

# SHORT FORM CONTRACT FOR THE SUPPLY OF GOODS AND/OR SERVICES

## I. Cover Letter



Department for  
Energy Security  
& Net Zero

1 Victoria Street  
London SW1H 0ET

E: [Internationalclimateandenergy.procurement@beis.gov.uk](mailto:Internationalclimateandenergy.procurement@beis.gov.uk)

TRL Limited,  
Crowthorne House,  
Nine Mile Ride,  
Wokingham,  
Berkshire,  
RG40 3GA

Attn: REDACTED  
By email to: REDACTED

Date: 13<sup>th</sup> July  
Our ref: prj\_894/ Con\_4372

Dear REDACTED,

Following your tender/proposal for the supply of Scope of the Scale and Quality of Inefficient Used Vehicle Exports from the UK to ODA-Eligible Countries to Department for Energy Security and Net Zero, we are pleased confirm our intention to award this Contract to you.

The attached Order Form, contract Conditions and the **Annexes** set out the terms of the Contract between Department for Energy Security and Net Zero and TRL Limited for the provision of the Deliverables set out in the Order Form.

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful Delivery of the Deliverables. Please confirm your acceptance of this Contract by signing and returning the Order Form through the e-tendering system within **5** days from the date of the Order Form. No other form of acknowledgement will be accepted. Please remember to include the reference number(s) above in any future communications relating to this Contract.

**We will then arrange for the Order Form to be countersigned which will create a binding contract between us.**

Yours faithfully,  
Isabella Keane

## II. Order Form

<b>1. Contract Reference</b>	Prj_894/con_4372	
<b>2. Buyer</b>	Department for Energy Security and Net-Zero 1 Victoria Street London SW1H 0ET  <a href="mailto:Internationalclimateandenergy.procurement@beis.gov.uk">Internationalclimateandenergy.procurement@beis.gov.uk</a>	
<b>3. Supplier</b>	TRL Limited, Crowthorne House, Nine Mile Ride, Wokingham, Berkshire, RG40 3GA  Registration number: 3142272	
<b>4. The Contract</b>	<p>This Contract between the Buyer and the Supplier is for the supply of Deliverables.</p> <p>The Supplier shall supply the Deliverables described below on the terms set out in this Order Form and the attached contract conditions ("<b>Conditions</b>") and <b>Annexes</b>.</p> <p>Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in the Conditions.</p> <p>In the event of any conflict between this Order Form and the Conditions, this Order Form shall prevail.</p> <p><b>Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Buyer and may delay conclusion of the Contract.</b></p>	
<b>5. Deliverables</b>	<b>Goods</b>	None
	<b>Services</b>	Description: as set out in Annex 2 – Specification and in the Supplier's tender as set out in Annex 4 – Supplier Tender  <i>Services</i>  Date(s) of Delivery: 19 <sup>th</sup> July 2023 to 31 <sup>st</sup> October 2023
<b>6. Specification</b>	The specification of the Deliverables is as set out in Annex 2 – <b>Specification</b> and in the Supplier's tender as set out in Annex 4 – <b>Supplier Tender</b> .	

<b>7. Start Date</b>	19 <sup>th</sup> July 2023
<b>8. Expiry Date</b>	31 <sup>st</sup> October 2023
<b>9. Extension Period</b>	<p>The buyer may be extended for up to a further 12 months without further competition. This extension may be on a costed or non-cost basis.</p> <p>If an extension option is taken up, the Authority reserves the right to extend the scope, without further competition, if appropriate and if such an extension offers the Authority value for money.</p> <p>Any extension option, if taken up may not exceed as such the absolute maximum of the original contract plus maximum extension options is £138,760 inc. VAT.</p>
<b>10. Optional Intellectual Property Rights ("IPR") Clauses</b>	Not applicable
<b>11. Charges</b>	<p>The Charges for the Deliverables shall be as set out in</p> <p>Annex 3 – Charges</p>
<b>12. Payment</b>	<p>Payment of undisputed invoices will be made within 30 days of receipt of invoice, which must be submitted promptly by the Supplier.</p> <p>All invoices must be sent, quoting a valid Purchase Order Number (PO Number), to: REDACTED and REDACTED</p> <p>Within 15 Working Days of receipt of your countersigned copy of this Order Form, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.</p> <p>To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, item number (if applicable) and the details (name, email, and telephone number) of your Buyer contact (i.e. Buyer Authorised Representative). Non-compliant invoices may be sent back to you, which may lead to a delay in payment.</p> <p>Payments will be made to REDACTED</p>

	If you have a query regarding an outstanding payment please contact the contract manager.	
<b>13. Data Protection Liability Cap</b>	In accordance with clause 12.5 of the Conditions, the Supplier's total aggregate liability under clause 14.7(e) of the Conditions is no more than the Data Protection Liability Cap, being £500,000	
<b>14. Progress Meetings and Progress Reports</b>	<p>The supplier shall attend progress meetings with the contract managers at least bi-weekly.</p> <p>The supplier shall provide the contract managers progress reports after each phase of the contract.</p>	
<b>15. Buyer Authorised Representative(s)</b>	<p>For general liaison your contacts will continue to be REDACTED</p> <p>or, in their absence, REDACTED</p>	
<b>16. Supplier Authorised Representative(s)</b>	<p>For general liaison your contact will continue to be Project Manager REDACTED</p> <p>or, in their absence, Account Director REDACTED</p>	
<b>17. Address notices for</b>	<p><b>Buyer:</b></p> <p>REDACTED Department for Energy Security and Net Zero, 1 Victoria Street London SW1H 0ET United Kingdom</p> <p>Email: REDACTED</p>	<p><b>Supplier:</b></p> <p>REDACTED <b>TRL Limited</b> <b>Crowthorne House, Nine Mile Ride, Workingham</b> <b>RG40 3GA</b></p> <p>Company Secretary</p> <p>REDACTED</p>
<b>18. Key Staff</b>	REDACTED	
<b>19. Procedures and Policies</b>	For the purposes of the Contract the DESNZ Commercial policies can be found <a href="#">here</a> .	

	<p>The Buyer may require the Supplier to ensure that any person employed in the delivery of the Deliverables has undertaken a Disclosure and Barring Service check.</p> <p>The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a "<b>Relevant Conviction</b>"), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables</p>
<b>20. Special Terms</b>	Special Term 1 – Not Used
	Special Term 2 – Not Used
	Special Term 3 – Not Used
<b>21. Incorporated /terms</b>	<p>The following documents are incorporated into the Contract. If there is any conflict, the following order of precedence applies:</p> <ul style="list-style-type: none"> <li>a) The cover letter from the Buyer to the Supplier dated 13<sup>th</sup> July 2023</li> <li>b) This Order Form</li> <li>c) Any Special Terms - <i>Not Used</i></li> <li>d) Conditions</li> <li>e) The following Annexes in equal order of precedence: <ul style="list-style-type: none"> <li>i.</li> <li>ii. Annex 1 – Processing Personal <b>Data</b></li> <li>iii. Annex 2 – Specification</li> <li>iv.</li> <li>v.</li> <li>vi. Annex 3 – <b>Charges</b></li> </ul> </li> </ul>

	vii. Annex 4 – Supplier Tender
--	--------------------------------

**Signatures will be processed via the DESNZ e-sign system and the signature page will be attached to this contract.**

### **III. Annex 1 – Processing Personal Data**

The Contractor will be compliant with the Data Protection Legislation, as defined in the terms and conditions. A guide to The General Data Protection Regulation published by the Information Commissioner's Office can be found [here](#).

The only processing that the Contractor is authorised to do is listed below by DESNZ, "the Authority" and may not be determined by the Contractor.

#### **Processing, Personal Data and Data Subjects**

(1) The contact details of the Authority's Data Protection Officer are:

(a) DESNZ Data Protection Officer  
Department for Business, Energy and Industrial Strategy  
1 Victoria Street  
London  
SW1H 0ET

(b) Email: [dataprotection@beis.gov.uk](mailto:dataprotection@beis.gov.uk)

(2) The contact details of the Contractor's Data Protection Officer (or if not applicable, details of the person responsible for data protection in the organisation) are:

REDACTED Risk and Compliance Manager  
TRL Limited  
Crowthorne House,  
Nine Mile Ride,  
Wokingham,  
Berkshire,  
RG40 3GA

(3) The Supplier shall comply with any further written instructions with respect to processing by the Authority.

(4) Any such further instructions shall be incorporated into this section.

#### **Part A - Authorised Processing Template**

<b>Contract:</b>	<b>Scope of the Scale and Quality of Inefficient Used Vehicle Exports from the UK to ODA-Eligible Countries</b>
<b>Date:</b>	<b>19<sup>th</sup> July 2023</b>
<b>Description of authorised processing</b>	<b>Details</b>
Identity of Controller and Processor for each category of Personal Data	<p>The Authority will be the Controller of the Personal Data of its Staff and the Supplier will be the Processor.</p> <p>The Supplier will be the Controller of the Personal Data of its Staff and the Authority will be the Processor.</p>
Subject matter of the processing	The processing is needed in order to ensure that the Supplier can effectively deliver the contract to provide this service.
Duration of the processing	Processing will take place from Contract Commencement for the duration of the Contract plus a 6-year retention period.
Nature and purposes of the processing	The nature of processing will include the storage and use of names and business contact details of staff of both the Authority and the Supplier as necessary to deliver the services and to undertake contract and performance management, including training Authority's users on the services and communicating with them regarding Supplier's information and other products and services that may be of interest to them; confirming, reporting and accounting for use of Services to Supplier's third party suppliers who provide content included in the Services insofar as Supplier is obligated in such regard by contract or law; and reporting and accounting for use of Services to DESNZ insofar as required by applicable law or regulation. The Contract itself will include the names and business contact details of staff of both the Authority and the Supplier involved in managing the Contract.
Type of Personal Data	Names, business telephone numbers and email addresses, office location and position of staff of both the Authority and the Supplier and internet protocol address and usage tracking information (excluding special category personal data) of the Authority, both as necessary to deliver the services and to undertake contract and performance management. The Contract itself will include the names and business contact details of staff of both the Authority and the Supplier involved in managing the Contract.
Categories of Data Subject	Staff and users of the Services of the Authority and the staff of the Supplier, including where those employees are named within the Contract itself or involved within contract management.

Plan for return and destruction of the data once the processing is complete UNLESS requirement under law to preserve that type of data	The Contractor will provide the Authority with a complete and uncorrupted version of the Personal Data in electronic form (or such other format as reasonably required by the Authority) and erase from any computers, storage devices and storage media that are to be retained by the Contractor after the expiry of the Contract. The Contractor will certify to the Authority that it has completed such deletion.
Locations at which the Supplier and/or its Subcontractors process Personal Data under this Contract	Regular business premises as detailed in the Order Form or regular places of work. For example the Authority operates a hybrid working policy where staff are permitted to work from home for portions of time.
Protective Measures that the Supplier and, where applicable, its Subcontractors have implemented to protect Personal Data processed under this Contract against a breach of security (insofar as that breach of security relates to data) or a Personal Data Breach	DESNZ and Supplier shall implement appropriate technical and organisational measures to protect the data from (i) accidental, unauthorised or unlawful destruction; and (ii) loss, alteration, unauthorised disclosure of, or access to the data. All staff of the Authority have been trained in GDPR and the processing of Personal Data. Personal Data will only be processed on authorised work IT equipment. Any breach would be reported to the Data Protection Officer.

## Part B – Joint Controller Agreement

### Not Used

## Part C – Independent Controllers

### 1. Independent Controller Provisions

- 1.1 With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their processing of such Personal Data as Controller.
- 1.2 Each Party shall process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
- 1.3 Where a Party has provided Personal Data to the other Party in accordance with Paragraph 1.1 of this Part C – *Independent Controllers* of Annex 1 – *Processing Personal Data* above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
- 1.4 The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the processing of Personal Data for the purposes of the Contract.
- 1.5 The Parties shall only provide Personal Data to each other:
  - (a) to the extent necessary to perform their respective obligations under the Contract;
  - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and



- (c) where it has recorded it in Part A - *Authorised Processing Template* of
  - (d) Annex 1 – *Processing Personal Data*.
- 1.6 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
- 1.7 A Party processing Personal Data for the purposes of the Contract shall maintain a record of its processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
- 1.8 Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract ("**Request Recipient**"):
- (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
  - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's processing of the Personal Data, the Request Recipient will:
    - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
    - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
- 1.9 Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
- (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
  - (b) implement any measures necessary to restore the security of any compromised Personal Data;
  - (c) work with the other Party to make any required notifications to the Information Commissioner's office or any other regulatory authority and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
  - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.

- 1.10 Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Part A - *Authorised Processing Template* of
- 1.11 Annex 1 – *Processing Personal Data*.
- 1.12 Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Part A - *Authorised Processing Template* of
- 1.13 Annex 1 – *Processing Personal Data*.
- 1.14 Notwithstanding the general application of clauses 14.9(a) to 14.9(s) of the Conditions to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with Paragraphs 1.1 to 1.14 of this Part C – *Independent Controllers of Annex 1 – Processing Personal Data*.

## SECTION 2: SPECIFICATION OF REQUIREMENTS

Invitation to tender for: **Scope of the Scale and Quality of Inefficient Used Vehicle Exports from the UK to ODA-Eligible Countries**

### 1. GLOSSARY

Throughout this document we will refer to several acronyms, including but not limited to:

DESNZ	Department for Energy Security and Net-Zero, otherwise referred to as “the Authority”
CEM	Clean Energy Ministerial
DEFRA	Department for Environment, Food and Rural Affairs
DfT	Department for Transport
DVLA	Driver and Vehicles Licensing Agency
DVSA	Driver and Vehicles Standards Agency
HDV	Heavy-Duty Vehicle
HMG	His Majesty’s Government
HMRC	His Majesty’s Revenue and Customs
ICE	Internal Combustion Engine
ICF	International Climate Finance
ITF	International Transport Forum
ITT	Invitation to Tender
KEEP Fund	Knowledge, Evidence and Engagement Programme Fund
LDV	Light-Duty Vehicle
MI	Mission Innovation
ODA	Official Development Assistance
OECD	Organisation for the Economic Cooperation and Development
UNECE	United Nations Economic Commission for Europe
UNEP	United Nations Environment Programme
UNFCCC	United Nations Framework Convention on Climate Change
VfM	Value for Money
VIN	Vehicle Identification Number
ZEV	Zero Emissions Vehicle

## 2. Introduction

As part of DESNZ' work to tackle climate change and deliver net zero at home and abroad, we are seeking to understand the scale of the UK's contribution to the export of inefficient and highly polluting vehicles (light and heavy duty) to Overseas Development Assistance-eligible (ODA) countries, with a particular focus on Africa as the largest export market for used vehicles from the UK.

This tender is for a point-in-time research study, to be conducted at the Port of Tilbury, in which specialist vehicle assessors will examine the quality of used vehicles set to be exported to developing countries. Assessors will examine each used vehicle and record information, *inter alia*, on its make, model, year, emissions standard, safety, and roadworthiness.

The findings of this study – to be compiled into a report – will be an important first step to understand the extent to which the UK exports inefficient vehicles to developing country markets and will inform future domestic and international policy responses to mitigate the negative externalities associated (environmental pollution, increased CO<sub>2</sub> emissions, harm to human health, and development) with the export of these vehicles.

## 3. Context and Background

At present, there are no processes in place to assess or record the quality of used vehicles being exported by the UK to ODA-eligible countries – this includes data on the age, make or model and condition of the vehicles matched up to location of export and registration number. Without this information, we do not know what emission standards vehicles exported from the UK are likely conforming to.

Although several ODA countries and economic blocs (e.g. ECOWAS<sup>1</sup>) have already taken some action, with others in the process of doing so, to limit the age of and emission standards of used vehicles being imported to their markets, due to a lack of regulation and/or enforcement (often down to lack of resources), there is a growing emphasis on wealthier export markets to act to mitigate the negative externalities associated with these exports. This was most notably highlighted by UNEP ([report](#)), who recommended exporter countries take swift action to avoid a major market failure as richer countries move towards clean transport and net zero, thereby avoiding a situation in which developing countries receive highly polluting and inefficient second-hand vehicles. Several other international organisations are also active in this space, including the United Nations Economic Commission for Europe's Informal Working Group on Safer and Cleaner Used and New Vehicles (UNECE SCUNV), and a project

---

<sup>1</sup> Benin, Burkina Faso, Cabo Verde, Côte D'Ivoire, The Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo.

through the International Transport Forum (ITF) at the Organisation for the Economic Cooperation and Development (OECD).<sup>2</sup>

This challenge has also been recognised under the Glasgow Breakthrough for Road Transport as a priority area that requires urgent international action to keep 1.5°C within reach. The Breakthroughs State of the Sectoral Transition Report, launched at the joint Clean Energy Ministerial (CEM) and Mission Innovation (MI) Ministerial in 2022, recommends countries agree harmonised quality standards for used Internal Combustion Engine (ICE) vehicles to address this issue, with significant progress announced by COP28.

The UK currently has no policy in this space and this research is therefore deemed a vital first step in gauging the scale of the problem and developing recommendations for Ministers on how we can best respond to this problem (if one exists) domestically and internationally.

## 4. Objective

The overarching objective of this project is to **gather robust data on the scale and quality of used vehicle exports to ODA-eligible countries**. Our primary aim is to gather information to understand the emissions profile, age and quality of the used vehicles the UK exports to developing countries – this will help us to ascertain the extent to which the UK contributes to the problem of ‘dumping’ highly inefficient and environmentally harmful vehicles in developing country markets.

The data gathered will be used to inform future domestic and international policy-making, including work already underway as part of the Glasgow Breakthrough on Road Transport to agree harmonised vehicle regulations on second-hand vehicle trade between exporter and importer countries.

## 5. Activities and Deliverables

The following sections outline the activities and deliverables that will be required from the supplier to assist the Authority in addressing the objectives outlined above. The Authority has outlined a set of suggested activities that would underpin these outputs or deliverables and indicated where these activities are essential or not. Where activities are not essential and bidders have alternative suggestions for how the deliverables and objectives could be achieved, we welcome alternative approaches so long as they are clear, justified and offer value for money to DESNZ.

---

<sup>2</sup> Project currently entitled: “New but used: The implications of the electric vehicle transition on second-hand vehicle flows in emerging markets”.

If there are elements of the scope below that suppliers are unable or not confident to perform they should state this in their proposals.

## **1. Phase 1 – Produce workplan and conduct interviews with port officials**

### **1.1. Inception / scoping with DESNZ.**

- An inception meeting with DESNZ officials to finalise the workplan, approach and any other details for delivery of the work including (at least) bi-weekly catch-up meetings with DESNZ.
- The supplier and DESNZ will jointly refine the methodology from the supplier's proposal, including agreeing exactly how the information in Phase 1 and 2 should be captured and the optimal methods to inspect vehicles.
- DESNZ, in conjunction with the Contractor, will arrange access to the Port of Tilbury, including a first visit to the site to understand the lay of the land and to receive a health and safety briefing on working in a port environment.
- DESNZ will arrange interviews and make connections between the supplier and other Port contacts.

**Output:** Final workplan and agreed analysis.

### **1.2. Conduct interviews with port officials.**

- Interview with a member of staff at the port of Tilbury, this will be double purpose (1) Preparation for the field inspection study to ensure a good sample is collected and that health and safety considerations are fully recognised and (2) to understand more about the standards that the Port adheres to with regard to vehicle exports. DESNZ will provide the contacts of the people to speak to as well as the questions for these interviews which will mainly cover standards that the port adheres to. The interview will take less than 1 hour.

**Output:** Summary notes to help with planning methodology in section 1.1 and to feed-in to the section 1.3 below.

### **1.3. Interviews with officials at other second-hand vehicle exporting ports.**

- The contractor will be required to conduct three interviews with officials at other ports (contacts and questions provided by DESNZ). The

contractor will need to make notes and include key information from these interviews to include in the final report. Key information needed will be their standards, ability to know what is in container shipments and views on the types of vehicles in the containers.

- DESNZ will undertake identical interviews with two officials at the environment agency – outcomes from the conversations will be included in the report by the contractor. Quotes from these interviews could be used in the final report alongside key information listed above.

**Output:** Summary notes that will provide a picture of what is happening at other Ports where we are unable to inspect vehicles as they are shipped in containers. It will show if they have the same or similar business standards and whether they have knowledge/control over what is inside shipping containers.

#### **1.4. Analysis of shipped vehicles dataset.**

- The Port of Tilbury will provide a large dataset of vehicles shipped through the Port over the last 5-15 years. This dataset will be provided in a common format such as Microsoft Excel. The data set should be matched up by the supplier to databases held by the DVSA/DVLA, to analyse the age and emission standard of the shipped vehicles as well as the destination countries, against vehicles' MOT history. The supplier will need to request data from the DVSA/DVLA in order to match the registration numbers, DESNZ will support with connections to the DVSA/DVLA if required.
- A DESNZ analyst can support this work in a consultation capacity.

**Output:** Some simple data analysis will be required to show 1. Percentage of the vehicles over 10, 15 and 20 years old 2. Percentage of the vehicles that fell into each emissions standard category – no classification, Euro 1, 2, 3, 4, 5 & above. This will be written into the report and take the form of some simple graphs or charts to visualise.

## **2. Phase 2 – Vehicle Inspections**

### **2.1. Vehicle inspections.**

- Collect in-depth information from at least 150-200 used vehicles at the port of Tilbury by performing visual checks, and, where possible,

physical/manual inspections. This will provide detailed information about the current state of the car prior to export, including whether it has been in an accident, the functionality of its safety equipment (seatbelts, airbags, etc) and the presence of its catalytic converter. Registration and VIN numbers collected from these vehicles can again be checked against MOT road worthiness databases. For an idea of the elements we would like to check each vehicle for (where possible to do so), see Annex G: Indicative Check Vehicle List).

- Information should be recorded digitally, and photographs of the vehicles should be captured, including where there are significant defects.
- We expect the majority of vehicles assessed will be light duty passenger and commercial vehicles (i.e., cars and small vans); however, information on heavy-duty vehicles are in scope too should they be available during the inspection visit.
- Suppliers should outline in their proposals the optimal methods to inspect vehicles (what equipment/tools are most effective to do this?) so as not to disrupt the activity at the Port. We welcome thoughts on how best to inspect vehicles to understand their emissions standard, safety, and roadworthiness, bearing in mind that we will not be able to undertake a full inspection at MOT-level and recognising the challenges in inspecting vehicles that may be damaged or inaccessible or may lack a working engine, etc.
- The Contractor may decide to collect this data over a spread of randomly selected days over the July period or in a block i.e., over the course of a single week. If data is readily available from the Port Authority which would enable a wide sample of car types to be analysed (i.e. age/model/make) this would be preferable – however we see a random selection approach as an alternative option. We welcome thoughts on the best ways to do this. However, we should be guided by when shipments of used vehicles are due to arrive at the Port – Port Authorities can provide insight here, although we understand that used vehicles arrive in shipments on a roughly fortnightly basis.
- Vehicles are stored at the Port out in the open i.e., they are not stored in containers. They are ‘rolled on and off’ the ships. Keys for vehicles can be provided by staff at the Port. Specific visit logistics will need to



be agreed with the Port officials by the contractor. DESNZ will facilitate contacts.

- If the Contractor suspects a car to be stolen, they should report this immediately to the Port of Tilbury Police – further information on how to handle this situation will be provided once a Contractor is in place.
- Costs of hiring testing or safety equipment should be factored into this stage.

**Outputs:** 1. Pictures of some of the vehicles (particularly of any major defects, and a range of the cars available – old, new etc.), then some general pictures of the port, lines of cars and the inspections being carried out. 2. data on the quality which will affect the emission profile and road worthiness. Data and a selection of photographs will be included in the final report. Data should be provided in an electronic format such as Microsoft Excel.

## **2.2. Optional additional vehicle inspections.**

- If DESNZ is able to facilitate access to an additional port, there may be a possible second stage to phase 2 (phase 2.2). This will involve a smaller scale inspection of around 50 cars at another UK port with a roll on roll off 2nd hand vehicle export terminal. The inspection would be identical to that of the cars at Tilbury port and access would again be facilitated by DESNZ. This will be scoped by DESNZ over the coming month and a final decision made by the end of June 2023.

**Outputs:** Pictures of some of the vehicles (particularly of any major defects), data on the quality which will affect the emission profile and road worthiness. Data should be provided in an electronic format such as Microsoft Excel.

## **3. Phase 3 – Reporting**

### **3.1. Compile information from phase 1 and 2 into a report.**

- This report will be produced by the Contractor, with input and support from DESNZ on background and policy-related areas. We expect the report to be around 10-20 pages in length. The report should contain information on the background to the issue of used vehicle exports, the international and domestic context (provided by DESNZ), and presentation of the information gathered through the first two phases, from the large dataset analysis, the inspections, and the interviews.

- DESNZ will discuss the contents of the report in greater detail with the Contractor once in place. However, at a high-level, we would expect the Contractor to conduct simple statistical analysis on the data set provided by the port and the information collected in the inspections e.g., X cars met Euro 4/5/6 standard; Y cars had a catalytic converter; Z cars had a working seatbelt. We require cross-tabulations e.g., of the Euro 4 cars, 40% had a catalytic converter and 90% were older than 10 years). Where possible, it would be useful to include assumptions, based on the data gathered and from the interviews, about the scale of the problem associated with exporting highly inefficient vehicles i.e., based on X number of cars exported from the UK on average per year with an average emissions intensity of Y, we estimate UK exports of used vehicles contribute Z mtCO<sub>2</sub>e per year to global emissions.
- We will require a draft to be provided to us initially, but DESNZ will assist with the analysis element of this work (in a consultatory capacity) after the first draft stage and help with drawing conclusions based on the information gathered. The typesetting and design of this report will be done in-house by DESNZ before publishing. Typesetting and design are outside the scope of work for the contractor.
- The broad split of responsibilities for finalising the report are:

Contractor	DESNZ
<ul style="list-style-type: none"> <li>- Draft skeleton report</li> <li>- Produce first draft of report, including inputting the quantitative and qualitative data gathered in both phases of the project, with analysis of the findings and commentary;</li> <li>- Respond to comments from DESNZ and amend report where necessary;</li> <li>- Produce a near-final draft of report</li> </ul>	<ul style="list-style-type: none"> <li>- Review and agree to the skeleton report;</li> <li>- Review and comment on the first draft of the report;</li> <li>- Input content on the policy background, domestic and international context, and future steps, implications or recommendations (if any);</li> <li>- Make edits and inputs on the conclusions drawn and agree final version of the report.</li> <li>- Arrange design, typesetting and publication of final report, once near-final version has been proof-read and checked by Contractor and DESNZ will take responsibility for the final version.</li> </ul>

--	--

## 6. Timeline

Suppliers should provide a detailed methodology and workplan with details of how and when you would approach the requirements outlined. Please identify any gaps in the deliverables and tasks below or make suggestions for how the analysis and report could be strengthened.

DESNZ policy and analysis officials will provide further input to refine the approach once the contract is awarded, but initial ideas on how best to approach each element of project should be provided in proposals.

The below table outlines an indicative timetable which is subject to change. However, the final report is needed by 29<sup>th</sup> September 2023 at the latest so that DESNZ can arrange design, typesetting and publication of the report.

Requirement Title	Description	Timeline
Phase 1	Scoping and interviews	July 2023
Review Point 1	Assess progress against the Final agreed workplan.  Agree plans for undertaking Phase 2 and recalibrate timelines against the Project Plan if needed.	July 2023
Phase 2	Vehicle inspections	July/August 2023
Review Point 2	Interim check of the raw data gathered in Phase 2 and opportunity to agree approach to Phase 2.2 (if undertaken).	August
Phase 2.2	Optional additional vehicle inspections	August 2023

Review Point 3 –	Assess the quality of the work (the raw and analysed data gathered in Phase 2 and Phase 2.2 if undertaken) provided by the Contractor against the agreed methodology and workplan. DESNZ analysts and policy colleagues will check the quality of work for its accuracy and expect data (both raw and analysed) to be accessible and easy to understand. We will review the work to ensure the right information has been captured and check the presentation of the analysed data.  Finalise plans for undertaking Phase 3 and recalibrate timelines against the Project Plan if needed.	August/September 2023
Phase 3	Reporting	Final report to be drafted and agreed by 29 <sup>th</sup> September 2023 at the latest
Final Report	Final version of report published by DESNZ.	End of October

## 7. Expertise Requirements, Team Structure and Skills

**Relevant technical experience and insights** in the automotive sector, particularly in relation to the testing and inspection of vehicles.

**Ability to engage and work effectively with a range of partners.** The project will require close working with policy and project leads in DESNZ as well as interested contacts in DVLA and DVSA. Close cooperation with relevant authorities at the Port of Tilbury will also be crucial.

**Essential skills and experience:** The scope of this project is relatively flexible but skills we expect to see from applicants include:

- Strong technical competence relating to the testing and inspection of vehicles;

- Robust organisational and project management skills and capabilities;
- Strong leadership and engagement capabilities to work effectively with Government Departments and Agencies as well as other relevant partners;
- Ability to analyse large quantities of data from multiple sources, cross-referencing these and presenting in an accessible manner.

**Desirable skills and experience:** DESNZ are also interested in the following, which are not currently essential but are desirable nonetheless:

- Previous experience working in and around port environments;
- Experience of carrying out similar research projects, with a particular focus on the testing of vehicles;

Bidders must fully articulate how they meet the essential skills and experience requirements as a minimum.

The Contractor should propose named members of the project team and identify the tasks and responsibilities of each team member. This should be clearly linked to the work programme, indicating the grade/ seniority of staff and number of days allocated to specific tasks. Contingency requirements in the event of staff absences should also be identified.

Contractors should identify the individual(s) who will be responsible for managing the project.

## 8. Governance and Working Arrangements

The Contractor will be expected to identify one named point of contact through whom all enquiries can be filtered. We anticipate that this project will be collaborative between the Contractor, DESNZ, DVLA, and DVSA and we expect working arrangements to be finalised once a Contractor is in place.

It is expected that queries from DESNZ or the Contractor will be dealt with promptly and both parties should feel free to contact one another regularly via email or Teams. The joint project leads will act as the central point of contact for DESNZ and will be available to answer queries and support the development of the project as it progresses. We expect the joint leads to meet regularly with the Contractor (online or in person), at least at a frequency of once every two weeks. This can be assessed with the Contractor if greater frequency is required, for example towards the end of the project.

The joint policy/project leads in DESNZ and the Senior Responsible Officer will be responsible for signing off the work at the interim milestones/review points outlined above in the timeline. Analytical results will also be signed off by International Climate Finance (ICF) analysts in DESNZ.

Working arrangements with the Port of Tilbury will be agreed once a Contractor is in place. Forth Ports (the operator of the Port of Tilbury) are supportive of the project and we do not anticipate that they will require any remuneration for their assistance.

DESNZ will help the Contractor with securing access to the Port of Tilbury. The Contractor must work closely with relevant contacts in the Port to ensure research does not disrupt standard port activities. The Contractor will collect data within the opening hours of the Port (8am – 4pm). We expect the Contractor to follow the relevant Health and Safety (H&S) requirements when working in and around the Port of Tilbury at all times. DESNZ will arrange for the Port of Tilbury to provide a H&S briefing for the Contractor once in place. Further to this briefing the Contractor will have full duty of care over its own staff and must ensure that its own Health and Safety policies are up to date and implemented. The Contractor will be responsible for making sure that all staff who attend the Port have been briefed on Health and Safety and have the correct PPE as required by the Port and/or the Contractor's own policies.

DESNZ is also able to introduce the contractor to relevant contacts at DVLA and DVSA, if needed.

## **9. Accessibility**

For all outputs, the Contractor will provide access to all datasets and reports to DESNZ in line with the final agreed work plan. These can be provided as email attachments, with downloadable copies of the documents attached.

We require the Contractor to store and provide access to all data/reports for the duration of the contract. After this period, we expect the Contractor to share all collected data (both raw and analysed) and the final report with DESNZ so that it can be stored within our own system.

All information should be presented in an intuitive and user-friendly format.

## **10. Ownership and Publication**

DESNZ will take the outputs provided by the supplier and will use these to create and publish a report. We reserve the right, at our discretion, to carry out additional analysis on the information provided to us and to add in additional information such as policy considerations, conclusions, international implications and background information into any final report.

In line with the Intellectual Property provisions in the terms and conditions (provided at Annex C) DESNZ will be authorised to reproduce products and information in internal documents (including those shared with other Government Departments) with the source of information attributed to the supplier. DESNZ will be authorised to publish the final report on Gov.uk or other suitable public platforms at its discretion with the source of information attributed to the supplier where relevant. The supplier will not be consulted on the final policy commentary or recommendations in the eventual report but will be provided with a copy for information purposes. The supplier's role will end when a satisfactory draft has been provided in line with the expectations set out in this tender.

## **11. Quality Management**

The Contractor should have measures in place to ensure that the deliverables produced are of a high quality.

## **12. Social Value**

The Contractor should have its own corporate policies in place which address areas of social value such as equality, diversity and inclusivity of its staff as well as sustainability. These policies should be signposted to DESNZ.

## **V. Annex 3 – Charges**

### **Budget Summary**

REDACTED

### **Delivery Budget**

The below tables detail the staff members who will carry out the various roles to complete all phases of work within the contract, and any associated expenses.

REDACTED

### **Costed Workplan**

The below table covers the delivery budget information into an activity workplan.

REDACTED



## **VI. Annex 4 – Supplier Tender**

### ***Delivery Plan and Methodology***



001-DESNZ\_Inefficie  
nt\_Vehicles\_Q1\_(2.1.1

### ***Programme and Financial Management Skills***

REDACTED



003-Q2\_2.2.2\_TRL\_P  
ROJECT\_MANAGEMENT

### ***Team Structure, Experience and Technical Expertise***

REDACTED

**VII. Annex 5 – Optional IPR Clauses**

***“Not Used”.***

REDACTED

## VIII. Short form Terms ("Conditions")

### 1. Definitions used in the Contract

In this Contract, unless the context otherwise requires, the following words shall have the following meanings:

<b>"Affiliates"</b>	in relation to a body corporate, any other entity which directly or indirectly Controls (in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and " <b>Controlled</b> " shall be construed accordingly), is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
<b>"Audit"</b>	<p>the Buyer's right to:</p> <ul style="list-style-type: none"><li>(a) verify the accuracy of the Charges and any other amounts payable by the Buyer under the Contract (including proposed or actual variations to them in accordance with the Contract);</li><li>(b) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Deliverables;</li><li>(c) verify the Supplier's and each Subcontractor's compliance with the applicable Law;</li><li>(d) identify or investigate actual or suspected breach of clauses 4 to 35, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Buyer shall have no obligation to inform the Supplier of the purpose or objective of its investigations;</li><li>(e) identify or investigate any circumstances which may impact upon the financial stability of the Supplier and/or any Subcontractors or their ability to provide the Deliverables;</li><li>(f) obtain such information as is necessary to fulfil the Buyer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;</li><li>(g) review any books of account and the internal contract management accounts kept by the Supplier in connection with the Contract;</li><li>(h) carry out the Buyer's internal and statutory audits and to prepare, examine and/or certify the Buyer's annual and interim reports and accounts;</li><li>(i) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Buyer has used its resources;</li></ul>

<b>"Buyer"</b>	the person named as Buyer in the Order Form. Where the Buyer is a Crown Body the Supplier shall be treated as contracting with the Crown as a whole;
<b>"Buyer Cause"</b>	any breach of the obligations of the Buyer or any other default, act, omission, negligence or statement of the Buyer, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Buyer is liable to the Supplier;
<b>"Central Government Body"</b>	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:  (a) Government Department;  (b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);  (c) Non-Ministerial Department; or  (d) Executive Agency;
<b>"Charges"</b>	the charges for the Deliverables as specified in the Order Form;
<b>"Claim"</b>	any claim which it appears that the Buyer is, or may become, entitled to indemnification under this Contract;
<b>"Compliance Officer"</b>	the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;
<b>"Conditions"</b>	means these short form terms and conditions of contract;
<b>"Confidential Information"</b>	all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
<b>"Conflict of Interest"</b>	a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Buyer under the Contract, in the reasonable opinion of the Buyer;
<b>"Contract"</b>	the contract between (i) the Buyer and (ii) the Supplier which is created by the Supplier's counter signing the Order Form and includes the cover letter (if used), Order Form, these Conditions and the Annexes;
<b>"Controller"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
<b>"Crown Body"</b>	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including, but not limited to, government ministers

	and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"Data Loss Event"</b>	any event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
<b>"Data Protection Impact Assessment"</b>	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
<b>"Data Protection Legislation"</b>	(a) the UK GDPR, (b) the DPA 2018; (c) all applicable Law about the processing of personal data and privacy and guidance issued by the Information Commissioner and other regulatory authority; and (d) (to the extent that it applies) the EU GDPR (and in the event of conflict, the UK GDPR shall apply);
<b>"Data Protection Liability Cap"</b>	has the meaning given to it in row 13 of the Order Form;
<b>"Data Protection Officer"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
<b>"Data Subject"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
<b>"Data Subject Access Request"</b>	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
<b>"Date of Delivery"</b>	that date by which the Deliverables must be Delivered to the Buyer, as specified in the Order Form;
<b>"Deliver"</b>	hand over of the Deliverables to the Buyer at the address and on the date specified in the Order Form, which shall include unloading and any other specific arrangements agreed in accordance with clause 4.2. <b>"Delivered"</b> and <b>"Delivery"</b> shall be construed accordingly;
<b>"Deliverables"</b>	means the Goods and/or Services to be supplied under the Contract as set out in the Order Form;
<b>"DPA 2018"</b>	the Data Protection Act 2018;
<b>"EU"</b>	the European Union;
<b>"EU GDPR"</b>	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it has effect in EU law;
<b>"Existing IPR"</b>	any and all intellectual property rights that are owned by or licensed to either Party and which have been developed

	independently of the Contract (whether prior to the date of the Contract or otherwise);
"Expiry Date"	the date for expiry of the Contract as set out in the Order Form;
"FOIA"	the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Force Majeure Event"	<p>any event, circumstance, matter or cause affecting the performance by either the Buyer or the Supplier of its obligations arising from:</p> <ul style="list-style-type: none"> <li>(a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Party seeking to claim relief in respect of a Force Majeure Event (the "<b>Affected Party</b>") which prevent or materially delay the Affected Party from performing its obligations under the Contract;</li> <li>(b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</li> <li>(c) acts of a Crown Body, local government or regulatory bodies;</li> <li>(d) fire, flood or any disaster; or</li> <li>(e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available</li> </ul> <p>but excluding:</p> <ul style="list-style-type: none"> <li>(i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain;</li> <li>(ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and</li> <li>(iii) any failure of delay caused by a lack of funds,</li> </ul> <p>and which is not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party;</p>
"Goods"	the goods to be supplied by the Supplier to the Buyer under the Contract;
"Good Industry Practice"	standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced

	person or body engaged within the relevant industry or business sector;
<b>"Government Data"</b>	(a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Buyer's confidential information, and which: (i) are supplied to the Supplier by or on behalf of the Buyer; or (ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or (b) any Personal Data for which the Buyer is the Controller;
<b>"Independent Controller"</b>	a party which is Controller of the same Personal Data as the other Party and there is no element of joint control with regards to that Personal Data;
<b>"Information"</b>	has the meaning given under section 84 of the FOIA;
<b>"Information Commissioner"</b>	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
<b>"Insolvency Event"</b>	in respect of a person: <ul style="list-style-type: none"> <li>(a) if that person is insolvent;</li> <li>(b) where that person is a company, LLP or a partnership, if an order is made or a resolution is passed for the winding up of the person (other than voluntarily for the purpose of solvent amalgamation or reconstruction);</li> <li>(c) if an administrator or administrative receiver is appointed in respect of the whole or any part of the person's assets or business;</li> <li>(d) if the person makes any composition with its creditors; or</li> <li>(e) takes or suffers any similar or analogous action to any of the actions detailed in this definition as a result of debt in any jurisdiction;</li> </ul>
<b>"IP Completion Day"</b>	has the meaning given to it in the European Union (Withdrawal Agreement) Act 2020;
<b>"Joint Controller Agreement"</b>	the agreement (if any) entered into between the Buyer and the Supplier substantially in the form set out in  <i>Part B – Joint Controller Agreement</i> of Annex 1 – <i>Processing Personal Data</i> ;
<b>"Joint Controllers"</b>	Where two or more Controllers jointly determine the purposes and means of processing;

<b>"Key Staff"</b>	any persons specified as such in the Order Form or otherwise notified as such by the Buyer to the Supplier in writing, following agreement to the same by the Supplier;
<b>"Law"</b>	any law, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of the European Union (Withdrawal) Act 2018 as amended by European Union (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;
<b>"Month"</b>	a calendar month and <b>"Monthly"</b> shall be interpreted accordingly;
<b>"National Insurance"</b>	contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004);
<b>"New IPR"</b>	all and intellectual property rights in any materials created or developed by or on behalf of the Supplier pursuant to the Contract but shall not include the Supplier's Existing IPR;
<b>"New IPR Items"</b>	means a deliverable, document, product or other item within which New IPR subsists;
<b>"Open Licence"</b>	means any material that is published for use, with rights to access and modify, by any person for free, under a generally recognised open licence including Open Government Licence as set out at <a href="http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/">http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/</a> and the Open Standards Principles documented at <a href="https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles">https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles</a> ;
<b>"Order Form"</b>	the order form signed by the Buyer and the Supplier printed above these Conditions;
<b>"Party"</b>	the Supplier or the Buyer (as appropriate) and <b>"Parties"</b> shall mean both of them;
<b>"Personal Data"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
<b>"Personal Data Breach"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires and includes any breach of Data Protection Legislation relevant to Personal Data processed pursuant to the Contract;
<b>"Prescribed Person"</b>	a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', 24 November 2016, available online at: <a href="https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--">https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--</a>



	<a href="#">2/whistleblowing-list-of-prescribed-people-and-bodies</a> as updated from time to time;
<b>"Processor"</b>	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
<b>"Processor Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under the Contract;
<b>"Protective Measures"</b>	<p>technical and organisational measures which must take account of:</p> <ul style="list-style-type: none"> <li>(a) the nature of the data to be protected;</li> <li>(b) harm that might result from Data Loss Event;</li> <li>(c) state of technological development;</li> <li>(d) the cost of implementing any measures;</li> </ul> <p>including pseudonymising and 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;</p>
<b>"Purchase Order Number" or "PO Number"</b>	the Buyer's unique number relating to the order for Deliverables to be supplied by the Supplier to the Buyer in accordance with the Contract;
<b>"Rectification Plan"</b>	<p>the Supplier's plan (or revised plan) to rectify its material default which shall include:</p> <ul style="list-style-type: none"> <li>(a) full details of the material default that has occurred, including a root cause analysis;</li> <li>(b) the actual or anticipated effect of the material default; and</li> <li>(c) the steps which the Supplier proposes to take to rectify the material default (if applicable) and to prevent such material default from recurring, including timescales for such steps and for the rectification of the material default (where applicable);</li> </ul>
<b>"Regulations"</b>	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires) as amended from time to time;
<b>"Request For Information"</b>	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
<b>"Services"</b>	the services to be supplied by the Supplier to the Buyer under the Contract;

<b>"Specification"</b>	the specification for the Deliverables to be supplied by the Supplier to the Buyer (including as to quantity, description and quality) as specified in the Order Form;
<b>"Staff Vetting Procedures"</b>	vetting procedures that accord with Good Industry Practice or, where applicable, the Buyer's procedures or policies for the vetting of personnel as specified in the Order Form or provided to the Supplier in writing following agreement to the same by the Supplier from time to time;
<b>"Start Date"</b>	the start date of the Contract set out in the Order Form;
<b>"Sub-Contract"</b>	any contract or agreement (or proposed contract or agreement), other than the Contract, pursuant to which a third party: <ul style="list-style-type: none"> <li>(a) provides the Deliverables (or any part of them);</li> <li>(b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or</li> <li>(c) is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</li> </ul>
<b>"Subcontractor"</b>	any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;
<b>"Subprocessor"</b>	any third party appointed to process Personal Data on behalf of the Processor related to the Contract;
<b>"Supplier"</b>	the person named as Supplier in the Order Form;
<b>"Supplier Staff"</b>	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor of the Supplier engaged in the performance of the Supplier's obligations under the Contract;
<b>"Transparency Information"</b>	In relation to Contracts with a value above the relevant threshold set out in Part 2 of the Regulations only, the content of the Contract, including any changes to this Contract agreed from time to time, as well as any information relating to the Deliverables and performance pursuant to the Contract required to be published by the Buyer to comply with its transparency obligations, including those set out in Public Procurement Policy Note 09/21 (update to legal and policy requirements to publish procurement information on Contracts Finder) ( <a href="https://www.gov.uk/government/publications/ppn-0921-requirements-to-publish-on-contracts-finder">https://www.gov.uk/government/publications/ppn-0921-requirements-to-publish-on-contracts-finder</a> ) and Public Procurement Policy Note 01/17 (update to transparency principles) where applicable ( <a href="https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles">https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles</a> ) except for:

	<p>(a) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Buyer; and</p> <p>(b) Confidential Information;</p>
<b>"Term"</b>	the period from the Start Date to the Expiry Date as such period may be extended in accordance with clause 11.2 or terminated in accordance with the Contract;
<b>"Third Party IPR"</b>	intellectual property rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables;
<b>"UK GDPR"</b>	has the meaning as set out in section 3(10) of the DPA 2018, supplemented by section 205(4);
<b>"VAT"</b>	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
<b>"Worker"</b>	any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 ( <a href="https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees">Tax Arrangements of Public Appointees</a> ) ( <a href="https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees">https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees</a> ) applies in respect of the Deliverables; and
<b>"Working Day"</b>	a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

## 2. Understanding the Contract

In the Contract, unless the context otherwise requires:

- 2.1 references to numbered clauses are references to the relevant clause in these Conditions;
- 2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 2.3 the headings in this Contract are for information only and do not affect the interpretation of the Contract;
- 2.4 references to "writing" include printing, display on a screen and electronic transmission and other modes of representing or reproducing words in a visible form;
- 2.5 the singular includes the plural and vice versa;
- 2.6 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time and to any legislation or byelaw made under that Law;
- 2.7 the word "including", "for example" and similar words shall be understood as if they were immediately followed by the words "without limitation";
- 2.8 any reference which, immediately before IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to section 1A of the European Union (Withdrawal) Act 2018), is a reference to (as it has effect from time to time):

- (a) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement ("**EU References**") which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 and which shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
- (b) any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.

### **3. How the Contract works**

- 3.1 The Order Form is an offer by the Buyer to purchase the Deliverables subject to and in accordance with the terms and conditions of the Contract.
- 3.2 The Supplier is deemed to accept the offer in the Order Form when the Buyer receives a copy of the Order Form signed by the Supplier.
- 3.3 The Supplier warrants and represents that its tender (if any) and all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

### **4. What needs to be delivered**

#### **4.1 All Deliverables**

- (a) The Supplier must provide Deliverables: (i) in accordance with the Specification, the tender in Annex 4 – Supplier Tender (where applicable) and the Contract; (ii) using reasonable skill and care; (iii) using Good Industry Practice; (iv) using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract; (v) on the dates agreed; and (vi) that comply with all Law.
- (b) The Supplier must provide Deliverables with a warranty of at least 90 days (or longer where the Supplier offers a longer warranty period to its Buyers) from Delivery against all obvious defects.

#### **4.2 Goods clauses**

- (a) All Goods delivered must be new, or as new if recycled, unused and of recent origin.
- (b) All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.
- (c) The Supplier transfers ownership of the Goods on completion of Delivery (including off-loading and stacking) or payment for those Goods, whichever is earlier.
- (d) Risk in the Goods transfers to the Buyer on Delivery, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within 3 Working Days of Delivery.
- (e) The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
- (f) The Supplier must Deliver the Goods on the date and to the location specified in the Order Form, during the Buyer's working hours (unless otherwise specified in the Order Form).

- (g) The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.
- (h) All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
- (i) The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
- (j) The Supplier will notify the Buyer of any request that Goods are returned to it or the manufacturer after the discovery of safety issues or defects that might endanger health or hinder performance and shall indemnify the Buyer against the costs arising as a result of any such request.
- (k) The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than 14 days' notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable endeavours to minimise these costs.
- (l) The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they don't conform with clause 4.2. If the Supplier doesn't do this it will pay the Buyer's costs including repair or re-supply by a third party.
- (m) The Buyer will not be liable for any actions, claims, costs and expenses incurred by the Supplier or any third party during Delivery of the Goods unless and to the extent that it is caused by negligence or other wrongful act of the Buyer or its servant or agent. If the Buyer suffers or incurs any damage or injury (whether fatal or otherwise) occurring in the course of Delivery or installation then the Supplier shall indemnify the Buyer from any losses, charges, costs or expenses which arise as a result of or in connection with such damage or injury where it is attributable to any act or omission of the Supplier or any of its Subcontractors or Supplier Staff.

#### 4.3 **Services clauses**

- (a) Late Delivery of the Services will be a default of the Contract.
- (b) The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions including the security requirements (where any such requirements have been provided).
- (c) The Buyer must provide the Supplier with reasonable access to its premises at reasonable times for the purpose of supplying the Services
- (d) The Supplier must at its own risk and expense provide all equipment required to deliver the Services. Any equipment provided by the Buyer to the Supplier for supplying the Services remains the property of the Buyer and is to be returned to the Buyer on expiry or termination of the Contract.
- (e) The Supplier must allocate sufficient resources and appropriate expertise to the Contract.
- (f) The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.
- (g) On completion of the Services, the Supplier is responsible for leaving the Buyer's premises in a clean, safe and tidy condition and making good any damage that it has caused to the Buyer's premises or property, other than fair wear and tear.

- (h) The Supplier must ensure all Services, and anything used to deliver the Services, are of good quality and free from defects.
- (i) The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

## **5. Pricing and payments**

- 5.1 In exchange for the Deliverables, the Supplier must invoice the Buyer for the charges in the Order Form.
- 5.2 All Charges:
  - (a) exclude VAT, which is payable on provision of a valid VAT invoice; and
  - (b) include all costs and expenses connected with the supply of Deliverables.
- 5.3 The Buyer must pay the Supplier the charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds to the Supplier's account stated in the invoice or in the Order Form.
- 5.4 A Supplier invoice is only valid if it:
  - (a) includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Buyer; and
  - (b) includes a detailed breakdown of Deliverables which have been delivered.
- 5.5 If there is a dispute between the Parties as to the amount invoiced, the Buyer shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 37.
- 5.6 The Buyer may retain or set-off payment of any amount owed to it by the Supplier under this Contract or any other agreement between the Supplier and the Buyer if notice and reasons are provided.
- 5.7 The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, the Buyer can publish the details of the late payment or non-payment.

## **6. The Buyer's obligations to the Supplier**

- 6.1 If Supplier fails to comply with the Contract as a result of a Buyer Cause:
  - (a) the Buyer cannot terminate the Contract under clause 11;
  - (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability under this Contract;
  - (c) the Supplier is entitled to additional time needed to deliver the Deliverables; and
  - (d) the Supplier cannot suspend the ongoing supply of Deliverables.
- 6.2 Clause 6.1 only applies if the Supplier:
  - (a) gives notice to the Buyer within 10 Working Days of becoming aware;
  - (b) demonstrates that the failure only happened because of the Buyer Cause; and
  - (c) mitigated the impact of the Buyer Cause.

## **7. Record keeping and reporting**

- 7.1 The Supplier must ensure that suitably qualified representatives attend progress meetings with the Buyer and provide progress reports when specified in the Order Form.
- 7.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for 7 years after the date of expiry or termination of the Contract and in accordance with the UK GDPR or the EU GDPR as the context requires.
- 7.3 The Supplier must allow any auditor appointed by the Buyer access to its premises to verify all contract accounts and records of everything to do with the Contract and provide copies for the Audit.
- 7.4 During an Audit, the Supplier must provide information to the auditor and reasonable co-operation at their request.
- 7.5 The Parties will bear their own costs when an Audit is undertaken unless the Audit identifies a material default by the Supplier, in which case the Supplier will repay the Buyer's reasonable costs in connection with the Audit.
- 7.6 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
- (a) tell the Buyer and give reasons;
  - (b) propose corrective action; and
  - (c) provide a deadline for completing the corrective action.
- 7.7 If the Buyer, acting reasonably, is concerned as to the financial stability of the Supplier such that it may impact on the continued performance of the Contract then the Buyer may:
- (a) require that the Supplier provide to the Buyer (for its approval) a plan setting out how the Supplier will ensure continued performance of the Contract and the Supplier will make changes to such plan as reasonably required by the Buyer and once it is agreed then the Supplier shall act in accordance with such plan and report to the Buyer on demand; and
  - (b) if the Supplier fails to provide a plan or fails to agree any changes which are requested by the Buyer or fails to implement or provide updates on progress with the plan, terminate the Contract immediately for material breach (or on such date as the Buyer notifies).
- 7.8 If there is a material default, the Supplier must notify the Buyer within 3 Working Days of the Supplier becoming aware of the material default. The Buyer may request that the Supplier provide a Rectification Plan within 10 Working Days of the Buyer's request alongside any additional documentation that the Buyer requires. Once such Rectification Plan is agreed between the Parties (without the Buyer limiting its rights) the Supplier must immediately start work on the actions in the Rectification Plan at its own cost.

## **8. Supplier Staff**

- 8.1 The Supplier Staff involved in the performance of the Contract must:
- (a) be appropriately trained and qualified;
  - (b) be vetted in accordance with the Staff Vetting Procedures; and
  - (c) comply with all conduct requirements when on the Buyer's premises.

- 8.2 Where the Buyer decides one of the Supplier's Staff isn't suitable to work on the Contract, the Supplier must replace them with a suitably qualified alternative.
- 8.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 29.1 to 29.3 .
- 8.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's premises and say why access is required.
- 8.5 The Supplier indemnifies the Buyer against all claims brought by any person employed or engaged by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.
- 8.6 The Supplier shall use those persons nominated (if any) as Key Staff in the Order Form or otherwise notified as such by the Buyer to the Supplier in writing, following agreement to the same by the Supplier to provide the Deliverables and shall not remove or replace any of them unless:
- (a) requested to do so by the Buyer or the Buyer approves such removal or replacement (not to be unreasonably withheld or delayed);
  - (b) the person concerned resigns, retires or dies or is on parental or long-term sick leave; or
  - (c) the person's employment or contractual arrangement with the Supplier or any Subcontractor is terminated for material breach of contract by the employee.
- 8.7 The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a "**Relevant Conviction**"), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a disclosure and barring service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.
- 9. Rights and protection**
- 9.1 The Supplier warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform the Contract;
  - (b) the Contract is executed by its authorised representative;
  - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
  - (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its affiliates that might affect its ability to perform the Contract;
  - (e) all necessary rights, authorisations, licences and consents (including in relation to IPRs) are in place to enable the Supplier to perform its obligations under the Contract and the Buyer to receive the Deliverables;
  - (f) it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform the Contract; and
  - (g) it is not impacted by an Insolvency Event.
- 9.2 The warranties and representations in clause 3.3 and clause 9.1 are repeated each time the Supplier provides Deliverables under the Contract.
- 9.3 The Supplier indemnifies the Buyer against each of the following:



- (a) wilful misconduct of the Supplier, any of its Subcontractor and/or Supplier Staff that impacts the Contract; and
  - (b) non-payment by the Supplier of any tax or National Insurance.
- 9.4 If the Supplier becomes aware of a representation or warranty made in relation to the Contract that becomes untrue or misleading, it must immediately notify the Buyer.
- 9.5 All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.
- 10. Intellectual Property Rights (IPRs)**
- 10.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable the Buyer and its sub-licensees to both:
  - (a) receive and use the Deliverables; and
  - (b) use the New IPR.
- 10.2 Any New IPR created under the Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and the New IPR which the Supplier reasonably requires for the purpose of fulfilling its obligations during the Term or using or exploiting the New IPR developed under the Contract.
- 10.3 Where a Party acquires ownership of intellectual property rights incorrectly under this 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.
- 10.4 Neither Party has the right to use the other Party's intellectual property rights, including any use of the other Party's names, logos or trademarks, except as provided in clause 10 or otherwise agreed in writing.
- 10.5 If any claim is made against the Buyer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Deliverables (an "**IPR Claim**"), then the Supplier indemnifies the Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result of the IPR Claim.
- 10.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:
  - (a) obtain for the Buyer the rights in clauses 10.1 and 10.2 without infringing any third party intellectual property rights; and
  - (b) replace or modify the relevant item with substitutes that don't infringe intellectual property rights without adversely affecting the functionality or performance of the Deliverables.
- 10.7 The Supplier shall not use in the Delivery of the Deliverables any Third Party IPR unless it has notified the Buyer that the owner or an authorised licensor of the relevant Third Party IPR will grant a direct licence to the Buyer for the Third Party IPR and that licence has been granted. The Buyer, in its absolute discretion, shall have 10 Working Days following the Supplier's notification to reject the grant of the licence. If the Supplier cannot obtain for the Buyer a licence in respect of any Third Party IPR, for whatever reason, the Supplier shall:
  - (a) notify the Buyer in writing; and

- (b) use the relevant Third Party IPR only if the Buyer has provided authorisation in writing, with reference to the acts authorised and the specific intellectual property rights involved.
- 10.8 In spite of any other provisions of the Contract and for the avoidance of doubt, award of this Contract by the Buyer and the ordering of any Deliverable under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977, Section 12 of the Registered Designs Act 1949 or Sections 240 – 243 of the Copyright, Designs and Patents Act 1988.

## 11. Ending the contract

- 11.1 The Contract takes effect on the Start Date and ends on the earlier of the Expiry Date or termination of the Contract, or earlier if required by Law.

- 11.2 The Buyer can extend the Contract where set out in the Order Form in accordance with the terms in the Order Form.

### 11.3 Ending the Contract without a reason

The Buyer has the right to terminate the Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice, and if it's terminated clause 11.5(b)(ii) to 11.5(b)(viii) applies.

### 11.4 When the Buyer can end the Contract

- (a) If any of the following events happen, the Buyer has the right to immediately terminate its Contract by issuing a termination notice in writing to the Supplier:
  - (i) there's a Supplier Insolvency Event;
  - (ii) if the Supplier repeatedly breaches the Contract in a way to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Contract;
  - (iii) the Supplier is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
  - (iv) there's a change of control (within the meaning of section 450 of the Corporation Tax Act 2010) of the Supplier which isn't pre-approved by the Buyer in writing;
  - (v) the Buyer discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded;
  - (vi) the Supplier or its affiliates embarrass or bring the Buyer into disrepute or diminish the public trust in them; or
  - (vii) the Supplier fails to comply with its legal obligations in the fields of environmental, social, equality or employment Law when providing the Deliverables.
- (b) The Buyer also has the right to terminate the Contract in accordance with clauses 7.7(b), 21.3, 29.4(b), 34.3 and Paragraph **Error! Reference source not found.** of
- (c) *Part B – Joint Controller Agreement* of Annex 1 – *Processing Personal Data* (if used).

- (d) If any of the events in 73(1) (a) or (b) of the Regulations happen, the Buyer has the right to immediately terminate the Contract and clause 11.5(b)(ii) to 11.5(b)(viii) applies.

#### 11.5 What happens if the Contract ends (Buyer termination)

- (a) Where the Buyer terminates the Contract under clause 11.4(a), 7.7(b), 29.4(b), or Paragraph **Error! Reference source not found.** of
- (b) *Part B – Joint Controller Agreement* of Annex 1 – *Processing Personal Data* (if used), all of the following apply:
  - (i) the Supplier is responsible for the Buyer's reasonable costs of procuring replacement Deliverables for the rest of the term of the Contract;
  - (ii) the Buyer's payment obligations under the terminated Contract stop immediately;
  - (iii) accumulated rights of the Parties are not affected;
  - (iv) the Supplier must promptly delete or return the Government Data except where required to retain copies by Law;
  - (v) the Supplier must promptly return any of the Buyer's property provided under the Contract;
  - (vi) the Supplier must, at no cost to the Buyer, give all reasonable assistance to the Buyer and any incoming supplier and co-operate fully in the handover and re-procurement;
  - (vii) the Supplier must repay to the Buyer all the Charges that it has been paid in advance for Deliverables that it has not provided as at the date of termination or expiry; and
  - (viii) the following clauses survive the termination of the Contract: 4.2(j), 7, 8.5, 10, 12, 14, 15, 16, 19, 20, 37 and 38 and any clauses which are expressly or by implication intended to continue.

#### 11.6 When the Supplier can end the Contract and what happens when the contract ends (Buyer and Supplier termination)

- (a) The Supplier can issue a reminder notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate the Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the total Contract value or £1,000, whichever is the lower, within 30 days of the date of the reminder notice.
- (b) Where the Buyer terminates the Contract in accordance with clause 11.3 or the Supplier terminates the Contract under clause 11.6(a) or 24.4:
  - (i) the Buyer must promptly pay all outstanding charges incurred by the Supplier;
  - (ii) the Buyer must pay the Supplier reasonable committed and unavoidable losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated; and
  - (iii) clauses 11.5(b)(ii) to 11.5(b)(viii) apply.

- (c) The Supplier also has the right to terminate the Contract in accordance with Clauses 21.3 and 24.4.

#### **11.7 Partially ending and suspending the Contract**

- (a) Where the Buyer has the right to terminate the Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends the Contract it can provide the Deliverables itself or buy them from a third party.
- (b) The Buyer can only partially terminate or suspend the Contract if the remaining parts of it can still be used to effectively deliver the intended purpose.
- (c) The Parties must agree (in accordance with clause 26) any necessary variation required by clause 11.7, but the Supplier may not either:
  - (i) reject the variation; or
  - (ii) increase the Charges, except where the right to partial termination is under clause 11.3.
- (d) The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under clause 11.7.

#### **12. How much you can be held responsible for**

- 12.1 Each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) is no more than 125% of the Charges paid or payable to the Supplier.
- 12.2 No Party is liable to the other for:
  - (a) any indirect losses; and/or
  - (b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 12.3 In spite of clause 12.1, neither Party limits or excludes any of the following:
  - (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
  - (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees; or
  - (c) any liability that cannot be excluded or limited by Law.
- 12.4 In spite of clause 12.1, the Supplier does not limit or exclude its liability for any indemnity given under clauses 8.5, 9.3(b), 10.5, or 33.2(b).
- 12.5 Notwithstanding clause 12.1, but subject to clauses 12.1 and 12.3, the Supplier's total aggregate liability under clause 14.7(e) shall not exceed the Data Protection Liability Cap.
- 12.6 Each Party must use all reasonable endeavours to mitigate any loss or damage which it suffers under or in connection with the Contract, including any indemnities.
- 12.7 If more than one Supplier is party to the Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

#### **13. Obeying the Law**

- 13.1 The Supplier must, in connection with provision of the Deliverables:
  - (a) comply and procure that its Subcontractors comply with the Supplier Code of Conduct:

([https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/779660/20190220-Supplier\\_Code\\_of\\_Conduct.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf)) as such Code of Conduct may be updated from time to time, and such other sustainability requirements as set out in the Order Form;

- (b) comply with the provisions of the Official Secrets Acts 1911 to 1989 and section 182 of the Finance Act 1989;
- (c) support the Buyer in fulfilling its Public Sector Equality duty under section 149 of the Equality Act 2010;
- (d) comply with the model contract terms contained in Example 1 of Annex C of the guidance to PPN 05/19 (Tackling Modern Slavery in Government Supply Chains) shall apply to the Contract, as such clauses may be amended or updated from time to time; and
- (e) meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:  
<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>.

13.2 The Supplier indemnifies the Buyer against any costs resulting from any default by the Supplier relating to any applicable Law to do with the Contract.

13.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, clause 13.1 and clauses 28 to 35.

#### **14. Data Protection**

14.1 The Supplier must not remove any ownership or security notices in or relating to the Government Data.

14.2 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every 6 Months.

14.3 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the security requirements specified in writing by the Buyer (where any such requirements have been provided).

14.4 If at any time the Supplier suspects or has reason to believe that the Government Data is corrupted, lost or sufficiently degraded, then the Supplier must immediately notify the Buyer and suggest remedial action.

14.5 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Buyer may either or both:

- (a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Buyer receives notice, or the Supplier finds out about the issue, whichever is earlier; and/or
- (b) restore the Government Data itself or using a third party.

14.6 The Supplier must pay each Party's reasonable costs of complying with clause 14.5 unless the Buyer is at fault.

14.7 The Supplier:

- (a) must provide the Buyer with all Government Data in an agreed open format within 10 Working Days of a written request;
- (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;

- (c) must securely destroy all storage media that has held Government Data at the end of life of that media using Good Industry Practice;
- (d) securely erase all Government Data and any copies it holds when asked to do so by the Buyer unless required by Law to retain it; and
- (e) indemnifies the Buyer against any and all losses incurred if the Supplier breaches clause 14 or any Data Protection Legislation.

14.8 The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under the Contract dictates the status of each party under the DPA 2018. A Party may act as:

- (a) "Controller" in respect of the other Party who is "Processor";
- (b) "Processor" in respect of the other Party who is "Controller";
- (c) "Joint Controller" with the other Party;
- (d) "Independent Controller" of the Personal Data where the other Party is also "Controller",

in respect of certain Personal Data under the Contract and shall specify in Part A - *Authorised Processing Template* of

Annex 1 – *Processing Personal Data* which scenario they think shall apply in each situation.

**14.9 Where one Party is Controller and the other Party its Processor**

- (a) Where a Party is a Processor, it must only process Personal Data if authorised to do so in Part A - *Authorised Processing Template* of
- (b) Annex 1 – *Processing Personal Data* by the Controller. Any further written instructions relating to the processing of Personal Data are incorporated into Part A - *Authorised Processing Template* of
- (c) Annex 1 – *Processing Personal Data*.
- (d) The Processor must give all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment before starting any processing, including:
  - (i) a systematic description of the expected processing and its purpose;
  - (ii) the necessity and proportionality of the processing operations;
  - (iii) the risks to the rights and freedoms of Data Subjects; and
  - (iv) the intended measures to address the risks, including safeguards, security measures and mechanisms to protect Personal Data.
- (e) The Processor must notify the Controller immediately if it thinks the Controller's instructions breach the Data Protection Legislation.
- (f) The Processor must put in place appropriate Protective Measures to protect against a Data Loss Event which must be approved by the Controller.
- (g) If lawful to notify the Controller, the Processor must promptly notify the Controller if the Processor is otherwise required to process Personal Data by Law before processing it.

- (h) The Processor must use all reasonable endeavours to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
  - (i) are aware of and comply with the Processor's duties under this clause 14;
  - (ii) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
  - (iii) are informed of the confidential nature of the Personal Data and do not provide any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise allowed by the Contract; and
  - (iv) have undergone adequate training in the use, care, protection and handling of Personal Data.
- (i) Where the Personal Data is subject to UK GDPR, the Processor must not transfer Personal Data outside of the UK unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
  - (i) the transfer is in accordance with Article 45 of the UK GDPR (or section 73 of DPA 2018); or
  - (ii) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 of the DPA 2018) as determined by the Controller which could include relevant parties entering into the International Data Transfer Agreement (the "**IDTA**"), or International Data Transfer Agreement Addendum to the European Commission's SCCs (the "**Addendum**"), as published by the Information Commissioner's Office from time to time as well as any additional measures determined by the Controller;
  - (iii) the Data Subject has enforceable rights and effective legal remedies when transferred;
  - (iv) the Processor meets its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
  - (v) the Processor complies with the Controller's reasonable prior instructions about the processing of the Personal Data.
- (j) Where the Personal Data is subject to EU GDPR, the Processor must not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
- (k) the transfer is in accordance with Article 45 of the EU GDPR; or
  - (i) the Controller or Processor has provided appropriate safeguards in relation to the transfer in accordance with Article 46 of the EU GDPR as determined by the Controller which could include relevant parties entering into Standard Contractual Clauses in the European Commission's decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time as well as any additional measures determined by the Controller;
  - (ii) the Data Subject has enforceable rights and effective legal remedies;

- (iii) the Processor complies with its obligations under the EU GDPR 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 Controller in meeting its obligations); and
  - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data.
- (l) The Processor must notify the Controller immediately if it:
  - (i) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - (ii) receives a request to rectify, block or erase any Personal Data;
  - (iii) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - (iv) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
  - (v) receives a request from any third Party for disclosure of Personal Data where compliance with the request is required or claims to be required by Law; and
  - (vi) becomes aware of a Data Loss Event.
- (m) Any requirement to notify under clause (l) includes the provision of further information to the Controller in stages as details become available.
  - (i) The Processor must promptly provide the Controller with full assistance in relation to any Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause (l). This includes giving the Controller:
    - (ii) full details and copies of the complaint, communication or request;
    - (iii) reasonably requested assistance so that it can comply with a Data Subject Access Request within the relevant timescales in the Data Protection Legislation;
    - (iv) any Personal Data it holds in relation to a Data Subject on request;
    - (v) assistance that it requests following any Data Loss Event; and
    - (vi) assistance that it requests relating to a consultation with, or request from, the Information Commissioner's Office or any other regulatory authority.
- (n) The Processor must maintain full, accurate records and information to show it complies with this clause 14. This requirement does not apply where the Processor employs fewer than 250 staff, unless either the Controller determines that the processing:
  - (i) is not occasional;
  - (ii) includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
  - (iii) is likely to result in a risk to the rights and freedoms of Data Subjects.



- (o) The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- (p) Before allowing any Subprocessor to process any Personal Data, the Processor must:
  - (i) notify the Controller in writing of the intended Subprocessor and processing;
  - (ii) obtain the written consent of the Controller;
  - (iii) enter into a written contract with the Subprocessor so that this clause 14 applies to the Subprocessor; and
  - (iv) provide the Controller with any information about the Subprocessor that the Controller reasonably requires.
- (q) The Processor remains fully liable for all acts or omissions of any Subprocessor.
- (r) At any time the Buyer can, with 30 Working Days' notice to the Supplier, change this clause 14 to replace it with any applicable standard clauses (between the controller and processor) or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
- (s) The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office or any other regulatory authority.

#### **14.10 Joint Controllers of Personal Data**

In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in

*Part B – Joint Controller Agreement of Annex 1 – Processing Personal Data.*

#### **14.11 Independent Controllers of Personal Data**

In the event that the Parties are Independent Controllers in respect of Personal Data under the Contract, the terms set out in *Part C – Independent Controllers of*

*Annex 1 – Processing Personal Data* shall apply to this Contract.

### **15. What you must keep confidential**

#### **15.1 Each Party must:**

- (a) keep all Confidential Information it receives confidential and secure;
- (b) not disclose, use or exploit the disclosing Party's Confidential Information without the disclosing Party's prior written consent, except for the purposes anticipated under the Contract; and
- (c) immediately notify the disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

#### **15.2 In spite of clause 15.1, a Party may disclose Confidential Information which it receives from the disclosing Party in any of the following instances:**

- (a) where disclosure is required by applicable Law, a regulatory body or a court with the relevant jurisdiction if the recipient Party notifies the disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;

- (b) if the recipient Party already had the information without obligation of confidentiality before it was disclosed by the disclosing Party;
  - (c) if the information was given to it by a third party without obligation of confidentiality;
  - (d) if the information was in the public domain at the time of the disclosure;
  - (e) if the information was independently developed without access to the disclosing Party's Confidential Information;
  - (f) on a confidential basis, to its auditors or for the purposes of regulatory requirements;
  - (g) on a confidential basis, to its professional advisers on a need-to-know basis; and
  - (h) to the Serious Fraud Office where the recipient Party has reasonable grounds to believe that the disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
- 15.3 The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier shall remain responsible at all times for compliance with the confidentiality obligations set out in this Contract by the persons to whom disclosure has been made.
- 15.4 The Buyer may disclose Confidential Information in any of the following cases:
- (a) on a confidential basis to the employees, agents, consultants and contractors of the Buyer;
  - (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that the Buyer transfers or proposes to transfer all or any part of its business to;
  - (c) if the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
  - (d) where requested by Parliament; and
  - (e) under clauses 5.7 and 16.
- 15.5 For the purposes of clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in clause 15.
- 15.6 Transparency Information, and Information which is exempt from disclosure by clause 16 is not Confidential Information.
- 15.7 The Supplier must not make any press announcement or publicise the Contract or any part of it in any way, without the prior written consent of the Buyer and must take all reasonable endeavours to ensure that Supplier Staff do not either.
- 16. When you can share information**
- 16.1 The Supplier must tell the Buyer within 48 hours if it receives a Request For Information.
- 16.2 In accordance with a reasonable timetable and in any event within 5 Working Days of a request from the Buyer, the Supplier must give the Buyer full co-operation and information needed so the Buyer can:
- (a) comply with any FOIA request;

- (b) comply with any Environmental Information Regulations (“EIR”) request;
  - (c) if the Contract has a value over the relevant threshold in Part 2 of the Regulations, comply with any of its obligations in relation to publishing Transparency Information.
- 16.3 To the extent that it is allowed and practical to do so, the Buyer will use reasonable endeavours to notify the Supplier of a Request For Information and may talk to the Supplier to help it decide whether to publish information under clause 16. However, the extent, content and format of the disclosure is the Buyer’s decision in its absolute discretion.
- 17. Insurance**

The Supplier shall ensure it has adequate insurance cover for this Contract.
- 18. Invalid parts of the contract**

If any part of the Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from the Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it’s valid or enforceable.
- 19. No other terms apply**

The provisions incorporated into the Contract are the entire agreement between the Parties. The Contract replaces all previous statements, or agreements whether written or oral. No other provisions apply.
- 20. Other people's rights in the contract**

No third parties may use the Contracts (Rights of Third Parties) Act (“CRTPA”) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.
- 21. Circumstances beyond your control**
  - 21.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under the Contract while the inability to perform continues, if it both:
    - (a) provides written notice to the other Party; and
    - (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
  - 21.2 Any failure or delay by the Supplier to perform its obligations under the Contract that is due to a failure or delay by an agent, Subcontractor and/or Supplier Staff will only be considered a Force Majeure Event if that third party is itself prevented from complying with an obligation to the Supplier due to a Force Majeure Event.
  - 21.3 Either Party can partially or fully terminate the Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.
  - 21.4 Where a Party terminates under clause 21.3:
    - (a) each Party must cover its own losses; and
    - (b) clause 11.5(b)(ii) to 11.5(b)(viii) applies.

## **22. Relationships created by the contract**

The Contract does not create a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

## **23. Giving up contract rights**

A partial or full waiver or relaxation of the terms of the Contract is only valid if it is stated to be a waiver in writing to the other Party.

## **24. Transferring responsibilities**

- 24.1 The Supplier cannot assign, novate or in any other way dispose of the Contract or any part of it without the Buyer's written consent.
- 24.2 The Buyer can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Buyer.
- 24.3 When the Buyer uses its rights under clause 24.2 the Supplier must enter into a novation agreement in the form that the Buyer specifies.
- 24.4 The Supplier can terminate the Contract novated under clause 24.2 to a private sector body that is experiencing an Insolvency Event.
- 24.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

## **25. Supply Chain**

- 25.1 The Supplier cannot sub-contract the Contract or any part of it without the Buyer's prior written consent. The Supplier shall provide the Buyer with the name of any Subcontractor the Supplier proposes to engage for the purposes of the Contract. The decision of the Buyer to consent or not will not be unreasonably withheld or delayed. If the Buyer does not communicate a decision to the Supplier within 10 Working Days of the request for consent then its consent will be deemed to have been given. The Buyer may reasonably withhold its consent to the appointment of a Subcontractor if it considers that:
  - (a) the appointment of a proposed Subcontractor may prejudice the provision of the Deliverables or may be contrary to its interests;
  - (b) the proposed Subcontractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers; and/or
  - (c) the proposed Subcontractor employs unfit persons.
- 25.2 If the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of all such Subcontractors at all levels of the supply chain including:
  - (a) their name;
  - (b) the scope of their appointment; and
  - (c) the duration of their appointment.
- 25.3 The Supplier must exercise due skill and care when it selects and appoints Subcontractors.
- 25.4 The Supplier will ensure that all Sub-Contracts in the Supplier's supply chain entered into after the Start Date wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract contain provisions that:

- (a) allow the Supplier to terminate the Sub-Contract if the Subcontractor fails to comply with its obligations in respect of environmental, social, equality or employment Law;
  - (b) require the Supplier to pay all Subcontractors in full, within 30 days of receiving a valid, undisputed invoice; and
  - (c) allow the Buyer to publish the details of the late payment or non-payment if this 30-day limit is exceeded.
- 25.5 The Supplier will take reasonable endeavours to ensure that all Sub-Contracts in the Supplier's supply chain entered into before the Start Date but made wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract contain provisions that:
- (a) allow the Supplier to terminate the Sub-Contract if the Subcontractor fails to comply with its obligations in respect of environmental, social, equality or employment Law;
  - (b) require the Supplier to pay all Subcontractors in full, within 30 days of receiving a valid, undisputed invoice; and
  - (c) allow the Buyer to publish the details of the late payment or non-payment if this 30-day limit is exceeded.
- 25.6 At the Buyer's request, the Supplier must terminate any Sub-Contracts in any of the following events:
- (a) there is a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 of a Subcontractor which isn't pre-approved by the Buyer in writing;
  - (b) the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 11.4;
  - (c) a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Buyer;
  - (d) the Subcontractor fails to comply with its obligations in respect of environmental, social, equality or employment Law; and/or
  - (e) the Buyer has found grounds to exclude the Subcontractor in accordance with Regulation 57 of the Regulations.
- 25.7 The Supplier is responsible for all acts and omissions of its Subcontractors and those employed or engaged by them as if they were its own.
- 26. Changing the contract**
- Either Party can request a variation to the Contract which is only effective if agreed in writing and signed by both Parties. The Buyer is not required to accept a variation request made by the Supplier.
- 27. How to communicate about the contract**
- 27.1 All notices under the Contract must be in writing and are considered effective on the Working Day of Delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9am on the first Working Day after sending unless an error message is received.
- 27.2 Notices to the Buyer or Supplier must be sent to their address or email address in the Order Form.

27.3 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

## **28. Dealing with claims**

28.1 If the Buyer becomes aware of any Claim, the Buyer must:

- (a) notify the Supplier as soon as reasonably practical becoming aware of a Claim;
- (b) at the Supplier's cost, allow the Supplier to conduct all negotiations and proceedings to do with a Claim;
- (c) at the Supplier's cost, give the Supplier reasonable assistance with the Claim if requested; and
- (d) not make admissions about the Claim without the prior written consent of the Supplier which cannot be unreasonably withheld or delayed.

28.2 The Supplier must:

- (a) consider and defend the Claim diligently and in a way that does not damage the Buyer's reputation; and
- (b) not settle or compromise any Claim without the Buyer's prior written consent which it must not unreasonably withhold or delay.

## **29. Preventing fraud, bribery and corruption**

29.1 The Supplier shall not:

- (a) commit any criminal offence referred to in 57(1) and 57(2) of the Regulations; or
- (b) offer, give, or agree to give anything, to any person (whether working for or engaged by the Buyer or any other public body) an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Contract or any other public function or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any other public function.

29.2 The Supplier shall take all reasonable endeavours (including creating, maintaining and enforcing adequate policies, procedures and records), in accordance with Good Industry Practice, to prevent any matters referred to in clause 29.1 and any fraud by the Supplier Staff and the Supplier (including its shareholders, members and directors) in connection with the Contract and shall notify the Buyer immediately if it has reason to suspect that any such matters have occurred or is occurring or is likely to occur.

29.3 If the Supplier notifies the Buyer as required by clause 29.2, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.

29.4 If the Supplier or the Supplier Staff engages in conduct prohibited by clause 29.1 or commits fraud in relation to the Contract or any other contract with the Crown (including the Buyer) the Buyer may:

- (a) require the Supplier to remove any Supplier Staff from providing the Deliverables if their acts or omissions have caused the default; and
- (b) immediately terminate the Contract.

## **30. Equality, diversity and human rights**

30.1 The Supplier must follow all applicable employment and equality Law when they perform their obligations under the Contract, including:

- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
  - (b) any other requirements and instructions which the Buyer reasonably imposes related to equality Law.
- 30.2 The Supplier must use all reasonable endeavours, and inform the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on the Contract.

### **31. Health and safety**

- 31.1 The Supplier must perform its obligations meeting the requirements of:
  - (a) all applicable Law regarding health and safety; and
  - (b) the Buyer's current health and safety policy while at the Buyer's premises, as provided to the Supplier.
- 31.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they're aware of at the Buyer premises that relate to the performance of the Contract.

### **32. Environment and sustainability**

- 32.1 In performing its obligations under the Contract, the Supplier shall, to the reasonable satisfaction of the Buyer:
  - (a) meet, in all material respects, the requirements of all applicable Laws regarding the environment; and
  - (b) comply with its obligations under the Buyer's current environmental policy, which the Buyer must provide.
- 32.2 The Supplier must ensure that Supplier Staff are aware of the Buyer's environmental policy.

### **33. Tax**

- 33.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. The Buyer cannot terminate the Contract where the Supplier has not paid a minor tax or social security contribution.
- 33.2 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under the Contract, the Supplier must both:
  - (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
  - (b) indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Term in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.

33.3 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains requirements that:

- (a) the Buyer may, at any time during the term of the Contract, request that the Worker provides information which demonstrates they comply with clause 33.2, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
- (b) the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
- (c) the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers isn't good enough to demonstrate how it complies with clause 33.2 or confirms that the Worker is not complying with those requirements; and
- (d) the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

#### **34. Conflict of interest**

- 34.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual, potential or perceived Conflict of Interest.
- 34.2 The Supplier must promptly notify and provide details to the Buyer if an actual, potential or perceived Conflict of Interest happens or is expected to happen.
- 34.3 The Buyer will consider whether there are any appropriate measures that can be put in place to remedy an actual, perceived or potential Conflict of Interest. If, in the reasonable opinion of the Buyer, such measures do not or will not resolve an actual or potential conflict of interest, the Buyer may terminate the Contract immediately by giving notice in writing to the Supplier where there is or may be an actual or potential Conflict of Interest and clauses 11.5(b)(ii) to 11.5(b)(viii) shall apply.

#### **35. Reporting a breach of the contract**

- 35.1 As soon as it is aware of it the Supplier and Supplier Staff must report to the Buyer any actual or suspected breach of Law, clause 13.1, or clauses 28 to 34.
- 35.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in clause 35.1 to the Buyer or a Prescribed Person.

#### **36. Further Assurances**

Each Party will, at the request and cost of the other Party, do all things which may be reasonably necessary to give effect to the meaning of this Contract.

#### **37. Resolving disputes**

- 37.1 If there is a dispute between the Parties, their senior representatives who have authority to settle the dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the dispute by commercial negotiation.
- 37.2 If the dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution ("CEDR") Model Mediation Procedure current at the time of the dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the dispute, the dispute must be resolved using clauses 37.3 to 37.5.



- 37.3 Unless the Buyer refers the dispute to arbitration using clause 37.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
- (a) determine the dispute;
  - (b) grant interim remedies; and
  - (c) grant any other provisional or protective relief.
- 37.4 The Supplier agrees that the Buyer has the exclusive right to refer any dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
- 37.5 The Buyer has the right to refer a dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 37.3, unless the Buyer has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 37.4.
- 37.6 The Supplier cannot suspend the performance of the Contract during any dispute.

**38. Which law applies**

This Contract and any issues or disputes arising out of, or connected to it, are governed by English law.