Vendors terms of use, Purchase Order/Form of Direct Award and the Supplier Terms and Conditions as agreed by both Parties, shall apply to the purchase of the Goods and/or Services by the Contracting Authority and/or Customers from the Supplier, to the exclusion of all other terms and conditions including any which the Supplier may purport to apply under any sales offer or similar document
- 1.2 The Individual Contract (as amended from time to time), together with any document expressly referred to in any of its terms and conditions, contains the entire Individual Contract between the Parties relating to the subject matter covered and supersedes any previous agreements, arrangements, undertakings or proposals, written or oral, between the Parties in relation to such matters. No oral explanation or oral information given by any Party shall alter the interpretation of this Individual Contract.
- 1.3 The Contracting Authority will not be liable for errors, omissions or misrepresentations of any information provided by the Customer.
- 1.4 In the event of any conflict between the Purchase Order, the Clauses in the Individual Contract and any Documentation referred to in those Clauses of the Individual Contract the conflict shall be resolved in accordance with the following order of precedence: -
 - End User License Agreement EULA
 - Purchase Order/Form of Direct Award
 - Individual Contracts Terms and Conditions
 - Supplier Terms and Conditions
- 1.5 The Individual Contract may be executed in counterparts, each of which, when actioned, will constitute an agreement. All counterparts shall constitute the whole agreement.

2. Due Diligence and Accuracy of Information

- 2.1 Both Parties must carry out their own due diligence process prior to Individual Contract commencement date, to the extent possible and applicable.
- 2.2 To the extent possible and applicable, both Parties must satisfy itself of all relevant details relating to the suitability of the existing and future operating environment; operating processes and procedures and the working methods of the Customer ownership, functionality, capacity, condition and suitability of Customer equipment for use in the provision of the Goods and/or Services and any existing Individual Contracts and liabilities which are to be Novated to the Supplier.
- 2.3 To the extent that the Customer has provided Supplier with the required access requirements and/or information to assess the operating environment, the Supplier must advise the Customer, in writing, of each aspect of the operating environment that is not suitable for the provision of Goods and/or Services, the action needed to remedy each aspect and a timetable for the costs of those actions. For the purpose of this Clause 'in writing' includes e-mail. Each

Party shall be liable to pay for costs, in event of a Default, incurred due to inaccuracies, discrepancies, omissions, and damage therein.

- 2.4 Both Parties shall be entitled to recover any direct and demonstrable additional costs resulting from any unsuitable aspects of the operating environment, misinterpretation of the requirements or failure by the Parties to satisfy itself as to the accuracy of the due diligence information.
- 2.5 Both Parties will be responsible for ensuring they are in possession of the correct information from the other and for the accuracy of all information supplied to each Party in connection to the Software Products and Associated Services Framework Agreement.

3. Conflict of Interest

- 3.1 The Supplier shall take all steps necessary to ensure that a conflict of interest does not occur, that will have an impact on the Customer. The Customer is to be satisfied that the Supplier is compliant with this request. The Supplier must promptly notify the Customer giving full details if any conflict arises or may arise.
- 3.2 The Customer reserves the right to suspend the Individual Contract immediately in writing to the Supplier and/or, where the Customer deems it necessary, to take steps to address the conflict between the pecuniary or personnel interests of the Supplier and the duties owed to the Customer under the provisions of the Individual Contract. Any actions taken in relation to this Clause shall not prejudice or affect any right of action or remedy, which shall be accrued or hereafter be accrued to the Customer. For the purpose of this Clause 'in writing' includes e-mail. Any disputes relating to this section shall be resolved in accordance with Section 19 "Dispute Resolution Procedure/ Arbitration"

4. Prevention of Fraud

- 4.1 The Supplier shall take all reasonable steps necessary to ensure prevention of any fraud by employees of the Supplier (including all shareholders, directors and members) in connection with monies received from the Customer.
- 4.2 The Supplier shall notify the Customer as soon as practically possible, if it has reason to believe that fraud has occurred, or is likely to occur.
- 4.3 If the Supplier commits any fraud to this or any other Individual Contract in place with the Customer then the Customer may;
 - 4.3.1 Terminate the Individual Contract with immediate effect, by giving the Supplier written notice.
 - 4.3.2 Recover from the Supplier any direct costs incurred resulting from the termination including sourcing from an Alternative Supplier, for the remainder of the Individual Contract Period, any loss as a consequence of the breach of this Clause.
- 4.4 This Clause shall apply during the Individual Contract Period and for a period of two (2) years after the Individual Contract expiry date.

5. Warranties

The Supplier hereby represents and warrants to the Customer that:

- 5.1 The Supplier sells the Goods with full title guarantee and free from all encumbrances with the exception of software only Services that are leveraged and as such are not free from encumbrances and are not transferable to the Customer;
- 5.2 On delivery to the Customer, the Goods and/or Services will be in material accordance with the specification set out or referred to in the Purchase Order/Individual Contract;
- 5.3 Each of the Parties warrants its power to enter into this Individual Contract and has obtained all necessary approvals to do so.
- 5.4 The Supplier has the skills and the appropriately qualified employees necessary to carry out the Services in conformity with the normal standards and legislation associated with the supply of the Goods and/or Services.
- 5.5 NOT USED
- 5.6 The Goods and/or Services when delivered to the Customer will:
 - 5.6.1 be of a satisfactory quality and, as is practicably possible, be free from any defects in material or workmanship;
 - 5.6.2 comply with the appropriate United Kingdom, EU or International standards and with all applicable statutory requirements and regulations;
 - 5.6.3 the Goods and/or Services will be fit and sufficient for the purpose intended by the Customer as specified in the Purchase Order/Individual Contract and will comply with all applicable Laws and regulations in force in England and Wales. This warranty shall not apply to Individual Contracts for the provision of software only, including hosted software solutions;
 - 5.6.4 the Goods and/or Services do not and will not infringe any intellectual property right of any third Party.

In the event the Goods/Services are provided by a Sub-Contractor the Supplier shall take all reasonable steps to ensure that the Sub-Contractor adheres to this Clause 5.6 through their own Sub-Contractor management.
- 5.7 Each of the representations and warranties contained in Clause 5 (hereinafter referred to as "Warranties") shall be construed as a separate representation or warranty and shall not be limited by the terms of any of the other warranties or by any other term of this Individual Contract.
- 5.8 The Supplier acknowledges that the Customer has entered into this Individual Contract in reliance on the Warranties.
- 5.9 The Warranties shall continue in full force and effect notwithstanding delivery or payment for the Goods and/or Services and notwithstanding termination of this Individual Contract for any reason.

6. Duration of Individual Contract

In accordance with the 'Public Contracts Regulations 2015' Individual Contracts based on a Framework Agreement are to be awarded before the end of the term of the Framework Agreement itself. The duration of the Individual Contract does not need to coincide with the duration of the Framework Agreement (48 months), but might, as appropriate, be shorter or longer. In particular, the Customer is allowed to set the length of Individual Contracts based on a Framework Agreement taking account of factors such as the time needed for their performance, where extensive training of staff to perform the Individual Contract is needed or where there is an added value in doing so.

7. Severance

Any provision of this Individual Contract that is, or may be, void or unenforceable shall, to the extent of such invalidity or unenforceability be deemed severable and shall not affect any other provision of this Individual Contract that shall remain in force to the fullest extent possible.

8. Waiver

No waiver or forbearance by either Party on any occasion (whether express or implied) in enforcing any of its rights under this Individual Contract shall prejudice its rights to do so in the future.

9. Assignment and Novation

9.1 This Individual Contract is personal to the Supplier and the Supplier shall not Assign, Novate, or otherwise dispose of this Individual Contract or any part thereof (including as part of a merger) without the consent in writing of the Customer, which will not be unreasonably withheld. In the event that the Supplier is granted consent all obligations in terms no less restrictive to those imposed on it pursuant to this Individual Contract will remain in force.

9.2 For the avoidance of doubt the Customer retain the right to Assign or transfer their rights in full under this Individual Contract without liability to the Supplier or to require the Supplier to Novate the Individual Contract in the event of Supplier either ceasing to carry on business or as directed by the Customer pursuant to Regulation 72 of The Public Contracts Regulations 2015 (SI 102/2015).

10. Force Majeure

Neither Party to the Individual Contract shall be liable for any Default due to any act of God, war, fire, flood, drought, tempest or other event beyond the reasonable control of either Party. If a state of Force Majeure exists to the extent that the Individual Contract/Purchase Order cannot be executed for a continuous period of six (6) months the Individual Contract shall be automatically terminated with no liability on either Party.

11. Bribery, Corruption and Collusion

11.1 The Customer shall be entitled immediately to terminate this Individual Contract with the Supplier and to recover from the Supplier the amount of any **direct and demonstrable** loss resulting from such termination if:

- 11.1.1 the Supplier, or any person employed by the Supplier or acting on his behalf (whether with or without the knowledge of the Supplier) shall have offered to give or agreed to give to any person any gift or consideration at any time as inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this Individual Contract or any other Individual Contract with the Customer or for showing or forbearing to show favour or disfavour to any person in relation to this Individual Contract or any other Individual Contract with the Customer.
- 11.1.2 in relation to any Individual Contract with the Customer the Supplier or persons employed by him or acting on his behalf shall have committed any offence under the Bribery Act 2010 or have given any fee or reward the receipt of which is an offence under the Local Government Act 1972 Section 117.
- 11.1.3 the Supplier, when tendering, fixed or adjusted the amount of the Tender under or in accordance with any agreement or arrangement with any other person or, before the time specified for the return of Tenders;
 - 11.1.3.1 communicated to a person other than the Customer the amount or the approximate amount of his Tender (except where the disclosure in confidence of the appropriate amount of his Tender was essential to obtain insurance premium quotations required for the preparation of his Tender).
 - 11.1.3.2 entered into an agreement with any other person whereby that other person would refrain from Tendering or as to the amount of any Tender to be submitted:
 - 11.1.3.3 offered or paid to give or agreed to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender any act or thing of the sort described above.
- 11.2 For the purpose of this Clause the expression “loss” shall include the reasonable cost to the Customer of the time spent by its officers in terminating this Individual Contract/Purchase Order and in making alternative arrangements for the supply of the Goods and/or Services.

12. Official Secrets Acts

- 12.1 The Supplier shall comply with and shall ensure that its staff comply with, the provisions of: -
 - 12.1.1 The Official Secrets Act 1911 to 1989; and
 - 12.1.2 Section 182 of the Finance Act 1989
- 12.2 In the event that the Suppliers staff fail to comply with this Clause, the Customer reserves the right to terminate the Individual Contract immediately, by giving written notice to the Supplier.

13. Confidentiality

- 13.1 Each Party shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the

Individual Contract or except where disclosure is otherwise expressly permitted by the provisions of this Individual Contract.

13.2 The Supplier shall take all necessary precautions to ensure that all Confidential Information obtained from the Customer under or in connection with the Individual Contract:

13.2.1 is given only to such of the staff and professional advisors or consultants engaged to advise it in connection with the Individual Contract as is strictly necessary for the performance of the Individual Contract and only to the extent necessary for the performance of the Individual Contract;

13.2.2 is treated as confidential and not disclosed (without prior approval) or used by any staff or such professional advisors or consultants' otherwise than for the purposes of the Individual Contract.

13.3 Where it is considered necessary, the Supplier shall ensure that staff or such professional advisors or consultants sign a confidentiality undertaking before commencing work in connection with the Individual Contract.

13.4 The Supplier shall not use any Confidential Information received otherwise than for the purposes of the Individual Contract.

13.5 The provisions of Clauses 13.1 to 13.4 shall not apply to any Confidential Information received by one Party from the other:

13.5.1 which is or becomes public knowledge (otherwise than by breach of this Clause);

13.5.2 which was in the possession of the other Party previous to entering into the Individual Contract;

13.5.3 that is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;

13.5.4 is independently developed without access to the Confidential Information;

13.5.5 which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Party making the disclosure, including any requirements for disclosure under the Freedom of Information Act (FOIA), the Code of Practice on Access to Government Information or the Environmental Information Regulations.

13.6 Nothing in this Clause shall prevent the Customer:

13.6.1 disclosing any Confidential Information for the purpose of:

13.6.1.1 the examination and certification of the Customer's accounts; or

13.6.1.2 any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources.

13.6.2 disclosing any Confidential Information obtained from the Supplier:

- 13.6.2.1 to any other department, office or agency of the Crown; or
 - 13.6.2.2 to any person engaged in providing any Services to the Customer for any purpose relating to or ancillary to the Individual Contract;
 - 13.6.2.3 provided that in disclosing information under sub-paragraph 13.6.2.1 or 13.6.2.2 the Customer discloses only the information, which is necessary for the purpose concerned and requires that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.
- 13.7 Nothing in this Clause shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Individual Contract/Purchase Order in the course of its normal business, to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights.
- 13.8 In the event that either Party fails to comply with this Clause 13, the other Party reserves the right to terminate the Individual Contract by notice in writing with immediate effect.
- 13.9 The Supplier and the Customer hereby undertakes to the other that during the currency of this Individual Contract/Purchase Order and for the period of twelve (12) months following upon its termination or expiry it will not directly or by its agent or otherwise and whether for itself or for the benefit of any other person induce or endeavour to induce any officer or employee of the other to leave his employment.
- 13.10 For the purposes of the Customer's undertaking under this Clause 13 the information shall be deemed to include all information (written or oral) concerning the Purchase Order requirement. The provisions under this Clause 13 are without prejudice to the application of the Official Secrets Acts 1911 to 1989 to any Confidential Information.

14. Freedom of Information

- 14.1 The Supplier acknowledges that the Customer is subject to the requirements of the Freedom of Information Act and the Environmental Information Regulations and shall assist and cooperate with the Customer (at the Supplier's expense) to enable the Customer to comply with these information disclosure requirements.
- 14.2 The Supplier shall and shall ensure that its Sub-Contractors shall
- 14.2.1 transfer the request for information to the Customer as soon as practicable after receipt and in any event within two (2) working days of receiving a request for information;
 - 14.2.2 provide the Customer with a copy of all information in its possession or power in the form that the Customer requires within five (5) working days (or such other period as the Customer may specify) of the Customer requesting that information; and
 - 14.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to a request for information within the time for compliance set out in Section 10 of the FOIA.

- 14.3 The Customer shall be responsible for determining at its absolute discretion whether:
- 14.3.1 the information is exempt from disclosure under the Freedom of Information Act and the Environmental Information Regulations;
 - 14.3.2 the information is to be disclosed in response to a request for information, and in no event shall the Supplier respond directly to a request for information unless expressly authorised to do so by the Customer.
- 14.4 The Supplier acknowledges that the Customer may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of Functions of Public Authorities under Part I of the Freedom of Information Act 2000, be obliged under the Code of Practice on Access to Government Information, the FOIA, or the Environmental Information Regulations to disclose Information:
- 14.4.1 without consulting with the Supplier; or
 - 14.4.2 following consultation with the Supplier and having taken its views into account.
- 14.5 The Supplier shall ensure that all information produced in the course of the Individual Contract or relating to the Individual Contract is retained for disclosure and shall permit the Customer to inspect such records as requested from time to time. The Supplier acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and that the Customer may nevertheless be obliged to disclose Confidential Information in accordance with Clause 14.4.

15. Rights of Third Parties

A person who is not a Party to this Individual Contract has no rights under the Individual Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Individual Contract but this does not affect any right or remedy of a third party that exists or is available apart from such Act.

16. Cumulative Remedies

Except as otherwise expressly provided by the Individual Contract, all remedies available to either Party for breach of the Individual Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

17. Diversity

Throughout the duration of this Individual Contract the Supplier shall and in addition shall ensure that its Sub-Contractors shall discharge their obligations under this Individual Contract and supply the Good and/or Services in accordance with their responsibilities under the Equalities Act 2010 and Codes of Practice issued by the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission and shall in addition discharge its obligations under this Individual Contract and provide the Goods and/or Services in a manner consistent with the Customer policies and guidelines.

18. Liquidated Damages

Individual Contracts/Orders will be subject to Liquidated Damages, where agreed in writing by the Parties. The value of any such damages will be agreed between the Customer and the Supplier and will be made up of demonstrable losses resulting from Supplier failing, payable to the impacted Parties. Losses will be restricted - i.e. to costs incurred or any required replacement or repair by the impacted Party, but shall exclude such this as expected profit. If not agreed in writing by both Parties at award of the Individual Contract then this Clause 18 will not apply.

19. Dispute Resolution Procedure/Arbitration

- 19.1 The Parties shall attempt to resolve any disputes (other than those relating to the termination of this Individual Contract in whole or in part) arising under or in relation to this Individual Contract by initially following the Escalation Procedure (Clause 28), in the event the Escalation Procedure fails to achieve agreement or in exceptional circumstances the Customer reserves the right to refer the matter to the Dispute Resolution Procedure identified below.
- 19.2 If the Parties have failed to resolve a dispute by following the Escalation Procedure, then the Customer's authorised representative and the Suppliers Managing Director shall hold formal discussions during a period of twenty (20) working days to attempt to resolve the dispute in good faith. If the Customer's authorised representative and the Suppliers Managing Director determine in good faith that resolution through continued discussions does not appear likely within such twenty (20) working day period, then the Parties will attempt to settle the dispute by mediation in accordance with the Centre for Effective Dispute Resolution's (CEDR's) Model Mediation Procedure.
- 19.3 The specific format for the discussions shall be determined at the discretion of the Parties, but may include the preparation of agreed statements of fact or written statements of position.
- 19.4 Proposals and information exchanged during the informal proceedings described in this Clause between the Parties shall be privileged, confidential and without prejudice to a Party's legal position in any formal proceedings. All such proposals and information, as well as any conduct during such proceedings, shall be considered settlement discussions and proposals, and shall be inadmissible in any subsequent proceedings.
- 19.5 In the event that the Parties fail to agree the resolution of the dispute at the end of the mediation, and the Dispute Resolution Procedure has been exhausted, either Party may then invoke legal proceedings to seek determination of the dispute.
- 19.6 The Supplier shall continue to provide the Goods and/or Services in accordance with the terms of this Individual Contract until a dispute has been resolved.
- 19.7 Nothing in this Dispute Resolution Procedure shall prevent the Parties from seeking from any court of the competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 19.8 Any dispute difference or question between the Parties to this Individual Contract with respect to any matter or thing arising out of or relating to this Individual Contract which cannot be resolved by negotiation and except in so far as may be otherwise provided in this Individual Contract shall be referred to arbitration under the provisions of the Arbitration Act 1996 or

any statutory modification or re-enactment thereof by a single arbitrator to be appointed by agreement between the Parties or in Default of Agreement by the President for the time being of the Chartered Institute of Arbitrators.

20. Jurisdiction

This Individual Contract shall be governed and construed in accordance with the Law of England and Wales. This Clause 20 may be adapted so that the Individual Contract is under Scottish or Northern Irish Law.

21. Non-Discrimination and Modern Slavery

- 21.1 The Supplier shall not unlawfully discriminate within the meaning and scope of any Law, enactment, order or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation or otherwise).
- 21.2 The Supplier shall take all reasonable steps to secure the observance of Clause 21.1 by all servants, employees or agents of the Supplier and all Suppliers and Sub-Contractors employed in the execution of the Framework Agreement.
- 21.3 The Supplier shall comply with the Modern Slavery Act 2015
- 21.4 The Supplier undertakes, warrants and represents that neither the Supplier nor any of its officers, employees, agents or Sub-Contractors has:
 - 21.4.1 committed an offence under the Modern Slavery Act 2015 (a "MSA Offence");
 - 21.4.2 been notified that it is subject to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015;
 - 21.4.3 is aware if any circumstances within its supply chain that could give rise to an investigation relating to an alleged MSA Offence or prosecution under the Modern Slavery Act 2015;
- 21.5 The Supplier shall notify the Contracting Authority immediately in writing if it becomes aware or has reason to believe that it, or any of its officers, employees, agents or Sub-Contractors have, breached the Modern Slavery Act 2015.

22. Title and Risk

- 22.1 Risk in the Goods shall not pass to the Customer unless and until the Goods are unloaded at the delivery location specified in the Individual Contract and signed for by the Customer. If the Goods are rejected by the Customer after delivery has been affected, then, in accordance with the Supplier/Vendor returns policy, the Customer shall return the rejected Goods and risk in the Goods shall revert to the Supplier immediately upon the Goods being removed from the Customer premises by the Supplier or their nominated carrier
- 22.2 Title to the Goods being purchased by the Customer shall pass to the Customer upon payment of the relevant invoice(s) in accordance with Clause 23. This excludes any Supplier equipment used to provide the Service where title will remain with the Supplier.

22.3 In the instance that a Customer changes its operating status, i.e. Funded School to Academy, all rights and support as previously granted in relating to the Goods and/or Services will be transferred at no cost to the new body.

22.4 Title and Risk to remain with the Supplier where the Supplier is wholly funding the assets.

23. Invoicing and Payment

23.1 Invoices should be formatted in accordance with the reasonable instructions received from the Customer or their delegated representative, quoting relevant reference numbers and should contain a summary of transactions/work completed

23.2 NOT USED

23.3 It is important that invoices are accurate and must include the correct official Purchase Order number. Incorrect invoices will be returned unpaid for correction and resubmission. In such cases the payment terms will take effect not from the invoice date but from the date of receipt at the correct address of a correctly presented invoice.

23.4 If an invoice is disputed (whether paid or outstanding) by Customer to whom it is addressed, that Party will pay the undisputed portion of the invoice. Any such payment shall not, under any circumstances, be deemed to represent or amount to an admission of liability for any sums outstanding as a debt due and properly payable to the Supplier. In the event of any sum being disputed, whether unpaid or already paid, the Customer and the Supplier shall discuss such sum in dispute as soon as is reasonably practicable and within thirty (30) days of written notification of the same after becoming aware of such disputed sum. If no agreement is reached within seven (7) Working Days thereafter the sum in dispute shall be dealt with in accordance with the provisions of Clause 19.

23.5 Should the Customer fail to pay undisputed invoices within thirty (30) days, the Supplier may give the Customer thirty (30) days' notice that it will cease/withhold Services, until such time as the outstanding values are paid.

23.6 The Customer shall only make payment after delivery of all the Goods and/or Services specified in the relevant Individual Contract/Purchase Order and where delivery is by instalments payment shall be made after delivery of each instalment and after receipt by a duly authorised officer of the Customer/of a detailed invoice showing correct invoice value (and where VAT is payable, a VAT invoice) clearly stating the Individual Contract/Purchase Order number as appropriate.

23.7 Where the provisions of Clause 23.6 have been complied with payments will normally be made by the Customer within thirty (30) days of the to the date of the invoice(s). The Customer reserves the right to withhold payment where the provisions of Clause 23.1 have not been complied with.

23.8 The Contracting Authority and/ or Procurement Services shall not be held responsible for payments due from individual Customers.

24. Notices

Any notice to be served on either of the Parties by the other shall be in writing and sent by post or email. By first class post to the address of the relevant Party shown at the head of the

Purchase Order/Individual Contract, shall be deemed to have been received by the addressee within seventy-two (72) hours of posting or twenty-four (24) hours if sent by e-mail to the correct e-mail address of the addressee.

25. Disruption

- 25.1 The Supplier shall take reasonable care to ensure that the performance of the Individual Contract by the Supplier does not disrupt the operations of the Customer, its employees and any of its Suppliers working under control of the Customer.
- 25.2 The Supplier shall inform the Customer as soon as practically possible of any potential or actual industrial action that will cause effect to the Customer and delivery to the Individual Contract.
- 25.3 In the event of any Industrial action or anticipated delay the Supplier will seek acceptance of alternative plans to ensure supply to the Individual Contract. If the proposals are deemed as insufficient to ensure Individual Contract delivery, this will be deemed as a Material Breach and the Individual Contract may be terminated in accordance with Clause 30 Termination.
- 25.4 If the disruption is caused by direction of the Customer then the Customer will make an allowance to the Supplier of any proven expense, for direct cost, that has been agreed by the Customer, as a direct result of the disruption.

26. Transfer and Sub-Contracting

- 26.1 The Customer reserves the right to reject the use of any particular Sub-Contractor. The Customer's approval shall not be unreasonably withheld or delayed. In the case of rejection the Customer will notify the Supplier of its reasoning in writing. Reasons for rejection include, but are not limited to, a Sub-Contractor banned from entering premises, financial risk, criminal prosecutions pending, failure to meet Terms and Conditions of Individual Contract or Framework Agreement.
- 26.2 The Supplier shall not Assign, Novate, or in any way dispose of the Individual Contract or any part of it without written prior approval from the Customer, which will not be unnecessarily withheld.
- 26.3 The Supplier shall be responsible for all acts, and omissions of its Sub-Contractors.
- 26.4 Where approval has been given to the Supplier to engage Sub-Contractors, the Supplier will provide, on written request, a redacted copy of the sub-contract to the Customer which will be treated as Confidential Information.
- 26.5 Subject to Clause 26.7 the Customer may Novate or otherwise dispose of its rights and obligations under the Individual Contract or any part thereof to:-
 - 26.5.1 any Customer
 - 26.5.2 any body established by the Crown or under statute in order to substantially perform any functions that had previously been performed by the Customer.
 - 26.5.3 any private/third sector body which substantially performs the functions of the Customer.

Provided that any such Novation or other disposal shall not increase the burden of the Suppliers obligations under the Individual Contract.

- 26.6 Any change to the legal status of the Customer shall not, subject to Clause 26.7, affect the validity of the Individual Contract. In such circumstances the Individual Contract shall bind and inure to the benefit of any successor body to the Customer.
- 26.7 the rights of termination of the Customer in Clause 31 shall be available to the Supplier in the event of, respectively, the bankruptcy or insolvency or Default of the transferee; and
 - 26.7.1 the rights of termination of the Customer in Clause 31 shall be available to the Sub-Contractor in the event of, respectively, the bankruptcy or insolvency or Default of the transferee; and
 - 26.7.2 the transferee shall only be able to Novate, or otherwise dispose of its rights and obligations under the Individual Contract or any part thereof with the previous consent in writing of the Supplier.
- 26.8 The Customer may disclose to any transferee any Confidential Information of the Supplier, which relates to the performance of the Suppliers obligations under the Individual Contract. In such circumstances the Customer shall authorise the transferee to use such Confidential Information only for the purpose relating to the performance of the Suppliers obligations under the Individual Contract and for no other purposes and shall ensure that the transferee gives a Confidential Information undertaking in relation to the Confidential Information.
- 26.9 Each of the Parties shall, at its own cost, carry out, or use reasonable endeavours to carry out, whatever further actions, including the issue of further Documentation that the other Party requires, from time to time, for the purpose of giving the other Party the full benefit of the provisions of the Individual Contract.
- 27. NOT USED**

28. Escalation Procedure

The following outlines the formal Escalation Procedure that shall be followed in the event that a Supplier or Customer may experience a problem(s) that it is unable to resolve.

Level One

The Customer and Supplier will agree to use reasonable endeavours to resolve any such problems at level one before initiating level two of this escalation procedure. In any event the escalation procedure should only be initiated whereby performance shows no improvement or the Parties are unable to agree.

Level Two

Should the Parties at Level One be unable to resolve the issues the Contracting Authority shall act as an intermediary and mediator to assist in resolving the issue. Either Party may approach the Contracting Authority for assistance. In any such event the Contracting Authority shall act as impartial body acting in the best interests of the Framework Agreement with a view to working toward a satisfactory resolution.

Level Three

In the event that both Levels One and Two are exhausted without resolution then the Parties shall agree to follow the Dispute Resolution Procedure (Clause 19).

Escalation Path relating to Product or Service Delivery Failure

Level	Customer	Supplier	Timescales for Completion
1	Authorised Representative of Ordering Body / Customer	Local Account Manager	Ten (10) working days from notification
2	Authorised Representative of Customer responsible for Ordering Body/Authority	Regional Account Manager or Sales Director	Ten (10) working days from notification to enact
3	Authorised Representative of Contracting Authority	Company Director	Fifteen (15) working days from notification

29. Liability

Clause 29.1 cannot be changed

29.1 The liability of both Parties for:

29.1.1 death or injury resulting from its own or that of its employees' agents or Sub-Contractors' negligence; and

29.1.2 all damage suffered by either Party as a result of the implied statutory undertakings as to title quiet possession and freedom from encumbrances

29.1.3 fraud or fraudulent misrepresentation; and

29.1.4 any other liability which it would be unlawful to exclude or attempt to exclude

Shall **not** be limited.

29.2 Except as set out in Clauses 29.1, in no event will either Party be liable, whether based on an action or claim in contract, tort (including negligence), under an indemnity, breach of statutory duty or otherwise arising out of, or in relation to, the Individual Contract, for:

29.2.1 loss of profits, business, revenue, contracts, opportunity, anticipated savings, goodwill or reputation; or

29.2.2 any consequential or indirect losses or damages.

29.3 Subject to Clause 29.1, the total aggregate liability of either Party to the other whether based on an action or claim in contract, tort (including negligence), breach of statutory duty or otherwise arising out of, or in relation to, each Individual Contract will be limited to an amount equal to 100% of the total value of the Order/ Individual Contract.

29.4 In order to cover its liabilities the Supplier shall maintain, as a minimum, the following level of insurance. The Supplier must also ensure that any permitted Sub-Contractors maintain a level of insurance, to be agreed between the Supplier and Sub-Contractor, that enables them to meet their obligations in the delivery of any Individual Contract, throughout the Individual Contract Period;

29.4.1 Product Liability Insurance – limit £5 million (Five million pounds sterling) per claim or series of related claims

29.4.2 Public Liability Insurance – limit £5 million (Five million pounds sterling) per claim or series of related claims

29.4.3 Employer's Liability Insurance – limit £5 million (Five million pounds sterling) per claim or series of related claims

29.4.4 Professional Indemnity Insurance – Limit £1 million (One million pounds sterling) per claim or series of related claims, if supplying an associated Service

29.4.5 If the Customer requires a variant level of insurance then this will be requested at the Further Competition/Purchase Order stage of the Individual Contract. Failure to revise the insurance level may cause exclusion from the process. The Supplier is not to offer any level of insurance below that stated in Clauses 29.4.1 to 29.4.4.

29.4.6 The Supplier is responsible for comprehensively insuring all items including vehicles maintained by the Supplier against third Party claims and for accidental damage, fire, theft or loss whilst in the custody or control of the Supplier.

29.4.7 any other insurances required under any applicable legislation or at time of Individual Contract.

- 29.5 The following provisions, and any provisions of Clauses 43.2.1.1 to 43.2.1.5 set out both Parties liability (including any liability for the acts and omissions of its employees, agents and Sub-Contractors) in respect of.
- 29.5.1 any breach of its contractual obligations arising under this Individual Contract; and
- 29.5.2 any representation statement or tortious act or omission including negligence arising under or in connection with this Individual Contract
- 29.6 Any act or omission on the part of the Supplier, its employees, agents or Sub-Contractors falling within Clause 29.4 shall for the purposes of this Clause 29 be known as an 'event of Default'.
- 29.7 The Supplier shall not be liable to the Customer in respect of any event of Default for loss of profits, goodwill or any type of special indirect or consequential loss (including loss or damage suffered by the Customer as a result of an action brought by a third Party) even if such loss was reasonably foreseeable or the Supplier had been advised of the possibility of the Customer incurring the same.
- 29.8 If a number of events of Default give rise substantially to the same loss then they shall be regarded as giving rise to only one claim under this Individual Contract.
- 29.9 The Customer will afford the Supplier an agreed number of days (up to thirty (30) days) in which to remedy any event of Default exclusive of the Service Level Agreement (SLA) associated Key Performance Indicators (KPI's) and the Escalation Procedure (Clause 28).
- 29.10 Except in the case of an event of Default arising under Clause 29.7 the Supplier shall have no liability to the Customer in respect of any direct losses in the event of Default unless the Customer shall have served notice of the same upon the Supplier within two (2) years of the date it became aware of the circumstances giving rise to the event of Default or the date when it ought reasonably to have become so aware.
- 29.11 Nothing in this Clause 29 shall confer any right or remedy upon the Customer to which it would not otherwise be legally entitled.
- 29.12 Should the Supplier fail to provide upon reasonable notice satisfactory evidence of insurance referred to in Clause 29.4, the Customer may:
- 29.12.1 at its discretion arrange suitable cover. Any premiums paid by the Customer to affect such insurance on behalf of the Supplier shall be recoverable from the Supplier or, at the Customer option, deducted from any money owed to the Supplier.
- 29.12.2 require the Supplier to effect and provide evidence of suitable cover within seven (7) days of notification.
- 29.12.3 cancel this Individual Contract with immediate effect.

30. Termination

- 30.1 The Customer shall be entitled immediately to terminate the Individual Contract and to recover from the Supplier the amount of any loss resulting from such termination if the Supplier is in Material Breach of any of the terms of this Individual Contract.
- 30.2 The Customer may terminate the Purchase Order/Individual Contract at any time before the Goods and/or Services are delivered by giving written notice and thereafter:
- 30.2.1 the Supplier shall cease to be bound to deliver and the Customer shall cease to be bound to receive delivery of any further Goods and/or Services;
 - 30.2.2 provided the Supplier has received the termination fee [to be defined prior to signature as part of the Individual Contract/Order] from the Customer, the Customer shall cease to be bound to pay that part of the Price that relates to the Goods and/or Services that have not been delivered
 - 30.2.3 unless agreed as part of the Individual Contract process that fees are applicable should the Individual Contract be terminated before delivery of Goods/Services, the Customer shall not be liable for any loss or damage whatsoever arising from such termination.
- 30.3 The Customer may terminate this Individual Contract at any time, where;
- 30.3.1 There is an Insolvency Event;
 - 30.3.2 The Supplier or its Affiliates embarrass or bring the Customer into disrepute or diminish the public trust in them.
- 30.4 The Supplier shall notify the Customer as soon as practically possible if the Supplier undergoes a change of control. The Customer may terminate, only where the delivery of Services/Individual Contract is likely to be materially impacted by such a change of control, by notice within six (6) months of: -
- 30.4.1 being notified that a change control has occurred; or
 - 30.4.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control;

But shall not be allowed to terminate where an approval was granted prior to the Change of Control.

Termination on Default

- 30.5 The Customer may terminate the Individual Contract by giving written notice to the Supplier with immediate effect if the Supplier commits a Default and if: -
- 30.5.1 The Supplier has not remedied the Default to the requirements of the Customer within twenty (20) working days, or such period as may be specifically agreed by both Parties after issue of a written notice stating the Default and requesting the Default to be remedied; or
 - 30.5.2 the Default is not capable, of remedy; or

30.5.3 the Default is a Material Breach of the Individual Contract. In the event of a Material Breach the Customer is entitled to claim direct and demonstrable costs from the Supplier

30.6 If the Customer fails to pay the Supplier undisputed sums of money when agreed by Individual Contract, the Supplier shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums then: -

30.6.1 Interest on payment shall not be subject to the Late Payment of Commercial Debts Interest Act, 1998 and as amended and supplemented by the Late Payment of Commercial Debts Regulations, 2002 until the completion of the Dispute Resolution Process or receipt of the decision from the adjudicator, in accordance with the agreed Dispute Resolution process. If the Dispute Resolution Process finds in favour of the Supplier interest will be paid by the Customer from the due date of the invoice

30.6.2 All undisputed sums due from either of the Parties to the other which are not paid on the due date agreed in the Individual Contract shall bear interest from day to day at the annual rate of 2% over the base lending rate of the Bank of England.

30.7 If the Customer refuses to pay the outstanding undisputed payments to the Supplier, then the Supplier will be able to terminate the Individual Contract after a period of thirty (30) days of the date of such written notice, save that the such right of termination shall not apply where the Customer is exercising its rights under Clause 23 (Invoicing and Payment).

30.8 Where a Contract Period is specified in the Individual Contract then the Individual Contract shall come to an end at the end of such Period (if it has not already come to an end or been terminated before that date).

30.9 All termination or coming to an end of this Individual Contract shall be without prejudice to any claims for prior breach of this Individual Contract and all of the conditions which expressly or impliedly have effect after termination of this Individual Contract for any reason will continue to be enforceable notwithstanding such termination or coming to an end.

Framework Agreement

30.10 Individual Contracts will continue to run even if the Framework Agreement is terminated unless terminated by the Customer under this Clause 30 Termination.

Termination by the Supplier

30.11 The Supplier shall have the right to terminate the Individual Contract /Purchase Order, by giving ninety (90) days' notice.

Consequences of Termination

30.12 Where the Customer terminates the Individual Contract under Clause Termination on Default (30.5) and then makes other arrangements for the supply of the Goods/Services the Customer may recover the reasonable costs, from the original Supplier, incurred to make those arrangements and any additional costs incurred during the remainder of the original Individual Contract Period. Where the Individual Contract is terminated under the Clause Termination

on Default (30.5 – 30.9) no further payments shall be payable to the Supplier by the Customer, until the Customer has established the final cost for making these arrangements.

31. Recovery upon Termination

On termination of the Individual Contract for any reason, the Supplier shall;

- 31.1 Return to the Customer all Confidential Information and any IPRs belonging to the Customer that are in the Suppliers or its Sub-Contractors possession.
- 31.2 Deliver to the Customer all property, including materials, documents, information etc. that has been provided by the Customer.
- 31.3 Where the end of the Individual Contract arises due to the Suppliers Default, the Supplier shall provide all assistance to complete the Clause 31.1 and 31.2 free of charge and within timescales stated. If this is not complied with the Supplier shall pay the Customer additional costs to achieve the stated recovery dates.
- 31.4 Compliance with Clause 31.1 and 31.2 shall be within ten (10) working days from termination of the Individual Contract.

32. Data Protection and GDPR

- 32.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Supplier is the Processor. The only processing that the Supplier is authorised to do must be determined by the Contracting Authority and/or Customer and may not be determined by the Supplier.
- 32.2 The Supplier shall notify the Contracting Authority and/or Customer without undue delay if it considers that any of the Contracting Authority and/or Customer's instructions infringe the Data Protection Legislation.
- 32.3 The Supplier shall provide all reasonable assistance to the Contracting Authority and/or Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Contracting Authority and/or Customer, include:
 - 32.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 32.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 32.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 32.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 32.4 The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Individual Contract:

- 32.4.1 process that Personal Data only in accordance with such agreement as stated in Clause 32.1, unless the Supplier is required to do otherwise by Law. If it is so required the Supplier shall promptly notify the Contracting Authority and/or Customer before processing the Personal Data unless prohibited by Law;
- 32.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Contracting Authority and/or Customer as appropriate to protect against a Data Loss Event having taken account of the:
- (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
- 32.4.3 ensure that:
- (i) the Supplier personnel do not process Personal Data except in accordance with this Individual Contract;
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Supplier personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Supplier's duties under this Clause;
 - (B) are subject to appropriate confidentiality undertakings with the Supplier or any Sub-Processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Contracting Authority and/or Customer or as otherwise permitted by this Individual Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- 32.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Contracting Authority and/or Customer has been obtained and the following conditions are fulfilled:
- (i) the Contracting Authority and/or Customer or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Contracting Authority and/or Customer;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Contracting Authority and/or Customer in meeting its obligations); and
 - (iiii) the Supplier complies with any reasonable instructions notified to it in advance by the Contracting Authority and/or Customer with respect to the processing of the Personal Data;
- 32.4.5 at the written direction of the Contracting Authority and/or Customer, delete or return Personal Data (and any copies of it) to the Contracting Authority and/or

Customer on termination of the Individual Contract unless the Supplier is required by Law to retain the Personal Data.

- 32.5 Subject to Clause 32.6, the Supplier shall notify the Contracting Authority and/or Customer without undue delay if it:
 - 32.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 32.5.2 receives a request to rectify, block or erase any Personal Data;
 - 32.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 32.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Individual Contract;
 - 32.5.5 receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 32.5.6 becomes aware of a Data Loss Event.
- 32.6 The Supplier's obligation to notify under Clause 32.5 shall include the provision of further information to the Contracting Authority and/or Customer in phases, as details become available.
- 32.7 Taking into account the nature of the processing, the Supplier shall provide the Contracting Authority and/or Customer with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 32.5 (and insofar as possible within the timescales reasonably required by the Customer including by promptly providing:
 - 32.7.1 the Contracting Authority and/or Customer with full details and copies of the complaint, communication or request;
 - 32.7.2 such assistance as is reasonably requested by the Customer to enable the Contracting Authority and/or Customer to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 32.7.3 the Contracting Authority and/or Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 32.7.4 assistance as requested by the Contracting Authority and/or Customer following any Data Loss Event;
 - 32.7.5 assistance as requested by the Contracting Authority and/or Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Contracting Authority and/or Customer with the Information Commissioner's Office.
- 32.8 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
 - 32.8.1 the Contracting Authority and/or Customer determines that the processing is not occasional;
 - 32.8.2 the Contracting Authority and/or Customer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - 32.8.3 the Contracting Authority and/or Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

- 32.9 The Supplier shall allow for audits of its data processing activity by the Contracting Authority and/or Customer or the Contracting Authority and/or Customer's designated auditor.
- 32.10 The Supplier shall designate a data protection officer if required by the Data Protection Legislation.
- 32.11 Before allowing any Sub-Processor to process any Personal Data related to this Individual Contract, the Supplier must:
- 32.11.1 notify the Contracting Authority and/or Customer in writing of the intended Sub-Processor and processing;
 - 32.11.2 obtain the written consent of the Contracting Authority and/or Customer;
 - 32.11.3 enter into a written agreement with the Sub-Processor which give effect to the terms set out in this Clause 32 such that they apply to the Sub-Processor; and
 - 32.11.4 provide the Contracting Authority and/or Customer with such information regarding the Sub-Processor as the Contracting Authority and/or Customer may reasonably require.
- 32.12 The Supplier shall remain fully liable for all acts or omissions of any Sub-Processor.
- 32.13 The Contracting Authority and/or Customer may at any time, on no less than thirty (30) working days' notice, revise this Clause by replacing it with any applicable Controller to Processor standard Clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Individual Contract).
- 32.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Contracting Authority and/or Customer may on not less than thirty (30) Working Days' notice to the Supplier amend this Framework Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

33. Warranty – Hardware Only

- 33.1 All Goods must be supplied as a minimum with standard manufacturer's warranty period
- 33.2 Extended warranty may be offered to the Customer with their agreement. Defective products will be returned in accordance with the agreed returns procedure.
- 33.3 Repairs not included in the manufacturer's warranty may be chargeable. Any charges will be reasonable and with the agreement of the Customer and the Supplier.

34. Finance/Operating Lease

- 34.1 It shall be the Suppliers responsibility to ensure that when dealing direct with the Customer that the Customer has the ability to enter into the agreement.
- 34.2 If at any point during the Individual Contract it is determined that the Supplier has entered into an agreement with any Customer that does not meet the correct and permitted arrangements the Individual Contract will be terminated without penalty to the Customer and/or Contracting Authority.

35. Intellectual Property Rights (IPRs)

- 35.1 Each Party keeps ownership of its own existing IPRs. The Supplier gives the Customer a non-exclusive, royalty-free, irrevocable, non-transferable non-sub licensable licence to use the Supplier's existing IPR to enable it to both to receive and use the Goods.
- 35.2 Any new IPR created in conjunction with the Customer or specifically for the purpose of the Individual Contract, is owned by the Customer unless otherwise agreed by both Parties. The Customer gives the Supplier a licence to use any existing IPRs and new IPRs for the purpose of fulfilling its obligations during the Individual Contract Period.
- 35.3 Where a Party acquires ownership of IPRs incorrectly under this Individual Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 35.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos nor trademarks, except as provided in Clause 35 or otherwise agreed in writing.
- 35.5 If there is an IPR Claim, the Supplier indemnifies the Contracting Authority and each Customer and each Customer indemnifies the Supplier against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result. The indemnifying Party will have sole control over defending any IPR claim.
- 35.6 If an IPR claim is made or anticipated the Supplier must at its own expense and the Customer's sole option, either:
- (i) obtain for the Contracting Authority and the Customer, the rights in Clause 35.1 and 35.2 without infringing any third Party IPR
 - (ii) replace or modify the relevant item with substitutes that don't infringe IPR without adversely affecting the functionality or performance of the Goods

36. Price and Variation

- 36.1 The Price shall be the Price agreed on award of the Individual Contract. The Price shall include:
- 36.1.1 the delivery of the Goods and/or Services and any supporting Documentation;
 - 36.1.2 the provision of any required supporting Services; and
 - 36.1.3 all levies and taxes payable in respect of any costs incurred to facilitate the delivery of Software Products and Associated Services and Documentation.
- 36.2 The Price shall not include Value Added Tax (VAT) which shall be payable by the Customer in the manner and at the rate from time to time prescribed by Law.
- 36.3 The Individual Contract Price shall only be varied:
- 36.3.1 where agreed, and in accordance with, the Individual Contract
 - 36.3.2 due to a specific change in Law in relation to which the Parties agree that a change is required to all or part of the Individual Contract Price.
 - 36.3.3 where all or part of the Individual Contract Prices are reduced as a result of a reduction in the Framework Agreement Prices

37. Delivery – Hardware Only

- 37.1 The Supplier shall provide the Goods and/or Services, on the date(s) specified in the Individual Contract/Purchase Order.
- 37.2 The Goods and/or Services shall be delivered in the manner and quantity specified by the Customer in the Individual Contract/Purchase Order.
- 37.3 Delivery requirements and associated costs must be agreed in advance with the Customer.
- 37.4 The Supplier shall, where applicable, be responsible for arranging carriage of the Goods and/or Services at the entire cost and risk of the Supplier.
- 37.5 The Supplier shall use all reasonable endeavours to deliver the Goods and/or Services to the premises stated in the Individual Contract/Purchase Order (and/or, in the case of electronic delivery of Goods and/or Services, to the email address or other electronic location as agreed) and/or to supply the Services by any delivery date specified on the Individual Contract.
- 37.6 The Goods and/or Services shall be deemed not to have been delivered unless and until the Customer has signed a delivery note acknowledging delivery (and, if specified on the Individual Contract/Purchase Order, installation) of the Goods and/or Services; (and for the avoidance of doubt where the Goods and/or Services are to be delivered by instalments the relevant delivery note for deemed delivery shall be the one signed on delivery of the final instalment) or, in the case of electronic delivery of Goods, the Supplier receives confirmation of receipt.
- 37.7 The Supplier shall notify the Customer immediately on becoming aware that it may be unable to deliver or install the Goods and/or Services to or at the premises specified in the Individual Contract/Purchase Order on the day and/or time specified in the Individual Contract or Purchase Order in accordance with any instructions specified.
- 37.8 In the event of any failure on the part of the Supplier to deliver the Goods and/or Services in accordance with this Individual Contract/Purchase Order the Customer may (without prejudice to its other rights under this Individual Contract/Purchase Order):
- 37.8.1 terminate this Individual Contract/Purchase Order as set out in Clause 30 (Termination); or
 - 37.8.2 specify by written notice to the Supplier such revised delivery date(s)/days and/or times as it sees fit, or
 - 37.8.3 Order from an Alternative Supplier. Any additional costs will be passed to the contracted Supplier.
- 37.9 In the case that any of the Goods and/or Services delivered by the Supplier are not in accordance with the terms of this Individual Contract/Purchase Order the Customer shall have the right to reject such Goods and/or Services, in line with the Supplier Return Policy, within a reasonable time and to purchase Goods and/or Services elsewhere as near as practicable to the same specification and conditions as circumstances shall permit without prejudice to any other right which the Customer may have against the Supplier; and the making of payment shall not prejudice the Customer right of rejection.
- 37.10 Any incorrect Goods delivered must be returned following the Suppliers Returns Policy. Failure of the Supplier to adhere to the Returns Policy within the timescale agreed by both Parties will result in the Customer disposing of said items and any disposed Goods will not be paid for.

37.11 The Customer shall have the right to require the Supplier, at the Supplier's own risk and expense, to collect and replace any rejected Goods and if the Supplier does not remove the rejected Goods within the advised timescale the Customer shall be entitled to arrange for the removal of the Goods and to charge the cost of the removal to the Supplier.

37.12 In the event that the Customer rejects any Goods it may (at its absolute discretion):

37.12.1 terminate this Individual Contract/Purchase Order or any part thereof without prejudice to its existing rights and remedies; and/or

37.12.2 recover as a debt due from the Supplier all extra costs and expenses arising from or in connection with the rejection of the Goods including, but not limited to, the cost of purchasing alternative as close to the specification as possible Goods and/or Services from elsewhere.

38. Packaging – Hardware Only

38.1 All packaging will be considered free and non-returnable unless stated the otherwise. All costs associated with the return of packaging materials will be borne by Supplier(s).

38.2 There should be adequate protection to prevent dust penetration into the wrapping and any cardboard cartons used should be of strength capable of resisting crushing.

38.3 Any packaging that needs to be kept by the Customer so that they may return any faulty items under the warranty must be advised at the point of delivery.

38.4 Where applicable it is expected that the Suppliers will remove, and dispose of, their own packaging/waste at no charge to the Customer.

39. DBS Checks

Throughout the duration of this Individual Contract there may be occasions when Suppliers staff will be required to visit Customers that, due to the nature of their activity, require those working on or visiting the premises to have been Disclosure and Barring Service (DBS) checked. These sites might include schools, homes for vulnerable adults, blue light premises etc. In addition to standard DBS rating it may also be necessary for Suppliers staff to be DBS checked to an Enhanced Level. Such requirements will be advised to the Supplier prior to or at placement of Order and/or during any Further Competition opportunity.

The Supplier is responsible for ensuring that all staff undertaking such activity have been appropriately DBS checked prior to commencement of any such work.

Failure of the Supplier to ensure that its staff has been appropriately DBS checked may result in termination of this Individual Contract/Purchase Order as set out in Clause 30 (Termination);

40 TUPE

In cases where there is a potential for staff movement from either the Customer or current provider the Supplier shall take full responsibility to ensure that the TUPE regulations will be

met in full. Any such requirement will be set out 'locally' by the Customer at the Further Competition/Direct Award stage and agreed prior to Individual Contract award.

41. Replacement and Substitution of Personnel

If requested by the Customer to maintain nominated or trained staff to deliver Goods and/or Services then the Supplier shall take all reasonable actions to ensure that nominated staff are maintained to ensure compliance with the request. If staff are replaced or substituted by the Supplier then the Supplier should notify the Customer and ensure that the replaced or substituted staff are aware of the requirements whilst at the Customer or other nominated premises.

42. Service Levels and Service Credits

Any Service and Service Credit levels stated in the Individual Contract/Purchase Order will be applicable to this Individual Contract/Purchase Order.

43. Indemnity

43.1 The Supplier will indemnify the Customer against:

43.1.1 breaches in respect of any matter arising from the supply of the Goods and/or Services resulting in any successful claim by any third Party to the extent of the Supplier negligence.

43.2 The Customer and Supplier Indemnity shall be limited as follows:

43.2.1 Subject to Clause 29.1, the Supplier's total aggregate liability shall be one hundred and twenty-five per cent (125%) of the total value of the Order/Individual Contract for the duration of the Individual Contract Period in respect of all direct liability loss damages costs and expenses (including legal and other professional fees and expenses) awarded against or incurred or paid by the Customer as a result of or in connection with:

43.2.1.1 any breach (in whole or part) of any of the Warranties on the part of the Supplier contained in Clause 5;

43.2.1.2 any damage to property to the extent that such damage is caused by or relates to or arises from the Goods and/or Services;

43.2.1.3 any claim made against the Customer in respect of any liability, loss, damage, Cost or expense sustained by the Customer employees, Sub-Contractors or agents or by any third Party to the extent that such liability loss damage cost or expense is caused by or relates to or arises from the Goods;

43.2.1.4 any negligent act or omission of the Supplier or its employees agents or Sub-Contractors in supplying and delivering the Goods and/or Services which causes financial loss to the Customer; or

43.2.1.5 any liability which the Customer incurs under the Consumer Protection Act 1987 as a result of the acts or omissions of the Supplier in providing the Goods and/or Services.

43.3 The Contracting Authority/Customer will:

43.3.1 take all reasonable steps to mitigate its losses in relation to any claim under that indemnity;

43.3.2 notify the Supplier as soon as reasonably possible after becoming aware of any claim under the indemnity and specifying the nature of that claim in reasonable detail;

43.3.3 not make any admission of liability, agreement or compromise in relation to any such claim under the indemnity without the prior written consent of the Supplier; and

44.3.4 give to the Supplier the sole authority to avoid, dispute, compromise or defend the indemnity claim.

44. Set-Off and Counterclaim

The Customer may set off against any sums due to the Supplier, whether under this Purchase Order/Individual Contract or otherwise, any lawful set-off or counterclaim to which the Customer may at any time be entitled.

45. Publicity

45.1 The Supplier shall not, without prior written permission of the Customer advertise or publicly announce that the Supplier is undertaking work for any Customer and shall take responsible steps to ensure that its servants, employees, agents, Sub-Contractors, Suppliers, professional advisors and consultants comply with this Clause.

45.2 The Customer shall be entitled to publicise in accordance with legal obligation upon the Customer, including any examination of the Individual Contract by an auditor.

45.3 The Supplier shall not do anything to damage the reputation of the Customer or bring the Customer into disrepute.

46. Security

46.1 The Supplier shall comply with all reasonable requests from the Customer whilst delivering to the Customer's premises or premises under the control or responsibility of the Customer.

46.2 The Customer shall provide to the Supplier all information available to ensure that the Supplier can comply with Clause 46.1.

47. Records and Audit Access

47.1 The Supplier shall keep all full and accurate records and accounts appertaining the Individual Contract for one (1) year after expiry of the Individual Contract termination, or as long as required by the Individual Contract.

47.2 The Supplier shall ensure that all accounting records are kept in accordance with good accounting practise.

47.3 The Supplier shall, on request, allow the Customer and its auditors such access to Individual Contract related Documentation as may be required from time to time.

- 47.4 Documentation relating to accounts and specifically identified records as requested by the Customer and its auditor must be made available to the Customer as identified and for a period of one (1) year after expiry of the Individual Contract.
- 47.5 The Customer will make all reasonable endeavours to ensure that any audit of the Supplier causes minimal delay or disruption to the Supplier. The Supplier accepts that direct control of the auditor is outside the control of the Customer.
- 47.6 Subject to the Customer's rights on Confidential Information the Supplier will provide the auditors with all reasonable assistance to complete the audit.
- 47.7 Both Parties agree that there will be no cost to either Party, unless a Material Breach is identified in which case the Supplier will reimburse the Customer with all costs incurred in relation to that audit and subsequent action in relation to the identified Material Breach.

48. Variation

- 48.1 Subject to the provisions of this Clause 48, the Customer may request a variation to Goods and/or Services ordered provided that such variation does not amount to a material change to the Order. Such a change is hereinafter called a "variation".
- 48.2 The Customer may request a variation by completing and sending the variation form attached at Appendix 1 ("Change Control Notice") to the Supplier giving sufficient information for the Supplier to assess the extent of the variation and any additional cost that may be incurred. The Supplier shall respond to a request for a variation within the time limits specified in the Change Control Notice. Such time limits shall be reasonable having regard to the nature of the Order.
- 48.3 In the event that the Supplier is unable to provide the variation to the Goods and/or Services or where the Parties are unable to agree a change to the Individual Contract Price, the Customer may: -
- 48.3.1 agree to continue to perform their obligations under the Individual Contract without the variation; or
- 48.3.2 terminate the Individual Contract with immediate effect, except where the Supplier has already delivered part or all of the Order in accordance with the Order form or where the Supplier can show evidence of substantial work being carried out to fulfil the Order, and in such a case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution Procedure detailed at Clause 19.
- 48.4 If the Parties agree the variation and any variation in the Individual Contract Price, the Supplier shall carry out such variation and be bound by the same provisions so far as is applicable, as though such variation was stated in the Individual Contract.

49. Remedies in the Event of Inadequate Performance

- 49.1 Where a complaint is received about the standard of Goods and/or Services or about the manner in which any Goods and/or Services have been supplied or about the materials or

procedures used or about any other matter connected with the performance of the Suppliers obligations under the Individual Contract, then the Customer shall take all reasonable steps to investigate the complaint. The Customer may, in its sole discretion, uphold the complaint, or take further action in accordance with Clause 30.5 – 30.9 Termination - (Termination on Default) of the Individual Contract.

49.2 In the event that there has been a Material Breach of the Individual Contract by the Supplier, then the Customer may, without prejudice to its rights under 30.5 – 30.9 Termination - (Termination on Default), do any of the following:-

49.2.1 without terminating the Individual Contract, itself supply or procure the supply of all or part of the Goods and/or Services until such time as the Supplier shall have demonstrated to the reasonable satisfaction of the Customer that the Supplier will once more be able to supply all or such part of the Goods and/or Services in accordance with the Individual Contract;

49.2.2 without terminating the whole of the Individual Contract, terminate the Individual Contract in respect of part of the Goods and/or Services only (whereupon a corresponding reduction in the Individual Contract Price shall be made) and thereafter itself supply or procure a third Party to supply such part of the Goods and/or Services;

49.2.3 terminate, in accordance with Clause 30.5– 30.9 – Termination - (Termination on Default), the whole of the Individual Contract; and/or

49.2.4 charge the Supplier for, and the Supplier shall pay, any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Supplier or a third Party to the extent that such costs exceed the payment which would otherwise have been payable to the Supplier for such part of the Goods and/or Services and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods and/or Services.

49.3 If the Supplier fails to supply any of the Goods and/or Services in accordance with the provisions of the Individual Contract and such failure is capable of remedy, then the Customer shall instruct the Supplier to remedy the failure and the Supplier shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within three (3) working days of the Customer's instructions or such other period of time as the Customer may direct.

49.4 In the event that the Supplier: -

49.4.1 fails to comply with Clause 49.3 above and the failure is materially adverse to the interests of the Customer or prevents the Customer from discharging a statutory duty; or

49.4.2 persistently fails to comply with Clause 49.3 above;

The Customer may terminate the Individual Contract with immediate effect by giving the Supplier notice in writing.

49.5 Without prejudice to any other right or remedy which the Customer may have, if any Goods and/or Services are not supplied in accordance with, or the Supplier fails to comply with any of the terms of the Individual Contract, the Customer shall be entitled to avail itself of any one

or more of the following remedies at its discretion whether or not any part of the Goods and/or Services have been accepted by the Customer: -

- 49.5.1 to rescind the Order;
- 49.5.2 to reject the Goods and/or Services (in whole or in part) and return them to the Supplier at the risk and cost of the Supplier on the basis that a full refund for the Goods and/or Services so returned shall be paid forthwith by the Customer;
- 49.5.3 at the Customer's option to give the Supplier the opportunity at the Suppliers expense to either remedy any defect in the Goods and/or Services or to supply replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of the Individual Contract are fulfilled;
- 49.5.4 to refuse to accept any further deliveries of the Goods and/or Services but without any liability to the Customer;
- 49.5.5 to carry out, at the Suppliers expense, any work necessary to make the Goods and/or Services comply with the Individual Contract; and
- 49.5.6 to claim such damages as may have been sustained in consequence of the Suppliers breach or breaches of the Individual Contract.

50. Monitoring of Contract Performance

The Supplier shall comply with the monitoring arrangements set out in the Individual Contract/ Order form including, but not limited to, providing such data and information as the Customer may be required to produce under the Individual Contract.

51. Technical Support

With effect from the acceptance date, as agreed between both Parties, the Supplier shall provide, in respect of all of the Goods and/or Services provided, a level of technical support as defined within the Individual Contract/Purchase Order.

Appendix 1 – Change Control Notice (CCN)

This notice is to be completed whenever there is a modification, addition or deletion from the original Individual Contract documentation. Failure to embed the change into the Individual Contract may cause contractual issues. This document is to be signed by an authorised representative of the Supplier and the Customer.

Sequential Number:

Title:

Number of pages attached:

WHEREAS the Supplier and the Customer entered into an Individual Contract for the supply of Software Products and Associated Services dated [dd/mm/yyyy] via the Framework Agreement Y23065 – Software Products and Associated Services (the “Original Framework Agreement”) and now wish to amend the Individual Contract

IT IS AGREED as follows:

- a. With effect from [dd/mm/yyyy] the original Individual Contract shall be amended as set out in this Change Control Notice.
- b. Save as herein amended all other terms and conditions of the Individual Contract and Original Framework Agreement shall remain in full force and effect.

Changes to the Individual Contract referred to in (1) above.

Signed for and on behalf of the Supplier

By

Name

Title

Date

Signed for and on behalf of the Customer

By

Name

Title

Date.....