



**DATE**

Aug 19, 2024

**North Devon Homes**

**-AND-**

**ALLPAY LIMITED**

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**CALL-OFF CONTRACT**

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**For:**

**Lot 1 – Multiple Network Managed Services**

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## CONTRACT

### CONTRACT (“this Contract”)

### BETWEEN

- (1) The organisation listed as the Customer in the Contract Particulars (the “**Customer**”); and
- (2) The organisation listed as the Supplier in the Contract Particulars (the “**Supplier**”).

### INTRODUCTION

- (A) Procurement for Housing (“**PfH**”) is a contracting authority under Regulation 2 of the Public Contracts Regulations 2015 (“**PCR 2015**”) and a central purchasing body under Regulation 37 of the PCR 2015.
- (B) PfH placed the contract notice referred to in the Contract Particulars (“**the FTS Notice**”) inviting tenders for the provision of works, services and/or supplies as set out in the FTS notice to contracting authorities named in that FTS notice (“**PfH Members**”) under a framework comprised of a number of framework agreements with suppliers (“**the Framework**”).
- (C) On the basis of the Supplier’s tender submitted in response to the FTS notice, PfH awarded the Supplier a place on the Framework. The Supplier therefore entered into the framework agreement specified in the Contract Particulars (“**the Framework Agreement**”) with PfH and Inprova Limited (“**the Procurement Agent**”) under which PfH Members can call-off contracts for the Services.
- (D) Pursuant to a services concession contract PfH has granted HouseMark Ltd, a company registered in England and Wales with company number 03822761, (“**HouseMark**”) the exclusive right as concessionaire to operate and manage a purchasing consortium on behalf of PfH for the benefit of the PfH Members.
- (E) The Procurement Agent has been appointed by HouseMark as its sub-contractor to provide services in connection with the administration of the Framework Agreement on behalf of PfH for the benefit of PfH and the PfH Members (“**the Framework Services**”).
- (F) The Customer is a PfH Member (and therefore “**a Customer**” as defined in the Framework Agreement) and has called off this contract from the Framework. As such this Contract establishes a direct contractual relationship between the Customer and the Supplier under which the Supplier will provide the Services in accordance with this Contract.

## IT IS AGREED THAT:

### 1. INTERPRETATION AND INCORPORATION OF CALL-OFF CONDITIONS

- 1.1 In this Contract terms defined in the Introduction have the meanings given in the Introduction. In addition, the following words and expressions have the following meanings:

<b>“Call-Off Conditions”</b>	means these terms and conditions of contract which are incorporated in the Contract being the version of those terms published alongside the FTS Notice;
<b>“Contract Particulars”</b>	means the terms set out in the <i>Contract Particulars</i> ;
<b>“Estimated Annual Value”</b>	means the estimated monetary value of this Contract per annum;
<b>“FTS Notice”</b>	means the FTS notice referred to in the Contract Particulars being the FTS Notice for the Framework from which this Contract is being called-off; and
<b>“Services”</b>	means the Services the Supplier is to provide under this Contract, being works, services and/or supplies described in the FTS notice.

- 1.2 In this Call-Off Contract references to Clauses, Schedules and Paragraphs are (unless stated otherwise) references to Clauses, Schedules, and Paragraphs of this Call-Off Contract.
- 1.3 The Schedules to this Call-Off Contract are an integral part of this Contract and are to have effect as it set out in full in the body of this Contract. References to this Contract include the Schedules to this Call-Off Contract.
- 1.4 The Call-Off Conditions will incorporate the amendments to them set out in Schedule 4 – Amendments to Standard Contract Conditions.
- 1.5 In the event of any inconsistency or conflict between the Contract Particulars, the Conditions of Contract and the Schedules, the conflict will be resolved in accordance with the following descending order of precedence:
- The Contract Particulars
  - Schedule 4
  - Conditions of Contract
  - Schedule 1, 2, and 3 of this Contract
  - The Supplier Terms as set out in this Schedule 5.

## 2. PROVISION OF THE SERVICES

Subject to Clause **Error! Reference source not found.** *Order Procedure* of this Contract the Supplier will provide the Services set out in Schedule 1 *Specification* in accordance with the Method Statements set out in Schedule 3 *Method Statements* on the Call-Off Conditions completed in accordance with the Contract Particulars and in return for the Price set out in Schedule 2 *Payment*.

## 3. ORDER PROCEDURE

- 3.1 The Contract Particulars state whether or not Services are to be instructed through the issue of Orders.
- 3.2 Where the Contract Particulars provide that:
  - 3.2.1 Services are not to be instructed through the issue of Orders, the Supplier will carry out those Services without the need for any further instruction from the Customer; or
  - 3.2.2 Services are to be instructed through the issue of Orders; the Supplier will carry out such Services as are instructed through Orders issued by the Customer under this Contract.

## 4. FORMATION OF THIS CONTRACT

- 4.1 This Contract will come into effect on the date of the last signature to be added.
- 4.2 Where the signature blocks state that this Contract is signed and delivered as a deed it will be a deed. If the Contract is not signed and delivered as a deed by both parties it will not be a deed.

**IN WITNESS** of this both parties have signed this Contract on the dates stated next to their signatures.



## CONTRACT PARTICULARS

### CALL-OFF CONTRACT

The Contract is completed in accordance with the following particulars:

**Customer: North Devon Homes** (company number 03674687) whose registered office is at Westacott Road, Barnstaple, EX32 8TA (the “Customer”)

**Supplier: ALLPAY LIMITED** (company number 02933191) whose registered office is at Fortis et Fides, Whitestone Business Park, Whitestone, Hereford, Herefordshire, HR1 3SE (the “Supplier”)

**Services the Supplier is to deliver:**

- *Multiple Network Managed Services as per Lot 1 and as listed within the Member Requirements Form located at Schedule 1 of this agreement*

**The FTS Notice:** the contract notice with reference number 2023/S 000-022827 dated 04/08/2023 published through the UK e-notification service.

**Date of the Framework Agreement commenced:** *4<sup>th</sup> November 2023*.

**Clause 3: Services are to be instructed by Orders:**

- No

## CONDITIONS OF CONTRACT

The Conditions of Contract are completed in accordance with the following particulars:

### Condition 1 *Definitions*:

“Contract Year”	<p>Each Contract Year is a period of 12 Months during the Contract Period:</p> <ul style="list-style-type: none"> <li>from 1<sup>st</sup> September to 31<sup>st</sup> August following;</li> </ul>
“Defect Rectification Period”	<p>Where the Services include works to be undertaken by the Supplier, the Defects Rectification Period is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Defects Liability Period”	<p>Where the Services include works to be undertaken by the Supplier, the Defects Liability period is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Delivery Date”	<p>Where the Services include goods to be provided by the Supplier the Delivery Date is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Delivery Location”	<p>Where the Services include goods to be provided by the Supplier the Delivery Location is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Estimated Annual Value”	£25,792 (Excluding VAT)
“Expiry Date”	<p><i>31<sup>st</sup> August 2026 with the option to extend for a further 24 months if agreed by both parties</i></p>
“Initial Period”	<p>The Initial Period within which the Contract may not be terminated by a break notice is the period from the Starting Date to midnight on the second anniversary of the Starting Date</p>
“Installation Date”	<p>Where the Services include goods to be installed by the Supplier the Installation Date is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Installation Location”	<p>Where the Services include goods to be installed by the Supplier the Installation Location is</p> <ul style="list-style-type: none"> <li>not applicable</li> </ul>
“Interest Rate”	<p>The Interest Rate on late payments is 4% (four per cent) above the base rate of the Bank of England</p>



from time to time;

**“Member Requirements Form”**

**Member Requirements Form must include the following:**

- Member details
- a list of the required Services;
- the Price payable for the Services
- Contract Commencement Date
- Contract Term (including Initial Term and optional extensions)
- Estimated annual contract value

**“Order”**

**Each Order must include the following:**

- a description of the Services in the Order;
- the Price payable for the Services comprised in the Order, calculated by reference to the Payment Mechanism;
- the Starting Date for the Services (if different from the date of issue of the Order);
- the Completion Deadline for the Services in the Order;
- the Customers purchase order number

**“Review Date”**

**The date on which the Review is to be effective is:**

- the anniversary of the Framework Commencement Date

**“Starting Date”**

**1<sup>st</sup> September 2024**

**Condition 2.1: Purchases may be made via Account Cards:**

- No

**Condition 2.2: Any member of the Customer’s Group is entitled to receive Services or place Orders under the Contract:**

- No

**Condition 3.1: Liaison with Residents to obtain access to their Properties to provide the Services is to be the responsibility of:**

- Not applicable

**Condition 3.2.8: The Customer’s policies the Supplier must follow in delivering the Services are:**

- *None*

**Condition 3.8: The Supplier is to deliver the following minimum requirements each Contract Year in accordance with this Condition:**

- Not applicable

**Conditions 3.9.6: Apprenticeships must be:**

- Not applicable

**Conditions 3.11.1: The duration of Work Placements is to be**

- Not applicable

**Conditions 3.13: The Supplier must notify the following agencies of vacancies relating to the Contract in accordance with this Condition:**

*“None”*

**Conditions 3.14: The Supplier will provide the Customer a statement in accordance with this Condition:**

- Not applicable

**Condition 4.1: Delivery: The Services include the delivery of goods to the Customer:**

- No

**Conditions 4.3: Installation: The Services include the installation of goods by the Supplier:**

- No

**Conditions 5.1 to 5.4 inclusive: Acceptance Tests:**

- Does not Apply

**Conditions 5.6: The period after the Supplier has notified completion of the Services within which the Customer can post-inspect them is:**

- Not applicable

**Condition 6.3: Monitoring of the supplier’s performance through KPIs:**

- Applies

**Condition 7.2: Service Credits may be deducted from the Price:**

- No

**Condition 7.9: The Prices are to be adjusted for Review on the Review Date:**

- Yes

**Condition 12.4: The subject-matter, nature and purpose and the duration of Processing and the types of Personal Data and categories of Data Subject in relation to which Personal Data may be Processed under this Contract are set out in the table below:**

	<b>Personal Data of which the Customer is Data Controller</b>	<b>Personal Data of which the Supplier is Data Controller</b>
<b>Data Processor:</b>	Supplier	Customer
<b>Categories of Data Subject:</b>	Residents and the Customer’s Staff	The Supplier’s Staff, Apprentices, Trainees, and persons undertaking Training Programmes and Work Placements.
<b>Subject matter of Processing (including</b>	Personal Data concerning: <ul style="list-style-type: none"> <li>• Residents including names,</li> </ul>	Personal Data concerning: <ul style="list-style-type: none"> <li>• contact details of Supplier’s</li> </ul>

<b>types of Personal Data that may be Processed):</b>	<p>addresses, and contact details, Property access requirements or special requirements due to vulnerabilities; and</p> <ul style="list-style-type: none"> <li>• contact details of Customer's Staff.</li> </ul>	<p>Staff; and</p> <ul style="list-style-type: none"> <li>• the names, address and postcodes, age and ethnic background of Apprentices, Trainees and persons undertaking Training Programmes and Work Placements.</li> </ul>
<b>Nature and purpose of Processing:</b>	<p>Processing:</p> <ul style="list-style-type: none"> <li>• Residents' Personal Data for the purposes of carrying out the Services, including arranging appointments and access, ensuring the safety of both Residents and the Supplier's Staff carrying out the Services, monitoring Resident satisfaction and correcting any Personal Data found to be incorrect whilst carrying out the Services; and</li> <li>• Customer's Staffs' contact details to enable the Parties to carry out their obligations under this Contract.</li> </ul>	<p>Disclosure of Personal Data concerning Supplier's Staff:</p> <ul style="list-style-type: none"> <li>• to identify which Staff are undertaking the Services and monitor and manage their performance of this Contract; and</li> <li>• to enable the Parties to carry out their obligations under this Contract.</li> </ul> <p>Disclosure of Personal Data concerning Apprentices, Trainees and persons undertaking Training Programmes and Work Placements to enable the monitoring of training opportunities provided by the Contract.</p>
<b>Duration of Processing:</b>	<p>During the Contract Period and for the period which the Supplier is required to maintain a record of any of this documentation under clause 10.4. Following which it is to be returned or destroyed.</p>	<p>During the Contract Period.</p>

**Condition 13.8: Terrorism Prevention:**

- Does not apply

**Condition 14.5: The Supplier bears the risk that TUPE will apply on termination and indemnifies the Customer against this risk:**

- Does not apply

**Condition 14.7 to 14.10: The Customer takes the risk that that TUPE will apply on termination and the Supplier provides TUPE information:**

- Does not apply

**Condition 15.1: The Customer is:**

- a registered provider

**Condition 16.3: Each Party's Liabilities under the Contract are limited in accordance with Condition 16.3 to the following extent:**

- to two times the Price paid or expected to be payable for the Services for the two years from the Starting Date other than in relation to any Liabilities arising that are covered by the Insurances the Supplier is required to maintain under Condition 17 *Insurance* where the limit will be the level of the minimum required Insurances cover the Supplier is required to obtain

**Condition 17.1: The Insurances required to be maintained by the Supplier are:**

- Public liability cover - £5 million for any one event or series of claims arising from the same event
- Professional indemnity cover - £5 million for the duration of the Contract with run-off cover for 6 years thereafter
- Employer's liability and motor insurance - as required by Law

**Condition 20.3: The period of notice for the Customer to end the Contract (after the end of the Initial Period) on a "no fault" basis is:**

- 6 (six) months

**Condition 20.4: The period of notice for the Supplier to end the Contract (after the end of the Initial Period) on a "no fault" basis is:**

- 9 (nine) months

**Condition 25.3: The Customer is:**

- not an ALMO

**Condition 27.3: The Parties' nominated representatives and their email addresses are:**

- for the Customer: **Philippa Butler**, email address [Philippa.butler@ndh-ltd.co.uk](mailto:Philippa.butler@ndh-ltd.co.uk)
- for the Supplier: **Elisha Tong**, email address [elisha.tong@allpay.net](mailto:elisha.tong@allpay.net)

**Condition 29.2: Where this Contract is a construction contract under the Construction Act the body responsible for the appointment of the Adjudicator if not agreed is:**


- not applicable

**Condition 30.1: The governing Law for this Contract is the law of:**


- England and Wales

## CONTRACT SIGNATURE

**Signed for and on behalf of North Devon Homes:**

Contact Name of Authorised Signatory	P Butler
Role in organisation	Finance Director
Signature (electronic is acceptable)	 <small>P Butler (Aug 19, 2024 15:55 GMT+1)</small>
Date	Aug 19, 2024

**Signed for and on behalf of Allpay Limited:**

Contact Name of Authorised Signatory	Magdalena Tylek
Role in organisation	Head of Contracts
Signature (electronic is acceptable)	
Date	Aug 16, 2024

## CONDITIONS OF CONTRACT

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## CALL-OFF CONDITIONS

### 1 INTERPRETATION

#### 1.1 In the Contract the following words and expressions have the following meanings:

<b>“Acceptance Certificate”</b>	means the certificate to be signed by the Customer under Condition 5.3 <i>Acceptance, Completion and Defects</i> ;
<b>“Acceptance Date”</b>	means the date on which the Services pass the Acceptance Tests (where applicable);
<b>“Acceptance Tests”</b>	means the tests of the Services set out in the Specification and carried out by or on behalf of the Customer in accordance with Condition 5 <i>Acceptance, Completion and Defects</i> ;
<b>“Account Card”</b>	means a card issued by PfH or the Supplier to an employee or agent of the Customer that evidence that person’s right to make purchases (with an Order) under this Contract;
<b>“Account Card Terms”</b>	means the terms applying to the use of Account Cards set out on the Procurement Agent’s website or where the card is issued by the Supplier as provided by the Supplier at the time of each purchase that is evidenced by an Account Card (which are based on, and do not include any substantial modifications from those applying when the Framework Agreement was tendered);
<b>“Agreed”</b>	means agreed in writing by both Parties and “agree” will be construed accordingly;
<b>“Apprentice”</b>	means a person registered as an apprentice with an industry recognised body;
<b>“Call-Off Conditions”</b>	means these terms and conditions of contract (which are incorporated in the Contract);
<b>“CDM Regulations”</b>	means the Construction (Design and Management) Regulations 2015;
<b>“CIS”</b>	means the Construction Industry Scheme administered by HM Revenue and Customs;

<b>“Completion Date”</b>	means the date when the Services, or the Services comprised in an Order (as applicable) are accepted by the Customer as having been completed in accordance with this Contract;
<b>“Completion Deadline”</b>	means the date under the Specification or set out in an Order as the date by which the Services, or the Services comprised in that Order, must be completed in accordance with this Contract (as varied under Condition 2.14 <i>Supplier’s obligations</i> where applicable);
<b>“Confidential Information”</b>	means any information communicated by either Party to the other on the basis that it is confidential;
<b>“Construction Act”</b>	means the Housing Grants, Construction and Regeneration Act 1996 as amended by the Local Democracy, Economic Development and Construction Act 2009;
<b>“Construction Phase Plan”</b>	means any construction phase plan (as defined in the CDM Regulations) prepared for any Services to which the CDM Regulations apply and setting out the health and safety arrangements and site rules applicable to those Services;
<b>“Contract”</b>	means the contract the terms of which are set out in the Call-Off Contract document and into which these Call-Off Conditions are incorporated;
<b>“Contract Particulars”</b>	means the details of this Contract set out in Contract <i>Particulars</i> to the Call-Off Contract;
<b>“Contract Period”</b>	means the period set out in Condition 1.6 during which Orders may be issued and/or the Services are to be supplied;
<b>“Contract Year”</b>	means the period set out in the Contract Particulars as a contract year;
<b>“Customer’s Staff”</b>	means all persons employed or used by the Customer under this Contract;
<b>“Data Controller”</b>	has the meaning given under Data Protection Law;
<b>“Data Processor”</b>	has the meaning given under Data Protection



	Law;
<b>“Data Protection Law”</b>	all Law relating to privacy and the processing of personal data, including all applicable guidance and codes of practice issued by the Information Commissioner’s Office or any replacement EU or UK data protection or related privacy Law in force in England and Wales;
<b>“Data Subject”</b>	has the meaning given under Data Protection Law;
<b>“Data Subject Access Request”</b>	a request by a Data Subject under Data Protection Law to access their Personal Data;
<b>“DBS Check”</b>	means a check with the Disclosure and Barring Service (or any statutory successor) of the most extensive kind available (if any) in relation to any (actual or prospective) member of the Supplier’s Staff having regard to the Services they are to undertake including any update to that check (at a frequency in line with Good Industry Practice);
<b>“Defect”</b>	means any Services not complying with the requirements for those Services as set out in the Specification;
<b>“Defect Rectification Period”</b>	means the period stated in the Contract Particulars within which a Defect must be rectified;
<b>“Defects Liability Period”</b>	means the period stated in the Contract Particulars within which the Supplier must rectify any Defects arising in the Services irrespective of whether there is any fault or breach of contract by the Supplier;
<b>“Delivery Date”</b>	means, where the Services include the supply of goods, the date specified in the Contract Particulars for delivery of those goods in accordance with Condition 4 <i>Delivery and Risk</i> ;
<b>“Delivery Location”</b>	means, where the Services include the supply of goods, the address in the Contract Particulars for their delivery;
<b>“Delivery Note”</b>	means a Delivery Note provided by the

Supplier accompanying the delivery of goods and Services to the Customer showing the Order number (if any), the type and quantity of the goods (including the code number of the goods, where applicable), any special storage instructions, as statement detailing how to return any packaging materials to the Supplier (where applicable), and, if the Specification allows for delivery by instalments, the remainder of the goods still to be delivered;

**“Dispute”**

means either a dispute concerning this Contract or an allegation by a Party that the other has committed a breach of this Contract;

**“Dispute Resolution Procedure”**

means the procedure set out in Conditions 28 *Informal Dispute Resolution* to 30 *Governing Law and Enforcement*;

**“Documents and Data”**

means all documents, data, information, drawings, diagrams, images, records, or sound embodied in any electronic or tangible medium used or created in connection with this Contract or the Services;

**“EIR”**

means the Environmental Information Regulations 2004;

**“Employee Liability Information”**

means information reasonably requested by the Customer, including information which a transferor must notify to a transferee under Regulation 11(2) of TUPE, regarding any person employed by the Supplier or a Subcontractor who is assigned to the organised grouping of resources or employees which is or may be on or around the Termination Date the subject of a Relevant Transfer and regarding any employee within Regulation 11(4) of TUPE;

**“Equality and Diversity Law”**

means all Law preventing unlawful discrimination including unlawful discrimination on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, paternity, race, religion or belief, sex or sexual orientation or part time or temporary status or any other protected status;

<b>“Expiry Date”</b>	means the date (if any) stated in the Contract Particulars as the date on which this Contract will expire;
<b>“Extremist”</b>	means a person who is vocally or actively opposed to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs and including a person who calls for the death of members of the British armed forces whether in this country or overseas;
<b>“FOIA”</b>	means the Freedom of Information Act 2000;
<b>“Force Majeure”</b>	has the meaning given in Condition 18 <i>Force Majeure</i> ;
<b>“Framework Agreement”</b>	means the framework agreement referred to in the Contract Particulars;
<b>“Framework Services Fees”</b>	has the meaning given in the Framework Agreement, being those fees payable by the Supplier to the Procurement Agent under Schedule 6 <i>Framework Services</i> of the Framework Agreement and Condition 7.12 <i>Payment</i> of this Contract;
<b>“General Principles of Risk Prevention”</b>	means the general principles of risk prevention referred to in the CDM Regulations 2015 as set out in Schedule 1 to the Management of Health and Safety at Work Regulations 1999;
<b>“Good Industry Practice”</b>	means that degree of skill, care, prudence, and workmanship which would reasonably and ordinarily be expected from a skilled and experienced Supplier carrying out the Services;
<b>“Group”</b>	<p>means in relation to a company or a co-operative and community benefit society:</p> <ul style="list-style-type: none"> <li>• that company or society;</li> <li>• all of its subsidiaries, holding companies or companies or societies of which it is a subsidiary; and</li> <li>• all subsidiaries of its holding company or of companies or societies of which it is a subsidiary,</li> </ul> <p>(in each case as defined in section 1159 of the Companies Act 2006 or sections 100 or 101 of the Co-operatives and Community</p>

Benefit Societies Act 2014);

**“Health and Safety Law”**

means all Law related to the protection of health and safety including the protection of the environment, the prevention of disease and the avoidance of industrial accidents;

**“Initial Period”**

means the initial period of the Contract as specified in the Contract Particulars, being a period in which the Parties cannot terminate the Contract on a no-fault basis under Conditions 20.3 or 20.4 *Termination*;

**“Installation Date”**

means the date specified for installation in the Contract Particulars in accordance with Condition 4.3 *Delivery and Risk*;

**“Installation Location”**

means the address for installation as set out in the Contract Particulars;

**“Insurances”**

means the insurances at the minimum levels of insurances set out in the Contract Particulars that the Supplier is required to maintain under Condition 17 *Insurance*;

**“Intellectual Property Rights”**

means all patents, copyrights, and design rights (whether registered or not and all applications for any of them) and all rights of confidence in any Documents and Data (whenever and however arising) for their full term and all renewals and extensions of such rights;

**“Interest Rate”**

means the interest rate specified in the Contract Particulars;

**“KPI”**

means a key performance indicator for measurement of the Supplier’s performance under this Contract as set out in the Specification;

**“KPI Target”**

means a target for a KPI such if the Supplier fails to meet it then Service Credits may be deducted from the Price in accordance with the Payment Mechanism;

**“Law”**

means:

- any Act of Parliament;
- any subordinate legislation (as defined in section 21(1) of the Interpretation Act 1978);

- any exercise of the royal prerogative;
- until the repeal of the European Communities Act 1972, any enforceable community rights (as defined in Section 2 of that Act); and
- any determinations directions or statutory guidance having the force of law;

**“Liabilities”**

means all demands, actions, claims, proceedings, liabilities, losses, judgements, costs (including legal costs), charges, taxes, duties, payments, and expenses on a full indemnity basis;

**“Management Information”**

means information the Supplier must provide to the Customer free of charge and on a monthly basis relating to KPIs and KPI Targets as set out in the Specification for measurement of the Supplier’s performance under this Contract;

**“Method Statements”**

means the Supplier’s Method Statements as set out in Schedule 3 *Method Statements* to this Contract;

**“NVQ”**

means a National Vocational Qualification;

**“Order”**

means an order for Services and containing the matters listed in the Contract Particulars;

**“Parties”**

means the Parties to this Contract and their successors and permitted assignees and **“Party”** means either of them;

**“Payment Mechanism”**

means the basis on which the Price is to be calculated and paid as set out in Schedule 2 *Payment* to this Contract;

**“Person-week”**

means the equivalent of one person being employed for one normal working week providing the Services under the Contract;

**“Personal Data”**

personal data, within the meaning given by Data Protection Law, concerning Residents, Apprentices, Trainees, persons undertaking Work Placements and Training Programmes and employees or workers of the Customer, Supplier and Subcontractor which is obtained or Processed in connection with the Services

or this Contract;

**“Personal Data Breach”**

any event that results or may result in any unauthorised or unlawful access to, Processing, loss and/or destruction of Personal Data in breach of this Contract including any personal data breach (as defined under Data Protection Law);

**“Pre-construction Information”**

means pre-construction information (as defined in the CDM Regulations) provided to the Supplier in relation to any Services that are subject to the CDM Regulations;

**“Price”**

means the price(s) payable by the Customer for the Services as set out in Schedule 2 *Payment* to this Contract;

**“Probity Policy”**

means the Customer’s policy (whatever it is called) governing payments to third parties in which board members, former board members and employees and their close relatives have an interest;

**“Processing”**

has the meaning given under Data Protection Law and “Process” and “Processed” shall be construed accordingly;

**“Procurement Agent”**

means the person named as the procurement agent under the Framework Agreement and their successors and assignees;

**“Prohibited Materials”**

means goods, materials, substances, or products which are generally accepted or (having regard to Good Industry Practice) are reasonably suspected of:

- being harmful in themselves;
- being harmful when used in a particular situation or in combination with other materials;
- becoming harmful with the passage of time; or
- being damaged by or causing damage to the structure in which they are to be affixed.

Goods, materials, substances, or products are to be regarded as harmful if, in the context of their use in the Services (whether alone or in combination with other materials) they:

- are prejudiced to health and safety;
- pose a threat to the structural stability or

- the physical integrity of any Property; or
- could materially reduce the normal life expectancy of any part of any Property;

<b>“Property”</b>	means a property owned or managed by the Customer at which any Services are to be provided;
<b>“Radicalisation”</b>	means the process by which a person comes to support terrorism and Extremist ideologies associated with terrorist groups;
<b>“Regulatory Requirements”</b>	means the requirements of the Law and of all statutory authorities in relation to the Services including the requirements of any regulatory body to which the Customer is subject;
<b>“Relevant Employee”</b>	means any employees who are or are likely to be the subject of a Relevant Transfer to the Customer or a Successor Supplier on or around the Termination Date;
<b>“Relevant Transfer”</b>	means a relevant transfer for the purposes of TUPE;
<b>“Request for Information”</b>	means a request for information made under EIR or, where it applies, FOIA;
<b>“Resident”</b>	means a tenant or occupier of a Property;
<b>“Returning Employee”</b>	means a Supplier’s employee currently absent (e.g., as a result of maternity or sickness) who is entitled to transfer under a Relevant Transfer;
<b>“Review”</b>	means the change in Price and/or Services agreed by the Parties and Procurement Agent with effect from the Review Date specified in the Contract Particulars and as set out in the Schedule 2 Payment to this Contract;
<b>“Review Date”</b>	means the date or dates set out in the Contract Particulars on which the Review is to be effective;
<b>“Scheme”</b>	means the Scheme for Construction Contracts under the Construction Act;
<b>“Sensitive Personal Data”</b>	is “sensitive personal data” within the meaning given under Data Protection Law or

	Personal Data within one of the special categories of data as defined under Data Protection Law;
<b>“Service Credits”</b>	means any credit to be deducted from the Price in accordance with the Payment Mechanism;
<b>“Services”</b>	means works to be undertaken, services to be performed or supplies to be provided by the Supplier under this Contract as set out in the Contract Particulars or, where the Contract Particulars provide for work to be instructed by Orders, as set out in an Order;
<b>“Specification”</b>	means any instructions set out in an Order, the brief for the Services as set out in Schedule 1 <i>Specification</i> to this Contract and/or any reasonable instruction given to the Supplier in writing by the Customer as to the Services to be provided or how they are to be provided under this Contract;
<b>“Starting Date”</b>	means the date on which this Contract starts as set out in the <i>Contract Particulars</i> to this Contract;
<b>“Statutory Permissions”</b>	means those permissions, consents, approvals, licences, certificates, and permits (if any) in legally effective form that are necessary from any statutory authority lawfully to commence, carry out and complete the Services in accordance with this Contract including: <ul style="list-style-type: none"> <li>• any planning permission and/or reserved matters approval; and</li> <li>• building regulations consents and/or bye-laws approvals;</li> </ul>
<b>“Subcontract”</b>	means a contract between the Supplier and a Subcontractor or between a Subcontractor and another Subcontractor at the next tier below in the supply chain (at any stage of remoteness from the Customer in the supply chain) made in connection with the Services;
<b>“Subcontractor”</b>	means a subcontractor or supplier to the Supplier or subcontractor or supplier such subcontractor or supplier (at any stage of remoteness from the Customer in the supply



chain;

**“Successor Supplier”**

means any organisation, body or service provider including the Customer, which undertakes to provide all or part of the services equivalent to the Services under this Contract after the Termination Date;

**“Supplier Default”**

means any of the circumstances set out in Condition 20.1 *Termination*;

**“Supplier’s Staff”**

means all persons employed or used by the Supplier and/or any Subcontractors in carrying out the Supplier’s obligations under this Contract;

**“Supplier Terms”**

means the allpay Limited service specific Terms and Conditions as set out in Schedule 5;

**“Termination Date”**

means the date on which the Services are completed, the Expiry Date or the date on which this Contract is terminated under Condition 20 *Termination*;

**“Terrorism Prevent Programme”**

means the “Prevent” programme as set out in the Prevent Strategy presented to Parliament by the Secretary of State for the Home Department in June 2011, being part of the UK Government’s wider counterterrorism strategy;

**“Terrorism Prevention Duty”**

means the duty to have due regard to the need to prevent people from being drawn into terrorism under section 26 of the Counter Terrorism and Security Act 2015.

**“Trainee”**

means a person who is not an Apprentice but who:

- is leaving an educational establishment or a training provider;
- is not employed but who is seeking employment that includes training towards a qualification recognised in the construction industry; or
- otherwise has a contract of employment or is self-employed and who is undergoing work-related training as a result;

**“Training Programme”**

means an accredited or non-accredited

training event providing opportunities for Residents and members of the community to gain skills in for example CSCS, health and safety, skills, and careers workshops;

**“Transferring Employee”**

means an employee or worker who is the subject of a Relevant Transfer on or around the Starting Date;

**“TUPE”**

means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended);

**“VAT”**

means value added tax payable under the Value Added Tax Act 1994 or any tax which is substituted for it;

**“Working Day”**

means any day other than a Saturday, Sunday or a bank or local government or public holiday in England; and

**“Work Placement”**

means a period of unpaid work experience as required by Condition 3.8 *Supplier’s Staff*;

1.2 In the Contract and these Conditions:

- 1.2.1 References to Conditions are (unless stated otherwise) references to Conditions in these Call-Off Conditions;
- 1.2.2 the index, headings, and references to them are not to affect its interpretation;
- 1.2.3 references to the masculine include the feminine and neuter and to the singular include the plural and vice versa;
- 1.2.4 any references to Law, will be construed as references to that Law as amended, replaced, consolidated, or re-enacted and in relation to Acts of Parliament will include all regulations, determinations, directions, and statutory guidance having the force of Law made or given under it;
- 1.2.5 references to “consent” or “approval” are to the prior written consent of the consenting or approving Party and any breach of the terms of any consent given is to be a breach of this Contract;
- 1.2.6 the terms “including” and “in particular” are illustrative only and are not intended to limit the meaning of the words which precede them and neither the ejusdem generis rule of construction nor any similar rule or approach will apply to the construction of this Contract;
- 1.2.7 references to “persons” include individuals, firms, partnerships, companies, industrial and provident societies, corporations, associations, organisations, governments, states, agencies, foundations, trusts, unincorporated bodies of persons and any organisations having legal capacity (in each case whether or not having separate legal personality) and their successors, permitted assignees and transferees;

- 1.2.8 references to any document are (unless specified) references to such document as amended or supplemented from time to time; and
- 1.2.9 where a Party consists of more than one person the obligations of each of them are joint and several. The other Party may release or compromise the liability of any of them without affecting that of the others.
- 1.3 The Schedules to this Contract are an integral part of this Contract and are to have effect as if set out in full in the body of this Contract. References to this Contract include the Schedules.
- 1.4 Where this Contract requires something to be done:
  - 1.4.1 it must be done in accordance with this Contract;
  - 1.4.2 if it is to be done within a period after an action is taken, the day on which that action is taken does not count in the calculation of that period; and
  - 1.4.3 if the last day of the period within which it must be done is not a Working Day, the period will be extended to include the following Working Day.
- 1.5 All obligations, duties and responsibilities of the Supplier under this Contract are separate obligations, duties and responsibilities owed to the Customer.
- 1.6 The Contract Period will commence on the Starting Date (or will be deemed to have done so). Unless this Contract is terminated earlier under Condition 20 *Termination*, where the Contract Particulars;
  - 1.6.1 specify an Expiry Date, the Contract Period will end at midnight on the Expiry Date;
  - 1.6.2 do not specify an Expiry Date, the Contract Period will end on completion of the Services.
- 1.7 These Call-Off Conditions shall be amended as regards an individual Contract as set out in the Contract Particulars for that Contract.

## **2 SUPPLIER'S OBLIGATIONS.**

- 2.1 In consideration of the Price, the Supplier agrees to deliver the Services from the Starting Date or, where Services are to be instructed through Orders, from the date of each Order in accordance with that Contract. Where the Contract Particulars so provide, Account Cards may be used for individual employees and/or agents of the Customer to make purchases under this Contract. Each purchase via an Account Card must be accompanied by an Order. Where Account Cards are used in conjunction with an Order, the Account Card Terms will apply to that Order in addition to these Call-Off Conditions and those Account Card Terms shall be deemed to be included in the Call-Off Contract in relation to such purchases. If there is any discrepancy between the Call-Off Conditions and the Account Card Terms, the Account Card Terms are to prevail in relation to any purchases via an Account Card.
- 2.2 Where the Contract Particulars so provide, the Services may be provided to any member of the Group and any such member of the Group may place Orders for Services under the Contract.

- 2.3 The Customer may obtain or deliver services similar to the Services through using either its own employees or by engaging other suppliers to deliver such services. Where Services are instructed through the issue of Orders, the Customer gives no guarantee as to the volume of Orders the Customer will instruct the Supplier to do under this Contract or that it will instruct any Orders at all. The Supplier is not entitled to claim for any loss of profit, loss of business or otherwise if the volume or timing of Services under this Contract is different in amount, value or scope than anticipated.
- 2.4 The Customer may cancel an Order in respect of Services at any time before the Services comprised in that Order have been started. Where the Customer cancels such an Order, the Customer must pay the Supplier the Supplier's reasonable out-of-pocket costs for the cancelled Order.
- 2.5 The Supplier must undertake the Services:
- 2.5.1 using reasonable skill, care, and diligence;
  - 2.5.2 in accordance with all applicable Law, Regulatory Requirements, and Statutory Permissions;
  - 2.5.3 in accordance with this Contract (including the Specification and the Method Statements);
  - 2.5.4 in accordance with all applicable European or British Standards;
  - 2.5.5 in accordance with Good Industry Practice;
  - 2.5.6 without the use of any Prohibited Materials;
  - 2.5.7 by any Completion Deadline set out in the Specification, in the Order or, where neither of these applies, as agreed with the Customer;
  - 2.5.8 in a manner that causes the minimum inconvenience and nuisance from obstruction, dust, noise etc; and
  - 2.5.9 within a culture and working environment in which health and safety is paramount to everybody involved with the Services.
- 2.6 The Supplier warrants that:
- 2.6.1 it has the competence, resources, and capacity to comply with, and will comply with any Code of Practice approved by the Health and Safety Executive under the Health and Safety at Work etc Act 1974;
  - 2.6.2 it will provide all information which might reasonably affect the health and safety of the Supplier's Staff involved in any Services to all those responsible for the design of any aspect of those Services;
  - 2.6.3 if it is undertaking Services involving asbestos which are required to be undertaken by a licensed contractor it is itself so licensed or will employ an appropriately licensed Subcontractor for those Services;
  - 2.6.4 if it is undertaking Services that comprise gas works either it is Gas Safe registered and will use only Supplier's Staff that are Gas Safe registered or will use a Subcontractor that is Gas Safe registered for those Services;

- 2.6.5 if it is undertaking Services that comprise electrical works it is a member of the NIC EIC or ECA or will use a Subcontractor that is a member of the NIC EIC or ECA for those Services; and
  - 2.6.6 in relation to any Services subject to the CDM Regulations, has the skills, knowledge, experience, and organisational capability to act as a contractor under the CDM Regulations for the Services in a manner that secures the health and safety of any person affected by those Services.
- 2.7 Where any Services include works, the Supplier must ensure that:
- 2.7.1 at all times safe systems of work are adopted and all appropriate risk assessments are available;
  - 2.7.2 those Services have been planned in accordance with the General Principles of Risk Prevention and by reference to any Pre-construction Information provided to the Supplier in accordance with the CDM Regulations;
  - 2.7.3 any Construction Phase Plan applicable to the Services is complied with and, if no Construction Phase Plan has been prepared, that the Supplier prepares one before starting work on site;
  - 2.7.4 all appropriate safety signs are used, and safety precautions are taken;
  - 2.7.5 any inconveniences and disturbances that are unavoidable are discussed fully in advance with the Resident and any other persons who are likely to be affected and all necessary precautions to be taken are agreed with them in advance;
  - 2.7.6 nothing is done that may injure the stability of any Property, or any other building, boundary wall, fence, or railings;
  - 2.7.7 no permanent damage is caused to lawns, flower beds, plants, trees or paving during the Services and any damage caused is rectified to the satisfaction of the Customer and, where applicable, the Resident;
  - 2.7.8 to the extent that the Services require the Supplier to disconnect any facilities for lighting, heating, power, drinking water, sanitation, washing and cooking, the Residents have those full facilities restored to them at the end of each Working Day either through the Supplier reconnecting any facility it has disconnected or providing the Resident with appropriate alternative facilities; and
  - 2.7.9 where a Property is unoccupied on completion of the Services or at the end of each Working Day, that Property is secured, all doors and windows are locked, and any temporary door and window coverings are reinstated as necessary.
- 2.8 All goods provided in delivering the Services must:
- 2.8.1 conform to the Specification;
  - 2.8.2 be of sound design, materials, and workmanship;
  - 2.8.3 be free from defects and remain so for the Defects Liability Period
  - 2.8.4 be fit for purpose.
  - 2.8.5 be new (unless the Specification states otherwise);

- 2.8.6 be supplied to the Customer with all relevant operating manuals and other documentation necessary for the satisfactory operation of the goods or as specified in the Specification including updates to such manuals and documents where applicable; and
- 2.8.7 comply with all Regulatory Requirements relating to their manufacture, labelling, packaging, storage, handling, and delivery.
- 2.9 The Supplier must:
  - 2.9.1 obtain all Statutory Permissions necessary to undertake the Services.
  - 2.9.2 immediately notify the Customer in writing of any divergence the Supplier discovers between the Regulatory Requirements and its obligations under this Contract and comply with any direction of the Customer following such notification.
- 2.10 The Supplier must comply with any direction that the Customer gives in relation to the Services in order to:
  - 2.10.1 enable the Customer to comply with the Human Rights Act 1998;
  - 2.10.2 prevent a breach of Health and Safety Law; or
  - 2.10.3 secure that the Services are provided in accordance with the Contract.
- 2.11 The Supplier must notify the Customer immediately of any incident that occurs in providing the Services that causes personal injury or damage to the property of any third party.
- 2.12 The Supplier must provide such information, co-operation and assistance as the Customer reasonably requests to comply with its obligations to consult tenant associations, and Residents (including leaseholders) who pay variable service charges in relation to the Services. This assistance must be provided in sufficient time to enable the Customer to comply with those obligations.
- 2.13 The Supplier must give written notice to the Customer of any matter beyond the reasonable control of the Supplier which causes or is likely to cause a delay in the completion of the Services beyond their Completion Deadline within 20 (twenty) Working Days of that matter first occurring or becoming known to the Supplier. The Supplier must provide such further information as the Customer reasonably requires in order to assess the effect of that matter on the Completion Deadline.
- 2.14 Subject to the Supplier giving notice to the Customer in accordance with Condition 2.13, the Customer will fix such later Completion Deadline for those Services as may be fair and reasonable.

### **3 SUPPLIER'S STAFF**

- 3.1 Subject to the consent of the Resident, the Customer licenses the Supplier and the Supplier's Staff to go into the Properties in order to deliver the Services as set out in this Contract. Except where the Contract Particulars state that the Customer is to be responsible for resident liaison, the Supplier will be responsible for all liaison with the Residents of any occupied Property to which Services are to be undertaken. The Supplier must notify the Customer if the Supplier is unable to gain access to a Property after having made reasonable attempts to do so.
- 3.2 The Supplier must ensure all the Supplier's Staff providing the Services:

- 3.2.1 have (or are in the course of obtaining) the necessary skills, knowledge, training, and experience to carry out the tasks allocated to them in relation to the Services in a manner that secures the health and safety of any person working at or present at the Property whilst the Services are being undertaken;
- 3.2.2 are provided with appropriate supervision, instructions and information including in relation to health and safety, so that the Services can be carried out, so far as reasonably practicable, without risks to health and safety;
- 3.2.3 have, to the extent that the Supplier is lawfully able to undertake one, been the subject of a DBS Check of the most extensive kind available for that member of Supplier Staff in light of the Services they will undertake under this Contract which discloses that there are no concerns in relation to their working alongside children or vulnerable adults;
- 3.2.4 are given suitable induction training including information on the procedures to be followed in the event of a serious and imminent danger to health and safety, information on health and safety risks that have been identified in relation to the Services and information necessary for them to be able to comply with Health and Safety Law;
- 3.2.5 act in the best interests of the Customer;
- 3.2.6 comply with all applicable Health and Safety Law;
- 3.2.7 comply with Equality and Diversity Law;
- 3.2.8 comply with the Customer's applicable policies as set out in the Contract Particulars;
- 3.2.9 comply with any reasonable direction given by the Customer in accordance with this Contract;
- 3.2.10 are properly and presentably dressed;
- 3.2.11 use appropriate personal protective equipment;
- 3.2.12 maintain the highest standards of hygiene and courtesy; and
- 3.2.13 carry out the Services in as orderly and quiet a manner as is reasonable and practicable having regard to the nature of the duties being performed by them.
- 3.3 The Supplier must not employ any person who is or has in the 12 months immediately preceding the date of the Contract been a shareholder or company member (as applicable), board member or elected member (as applicable) or employee of the Customer or is a close relative of any such person without the written consent of the Customer to the extent that this is prohibited by the Customer's Probity Policy or the Law.
- 3.4 The Customer may require the Supplier to remove any member of the Supplier's Staff from the Properties if the Customer is not satisfied in any way with that Supplier's Staff member's clothing, conduct, manner, workmanship, professionalism, ability, safety procedures and observance or DBS Check (when available).
- 3.5 The Supplier must appoint a senior employee who is empowered to act on behalf of the Supplier and act as the Customer's primary point of contact in relation to the Contract.

- 3.6 The Supplier must ensure that the person appointed under Condition 3.5 or a nominated deputy whose name and contact details have been notified to the Customer in writing is contactable by the Customer at all times 24 hours a day throughout the duration of this Contract.
- 3.7 The Supplier warrants that neither the Supplier nor any of its officers or the Supplier's Staff:
  - 3.7.1 have been convicted of any offence involving slavery or human trafficking; or
  - 3.7.2 have, to the best of the Supplier's knowledge, been the subject of any investigation, inquiry, or enforcement proceedings by any governmental, administrative, or regulatory body regarding any offence or alleged offence of, or in connection with, slavery or human trafficking.
- 3.8 The Supplier must deliver (either itself or through its Subcontractors) each Contract Year, a minimum of the requirements for Training Programmes, Work Placements, Apprentices and Trainees set out in the Contract Particulars.
- 3.9 In relation to Apprentices:
  - 3.9.1 the Supplier must ensure that all Apprentices and Trainees are paid at least the appropriate minimum wage as required by Law and have terms and conditions of employment that are equivalent to those provided to the Supplier's Staff that have equivalent skills and experience;
  - 3.9.2 the Supplier must prepare a full training framework for each Apprentice which is to include functional skills, NVQ and literacy and numeracy qualifications;
  - 3.9.3 each Apprentice must (subject to their not leaving) be employed for at least 2 (two) years by the Supplier or a Subcontractor;
  - 3.9.4 the Supplier must ensure that each Apprentice is offered the opportunity to achieve a minimum qualification of NVQ level 2;
  - 3.9.5 the Supplier must ensure that Apprentices, where recruited, are recruited and supported through Shared Apprenticeship Schemes and are placed with a number of providers for the period of their training. Time with the Supplier can count towards the number of Person-weeks training required under Condition 3.8 (if any); and
  - 3.9.6 the Supplier must ensure that all Apprentices' apprenticeships are planned for completion and/or sustained as set out in the Contract Particulars.
- 3.10 In relation to Trainees:
  - 3.10.1 the Supplier must recruit Trainees in accordance with a process approved by the Customer; and
  - 3.10.2 the Supplier must ensure that Trainees undertake a recognised training course in their discipline approved by the Customer.
- 3.11 In relation to Work Placements:
  - 3.11.1 all Work Placement opportunities are to be created in line with the Customer's Work Placement and Volunteering Policy and Procedures were provided to the Supplier by the Customer and are to be of the duration specified in the Contract Particulars; and
  - 3.11.2 all Work Placements are to be unpaid, but the Supplier must reimburse all travel and subsistence (including lunch) costs.



- 3.12 Training Programmes required under Condition 3.8 can be accredited or non-accredited but must provide opportunities for Trainees to gain skills.
- 3.13 The Supplier must notify every vacancy in relation to the Contract, including those with Subcontractors, to the Customer and to the agencies set out in the Contract Particulars.
- 3.14 Within the period set out in the Contract Particulars, the Supplier must provide the Customer with a written statement setting out both for that period and cumulatively for the Contract up to the end of that period each of the following where provision of each is a requirement under Condition 3.8:
  - 3.14.1 the number of Person-weeks of employment provided to each Apprentice and the dates of those Person-weeks;
  - 3.14.2 the number of Person-weeks of employment provided to each Trainees and the dates of those Person-weeks;
  - 3.14.3 the number of Person-weeks made available as Work Placements and the dates of those Person-weeks;
  - 3.14.4 the number of Training Programmes made available and the dates of those Training Programmes;
  - 3.14.5 for the Supplier and each Subcontractor:
    - a. the number of personnel starting on site during that period and cumulatively for the Contract up to the end of that period;
    - b. the number of vacancies notified to the Customer and each of the agencies named under Condition 3.13; and
    - c. the number of candidates referred by the Customer or those agencies that were recruited into those vacancies; and
  - 3.14.6 subject to complying with Data Protection Law in relation to the disclosure of Personal Data, provide the Customer with detailed information on individuals who have taken up the opportunities required to be created under Condition 3.8 and their achievements including:
    - a. name;
    - b. address and postcode;
    - c. age; and
    - d. ethnic background.
- 3.15 The Supplier must take reasonable steps to encourage applications from individuals from groups that are under-represented in the Supplier's workforce in relation to employment opportunities relating to the Services.

#### **4 DELIVERY AND RISK**

- 4.1 Where the Contract Particulars state that the Services include the delivery of goods to the Customer, the Supplier must deliver the Services to the Delivery Location on the relevant Delivery Date in accordance with the Specification. The Supplier will not be liable for any failure to deliver those goods to the extent that this is due to the Customer's failure to specify the Delivery Location.
- 4.2 When the Services involve the delivery of goods to the Customer, the Supplier must ensure that:
  - 4.2.1 each delivery is accompanied by a Delivery Note showing the Order number (if any), the type and quantity of the goods (including the code number of the goods, where applicable), any special storage instructions and, if Specification allows for delivery by instalments, the remainder of the goods still to be delivered; and
  - 4.2.2 if the Supplier requires the Customer to return any packaging materials to the Supplier, that fact must be clearly stated on the Delivery Note. The Customer will make any such packaging materials available for collection at such times as the Supplier reasonably requests. Returns of packaging materials will be at the Supplier's expense.
- 4.3 Where the Contract Particulars state that the Services include the installation of goods, the Supplier must install the goods at the Installation Location on the relevant Installation Date in accordance with the Specification. The Supplier is not to be liable for any failure to install goods forming part of the Services to the extent that this is due to the Customer's failure to give the Supplier adequate access to the Installation Location.
- 4.4 The Customer relies on the skill and judgement of the Supplier in installation undertaken in accordance with Condition 4.3.
- 4.5 Where the Services include the supply of goods:
  - 4.5.1 risk in such goods will pass to the Customer on the Completion Date for those goods; but
  - 4.5.2 title to such goods will only pass to the Customer once the Supplier receives payment in full (in cleared funds) for them or the Supplier transfer title under Condition 4.8.
- 4.6 Until title has passed to the Customer in accordance with Condition 4.5, the Customer must:
  - 4.6.1 store the relevant goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;
  - 4.6.2 not remove, deface, or obscure any identifying mark or packaging on or relating to the goods;
  - 4.6.3 maintain the goods in satisfactory condition and keep them insured against all risks for their full price from the date of delivery; and
  - 4.6.4 give the Supplier such information relating to the goods as the Supplier may require from time to time.
- 4.7 The Supplier may recover goods it has delivered to the Customer in accordance with this Condition 4 in which title has not passed to the Customer. The Customer licenses the Supplier, its employees and agents, to enter any premises of the Customer (including with vehicles) but subject to the consent of any Resident in occupation of those premises, in order to satisfy itself that the Customer is complying with its obligations in this Condition 4, or to recover any goods in which title has not passed to the Customer.
- 4.8 The Supplier may at any time after delivery elect to transfer title in the goods to the Customer.

## **5 ACCEPTANCE, COMPLETION AND DEFECTS**

- 5.1 Where the Contract Particulars state that Acceptance Tests apply, Acceptance Tests will be carried out by the Customer in accordance with the Specification. The Customer must give the Supplier at least 24 hours' notice of the start of each Acceptance Test and permit the Supplier to observe the test.
- 5.2 If the Services fail to pass the Acceptance Tests, the Customer may, by written notice to the Supplier (at the Customer's sole discretion):
- 5.2.1 (without prejudice to the Customer's other rights and remedies) set a new date for repeating the Acceptance Tests on the same basis. If the Services fail such further Acceptance Tests then the Customer may request a further repeat of the Acceptance Test under this Condition 5.2.1 or proceed under Condition 5.2.2 or Condition 5.2.3;
  - 5.2.2 accept the Services (or part of them) subject to such change of any acceptance criteria set out in the Specification and such reduction in the Price as, after taking into account all the relevant circumstances, is reasonable; or
  - 5.2.3 if the Supplier is unable to correct the deficiencies to the Customer's satisfaction within a period of 2 (two) months from the date of the relevant Acceptance Test, reject the relevant Services as not conforming to this Contract and terminate this Contract for Supplier Default under Condition 20.1 *Termination*.
- 5.3 Where Acceptance Tests apply, the Acceptance Date will be the date of the signing by the Customer of an Acceptance Certificate for the Services or a phase or part of them confirming that they have passed the Acceptance Tests.
- 5.4 If, before or on the Acceptance Date, the Customer notifies any Defects in the Services or the phase or part of them being accepted which on the Acceptance Date have not had permanent correction or resolution (not a workaround) (but despite this the Customer is still prepared to issue an Acceptance Certificate), the Supplier must as a condition of acceptance resolve such Defects within such period as the Customer reasonably requires.
- 5.5 The Supplier must notify the Customer in writing when the Supplier considers that the Services or the Services in each Order (as applicable) have been completed and/or supplied in accordance with this Contract.
- 5.6 If the Customer wishes to post-inspect the Services the Customer must do so within the deadline specified in the Contract Particulars.
- 5.7 The Completion Date will be the date 5 (five) Working Days from the later of:
- 5.7.1 the date specified under Condition 5.6;
  - 5.7.2 where the Customer carries out an inspection before the deadline under Condition 5.6, the date on which the Customer notifies the Supplier that the Customer is satisfied that the Services (or the Services comprised in an Order) are complete (other than for minor Defects that the Customer considers will not impact on the beneficial use of and acceptance of the Property to which the Services are undertaken); and
  - 5.7.3 the date on which the Customer notifies the Supplier that the Customer is satisfied that any Defects notified to the Supplier following any inspection carried out before the date specified in Condition 5.6 have been rectified to the Customer's satisfaction (other than any minor Defects as referred to in Condition 5.7.2).

- 5.8 Any Disputes over whether or not the Services or the Services comprised in an Order, are complete or over the Completion Date are to be dealt with under the Dispute Resolution Procedure. Any Completion Date agreed or determined under the Dispute Resolution Procedure will override any Completion Date determined under Condition 5.7.
- 5.9 The Supplier must rectify all Defects notified to the Supplier by the Customer during the Defects Liability Period within their Defect Rectification Period, such rectification is to be to the reasonable satisfaction of and at no cost to the Customer.

## **6 MONITORING, KPIS, OPENING UP AND COMPLAINTS**

- 6.1 The Customer may monitor the performance of the Services and any activities undertaken by the Supplier in connection with this Contract. The Supplier must grant access to the Customer to any premises from which the Contract is undertaken or administered. The Customer may “shadow” the Supplier at any time and for any Services. This may entail a surprise visit by the Customer to accompany the Supplier’s Staff to any Property, or meet them at a Property, to watch the Services being undertaken. The Customer may undertake an audit of the Supplier’s procedures in relation to the Contract either annually or at any time.
- 6.2 The Customer may require the opening up for inspection of any completed or part-completed Services at any time. On request from the Customer the Supplier must open up such Services and will notify the Customer when the opened-up Services are ready for inspection. If the Services are satisfactory and in accordance with this Contract, the Supplier will be paid its reasonable out-of-pocket costs for the opening up and making good. If the Services or materials are not in accordance with this Contract, all costs incurred in replacing the unsatisfactory Services, including all costs of “opening up” and “inspection,” are to be borne by the Supplier.
- 6.3 Where the Contract Particulars specify, the Supplier’s delivery of the Services under this Contract will also be monitored through the KPIs in accordance with the Specification.
- 6.4 If the Customer is concerned about the accuracy of any KPI monitoring data, the Customer may arrange for independent monitoring or verification of such data. If monitoring data obtained by the Supplier is found to have been inaccurate the Customer may recover from the Supplier, the costs of the independent monitoring.
- 6.5 If there is any Dispute over the data collected to monitor the Supplier’s KPI performance or any discrepancy between the KPI data collected by the Customer and that collected by the Supplier, the decision of the Customer over which data is valid is to be final and binding.
- 6.6 The Supplier must:
- 6.6.1 deal with any complaints received in connection with the Services in a prompt, courteous and efficient manner;
  - 6.6.2 keep written records of all complaints received and of the action taken in relation to each of them;
  - 6.6.3 keep those records available for inspection by the Customer at any reasonable time;
  - 6.6.4 promptly provide all information the Customer requires in order to deal with any complaints the Customer receives in connection with the Services or the Supplier; and
  - 6.6.5 co-operate with the Customer in responding to Ombudsman enquiries in relation to the Services and reimburse the Customer any compensation recommended to be paid as a result of the Supplier’s default.

## 7 PAYMENT

- 7.1 The Price payable for the Services (or for the Services in each Order, as applicable) will be calculated in accordance with Schedule 2 *Payment* to this Contract.
- 7.2 Where the Contract Particulars so specify, the Customer may deduct Service Credits from the Price in accordance with the Payment Mechanism.
- 7.3 Amounts payable under this Contract are subject to the addition of VAT at the applicable rate.
- 7.4 The Supplier must submit a consolidated VAT invoice to the Customer for the Services monthly in arrears within 7 (seven) calendar days of the end of each month. Each invoice must state the Price payable in respect of all Services completed (where their Completion Dates have occurred). The Supplier must include such supporting information required by the Customer to verify the accuracy of the invoice, including any relevant Order numbers. No sums will be due under this Contract in respect of any invoice unless that invoice is accompanied by such information as the Customer has specified that it requires. If an invoice is submitted late, no sums will be due in respect of that invoice until after the end of the month in which it is submitted.
- 7.5 Within 7 (seven) calendar days of the date of each invoice received by the Customer in accordance with Condition 7.4, the Customer will notify the Supplier of the amount that they consider to be due in respect of that invoice. The due date for the payment of the invoice is:
- 7.5.1 21 (twenty-one) calendar days from the date of the invoice; or
- 7.5.2 If it is submitted after the deadline under Condition 7.4, 21 (twenty-one) calendar days from the seventh day of the month after that in which it was submitted.
- 7.6 The Customer may set off any money it is owed by the Supplier against any amounts due to the Supplier under this Contract subject, where the Construction Act applies to the Services, to the Customer serving a notice of intention to pay less at least 3 (three) calendar days before the final date for payment of the amount due.
- 7.7 The final date for payment of the amount due under each invoice is the date 30 (thirty) calendar days from the date of the invoice being regarded as valid and undisputed (which shall be regarded as the earlier of the date of the Customer's notification under Condition 7.5 or the date 7 (seven) days after the date of the invoice). Interest is payable on any amounts which are not paid by that date at the Interest Rate from the final date for payment to the actual date of payment (inclusive of both dates).
- 7.8 The Price is paid for the performance of all the Supplier's obligations under this Contract and no additional payment or reimbursement of expenses is to be made by the Customer other than as set out in the Order.
- 7.9 Where the Contract Particulars provide for the Prices to be adjusted by Review on the Review Date at the start of each Contract Year, monetary amounts set out in the Payment Mechanism are to be varied in line with the Review as set out in Schedule 2 *Payment* to this Contract as agreed by the Parties and the Procurement Agent, and the revised amounts will apply to all Orders issued after that date.
- 7.10 Where at any time the Customer is a 'contractor' under the CIS:
- 7.10.1 any obligation of the Customer to make any payment under this Contract is subject to the CIS;

- 7.10.2 the Supplier must provide such information as the Customer requires from time to time to verify the deduction status of the Supplier; and
- 7.10.3 the Supplier must notify the Customer in writing if at any time its CIS status changes.
- 7.11 Where the Price includes a refundable deposit on a container or other packaging, the Supplier must collect the container or packaging from the Customer at its own cost when requested to do so by the Customer. The Supplier must also refund the deposit to the Customer within 5 (five) Working Days of the date on which the Customer authorises the Supplier to collect the container or packaging.
- 7.12 The Supplier must pay to the Procurement Agent the Framework Services Fees (as defined in the Framework Agreement) payable under Schedule 6 *Framework Services* of the Framework Agreement (including after any expiry or termination of the Framework Agreement) for the full period from the Starting Date until the Termination Date, whether or not the Termination Date of this Contract is later than the date the Framework Agreement terminates.
- 7.13 The Supplier shall not claim or seek to enforce any lien, charge, or other encumbrance over any property of any nature owned by the Customer which is for the time being in the provision of the Supplier in connection with providing the Services.

## **8 SUBCONTRACTING, ASSIGNMENT AND PAYMENTS TO SUBCONTRACTORS**

- 8.1 The Supplier must not subcontract or assign any of its obligations under this Contract or assign or transfer the benefit of its rights under this Contract, or any part, share or interest in this Contract without the written consent of the Customer.
- 8.2 Where the Supplier subcontracts any of its obligations in accordance with Condition 8.1, the Supplier is to remain liable for the performance of its Subcontractors.
- 8.3 Where the Customer so requires when approving a subcontract under Condition 8.1, the Supplier must procure that its Subcontractor provides a collateral warranty satisfactory to the Customer within 10 (ten) Working Days of the date of the subcontract.
- 8.4 The Customer may assign or transfer the benefit of any or all of its rights under this Contract, or any part, share or interest in the Contract to any successor in title of the Customer with the prior written consent of the Supplier (such consent not unreasonably to be withheld or delayed). This assignment will be effective when written notice of the assignment is served on the Supplier.
- 8.5 The Customer may require the Supplier to enter into a deed of novation to transfer both the Customer's rights and obligations under this Contract to any public or local authority or to any other PfH Member which is a contracting authority. The deed of novation must be in such form as the Customer reasonably requires.
- 8.6 The Supplier assigns to the Customer the benefit of all product warranties given by Subcontractors in connection with the Services or any materials provided in connection with them.
- 8.7 Where the Supplier enters into a Subcontract, the Supplier must include in that subcontract provisions:
  - 8.7.1 requiring invoices to be considered and verified in a timely fashion;
  - 8.7.2 requiring the payment of undisputed valid and undisputed invoices within 30 (thirty) calendar days of receipt;

- 8.7.3 providing that where there is an undue delay in considering and verifying an invoice, that invoice is to be regarded as valid and undisputed after a reasonable time has passed; and
- 8.7.4 requiring the Subcontractor to include provisions having the same effect as this Condition 8.7 in any Subcontract (of any tier in the supply chain) relating to the Services.
- 8.8 Within 5 (five) Working Days of the Starting Date the Supplier must notify to the Customer in writing the names, contact details and (if known) details of legal representatives of each of its proposed Subcontractors. The Supplier must notify the Customer within 5 (five) Working Days of:
  - 8.8.1 any change to that information; and
  - 8.8.2 the name, contact details and (if known) details of legal representatives of any new Subcontractors.
- 8.9 The Supplier must take appropriate steps to ensure that there is no slavery or human trafficking in its supply chain and in connection with this the Supplier must:
  - 8.9.1 implement due diligence procedures for its Subcontractors;
  - 8.9.2 require all Subcontractors to warrant that, neither the Subcontractor nor any of the Subcontractor's officers or employees:
    - a. have been convicted of any offence involving slavery or human trafficking; or
    - b. have, to the best of the Subcontractor's knowledge, been the subject of any investigation, inquiry, or enforcement proceedings by any governmental, administrative, or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking; and
  - 8.9.3 require all Subcontractors to include provisions having the same effect as in this Condition 8.9 in all Subcontracts (at any stage of remoteness from the Customer in the supply chain) relating to the services.
- 8.10 The Supplier must take reasonable steps to promote the use of small and medium enterprises within its supply chain for delivery of the Services.
- 8.11 The Supplier shall not allow a Subcontractor to Process any Personal Data of which the Customer is Data Controller without the prior written consent of the Customer to that Subcontractor doing so. Where the Supplier wishes a Subcontractor to be able to do so the Supplier shall provide the Customer with such evidence as the Customer requires in order to be satisfied that the proposed Subcontractor is capable of complying with the Supplier's obligations under this Contract and under Data Protection Law in relation to that Personal Data.
- 8.12 Where the Customer allows a Subcontractor to Process Personal Data in accordance with clause 8.11, the Supplier shall:
  - 8.12.1 include provisions substantially the same as those in clause 8.11, this clause 8.12 and clause 12 in the subcontract with that Subcontractor; and
  - 8.12.2 provide in the subcontract that the Customer may enforce such obligations directly against the Subcontractor under the Contracts (Rights of Third Parties) Act 1999.



- 8.13 The appointment of a Subcontractor shall not relieve the Supplier from any of its obligations under this Contract and the Supplier shall be liable to the Customer for the performance of the Subcontractor's obligations in relation to Personal Data under this Contract.

## **9 INTELLECTUAL PROPERTY AND IT SYSTEM**

- 9.1 Each Party grants to the other Party an irrevocable, non-exclusive, royalty free licence to copy and use in connection with the project all Documents and Data in which it has Intellectual Property Rights, but this licence is not to extend to:
- 9.1.1 copying or using those Documents and Data other than in connection with the Services;
  - 9.1.2 granting any other person, the right to copy or to use those Documents and Data; or
  - 9.1.3 selling, transferring, or otherwise disposing of or granting rights in those Documents and Data.
- 9.2 All Intellectual Property Rights in any Documents and Data or any other materials which are produced or developed for or in connection with the Services are to belong to the Party which developed them.
- 9.3 The Supplier warrants that all Documents and Data the Supplier makes available to the Customer in connection with this Contract are either its own original property or that the Supplier has the right to licence them to the Customer under Condition 9.1.
- 9.4 To the extent that the Supplier is required to maintain Documents and Data about Residents and/or Properties on the Supplier's ICT system, the Supplier must store such Documents and Data on its ICT system safely and separately from any data not relating to Customer or this Contract.
- 9.5 The Supplier warrants that the Supplier will:
- 9.5.1 not introduce any virus, Trojan horse, malware, keylogger or other harmful software into the Customer's information technology system; and
  - 9.5.2 regularly check all software and transfer media used in connection with this Contract with an up-to-date virus checker.
- 9.6 The Supplier must notify the Customer promptly and, in any event, within 2 (two) Working Days if it becomes aware of any actual, potential or threatened breach of this Condition 9 or any warranty given in it and indemnify the Customer in respect of all Liabilities the Customer incurs as a result of such breach.

## **10 CONFIDENTIALITY AND SECURITY OF INFORMATION**

- 10.1 Subject to Condition 10.2 each Party will keep confidential any Confidential Information communicated to it by the other on the basis that it is confidential.
- 10.2 Condition 10.1 will not apply to:
- 10.2.1 any disclosure of information that is reasonably required by either Party to perform its obligations under this Contract to persons performing those obligations;
  - 10.2.2 any Confidential Information which is in the public domain other than as a result of a breach of this Condition 10;



- 10.2.3 any disclosure required by any court order or statutory, legal, or parliamentary obligation of the Party making the disclosure or the rules of any government or regulatory authority having the force of Law, including the Information Commissioner or the Information Tribunal (as defined in the FOIA);
  - 10.2.4 any disclosure of Confidential Information which is already lawfully in the possession of the receiving Party, before its disclosure by the disclosing Party;
  - 10.2.5 any disclosure under the Dispute Resolution Procedure; and
  - 10.2.6 any disclosure by either Party for the purpose of the examination, certification and/or audit of that Party's accounts.
- 10.3 Where a disclosure of Confidential Information is made under Condition 10.2 (other than under Conditions 10.2.2, 10.2.3 or 10.2.4) the Party disclosing the Confidential Information will use reasonable endeavours to impose a similar duty of confidentiality on the recipient of the information as that contained in this Condition 10.
- 10.4 For a period of 12 (twelve) years after termination of the Contract the Supplier must maintain full records of:
- 10.4.1 this Contract;
  - 10.4.2 the Services provided under it;
  - 10.4.3 all payments made by the Customer; and
  - 10.4.4 any expenditure of the Supplier that the Customer has reimbursed.
- 10.5 Whenever requested by the Customer the Supplier must make any records it maintains under Condition 10.4 available for inspection and analysis by the Customer's internal or external auditors or representatives of any regulatory body to which the Customer is subject.

## **11 PUBLICITY**

- 11.1 The Supplier must not advertise, publicly announce or undertake any publicity activity that it is undertaking work for the Customer without the prior written consent of the Customer on each occasion. All press releases relating to any contract with the Customer must be approved by the Customer's Communications Team and the Customer given the opportunity to provide a quote in any press release.

## **12 DATA PROTECTION**

- 12.1 Each Party shall comply with Data Protection Law in connection with this Contract. In particular each Party shall Process Personal Data of which the other is Data Controller only in accordance with Data Protection Law and this Contract.
- 12.2 Personal Data shall be treated as Confidential Information under this Contract.
- 12.3 For the avoidance of doubt the Customer is the Data Controller of Personal Data concerning Residents and the Customer's Staff and other Customer stakeholders, and the Supplier will be a Processor of such Data where the Supplier is required to Process the Data on behalf of the Customer in order to fulfil the requirements of this Contract.

- 12.4 The subject-matter, nature and purpose and the duration of Processing and the types of Personal Data and categories of Data Subject in relation to which Personal Data may be Processed under this Contract are set out in the table in the Call-Off Contract.
- 12.5 Where either Party is the Data Processor of Personal Data of which the other Party is the Data Controller the Processing Party shall:
- 12.5.1 do so only on written instructions from the Data Controller (the first such instructions being those set out in this Contract) as revised by the Data Controller from time to time (where applicable) in accordance with clause 12.13;
  - 12.5.2 promptly comply with the Data Controller's written instructions and requirements from time to time, including any requests to amend, delete or transfer Personal Data;
  - 12.5.3 immediately inform the Data Controller if the Data Processor thinks that it has been given an instruction which does not comply with Data Protection Law;
  - 12.5.4 take all reasonable steps to ensure the reliability and integrity of all persons (including Customer Staff and Supplier Staff) whom that Party authorises to Process the Personal Data and ensure that those persons:
    - a. have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
    - b. do not Process, publish, disclose, or divulge any of the Personal Data other than in accordance with this Contract or the written instructions of the Data Controller; and
    - c. undergo adequate training in Data Protection Law, the confidentiality, security, use, care, protection and handling of Personal Data and the Data Processor's obligations under this Contract.
  - 12.5.5 fully cooperate with and assist the Data Controller, by having appropriate technical and organisational measures in place, to give effect to the rights of Data Subjects and respond to requests for exercising the Data Subject's rights including Data Subject Access Requests;
  - 12.5.6 Process the Personal Data in such a manner that ensures that at all times the Data Controller complies with Data Protection Law;
  - 12.5.7 promptly forward any complaint, request (including a Data Subject Access Request), notice or other communication which relates directly or indirectly to the Personal Data or to either Party's compliance with Data Protection Law (including any request from the Information Commissioner) to the Data Controller and not respond to or otherwise deal with such communication except as instructed by the Data Controller or as required by Data Protection Law;
  - 12.5.8 keep records of any Processing of Personal Data it carries out on behalf of the Data Controller which are sufficient to demonstrate compliance by the Data Controller and the Data Processor with Data Protection Law;
  - 12.5.9 on request, provide the Data Controller promptly with all information that the Data Controller needs to show that both the Data Controller and Data Processor have complied with their data protection obligations under this Contract; and

- 12.5.10 at the option of the Data Controller, either irretrievably delete or return all Personal Data of which the other Party is Data Controller by the date set out in the table in the Call-Off Contract (unless the Data Processor is required by Law to retain that Personal Data).
- 12.6 A Party that Processes Personal Data shall maintain appropriate technical and organisational measures to protect that Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction or damage having regard to:
- 12.6.1 the state of technological development;
  - 12.6.2 the cost of implementing any measures;
  - 12.6.3 the nature, scope, context, and purpose of the Processing of the Personal Data; and
  - 12.6.4 the harm that might result from any Personal Data Breach including the risk (which may be of varying likelihood and severity) for the rights and freedoms of natural persons.
- 12.7 Security measures maintained under clause 12.6 shall:
- 12.7.1 to the greatest extent possible involve pseudonymisation and encryption of Personal Data;
  - 12.7.2 ensure the ongoing confidentiality, integrity, availability, and resilience of the Data Processor's technical and IT systems;
  - 12.7.3 ensure that the availability of and access to Personal Data can be restored promptly following a physical or technical incident; and
  - 12.7.4 include regular testing, assessing, and evaluating of the effectiveness of the technical and organisational measures to ensure the security of Processing.
- 12.8 No Party acting as Data Processor shall transfer any Personal Data of which another Party is Data Controller outside of the United Kingdom and the European Union without adequate safeguards being in place prior to the transfer. The safeguards must ensure compliance with Data Protection Law including upholding the rights of Data Subjects.
- 12.9 A Party acting as Data Processor shall notify the Data Controller immediately if it becomes aware of any Personal Data Breach (however caused). Such notification must:
- 12.9.1 describe the nature of the breach including the categories and number of Data Subjects and records concerned;
  - 12.9.2 communicate the name and contact details of all persons from whom more information can be obtained about the breach;
  - 12.9.3 describe the likely consequences of the breach; and
  - 12.9.4 describe the measures taken by Data Processor and the measures which the Data Processor wishes the Data Controller (at the expense of the Data Processor) to take to address the breach and mitigate its possible adverse effects.
- 12.10 The Data Processor shall give the Data Controller immediate and full co-operation and assistance in relation to any such Personal Data Breach including:
- 12.10.1 taking all reasonable steps, the Data Controller requires to assist in the containment, mitigation, remediation, and investigation of such breach;

- 12.10.2 providing assistance with notifying the Information Commissioner's Office or affected Data Subjects of any breach of Data Protection Law; and
- 12.10.3 providing the Data Controller promptly with all relevant information in the Data Processor's possession.
- 12.11 A Party that Processes Personal Data as Data Processor shall provide reasonable assistance to the Data Controller where the Data Controller is required by Data Protection Law to carry out any privacy impact assessment or data protection impact assessment in relation to Processing Personal Data.
- 12.12 A Party that is a Data Controller may inspect and audit the other Party's facilities for Processing the Personal Data of which it is Data Controller to ensure they comply with this Contract and Data Protection Law.
- 12.13 A Party that is a Data Controller may revise their instructions to the Data Processor on the Processing of Personal Data at any time if this is necessary or desirable to comply with Data Protection Law. Such revision shall not entitle either Party to any additional payment, lead to any paid or unpaid extension of time or be treated as a variation to this Contract. The Data Controller shall use reasonable endeavours to give the Data Processor as much notice of the revision as possible, consistent with their obligation to comply with Data Protection Law and protect against any Personal Data Breach.
- 12.14 Nothing in this Contract requires either Party to disclose any information to the other Party or any third party if to do so would breach Data Protection Law. If any part of this clause 12 does not comply with Data Protection Law, the Customer and Supplier shall seek direction from the Procurement Agent as to the minimum amendments necessary to ensure compliance. The Parties agree that such amendment shall not be regarded as a variation to this Contract.
- 12.15 Where the Procurement Agent directs, the Parties shall replace this clause with any applicable Data Controller to Data Processor standard clauses forming part of an applicable certification scheme (as defined under Data Protection Law). The Parties agree that such amendment shall not be regarded as a variation to this Contract.

### **13 EQUALITY AND DIVERSITY**

- 13.1 The Supplier must adopt policies to comply with its obligations under Equality and Diversity Law.
- 13.2 The Supplier must set out its policy on equality and diversity:
- 13.2.1 in instructions to those concerned with recruitment, training, and promotion;
- 13.2.2 in documents available to the Supplier's Staff, recognised trade unions or other representative groups; and
- 13.2.3 in recruitment advertisements or other literature.
- 13.3 The Supplier must, on request, provide the Customer with examples of the instructions and other documents, recruitment advertisements or other literature.
- 13.4 The Supplier must, as far as possible comply with all applicable guidance issued by the Equalities and Human Rights Commission and its predecessors.

- 13.5 The Supplier must comply with the Equality Act 2010 on the basis that the Supplier is providing services and exercising public functions under that Act. The Supplier must use all reasonable endeavours to assist the Customer to fulfil its duties under the Equality Act 2010 in relation to the delivery of the Services.
- 13.6 If a finding of unlawful discrimination is made against the Supplier concerning the Services by any court or employment tribunal, or an adverse finding is made in any formal investigation under any body responsible for enforcing Equality and Diversity Law the Supplier must take appropriate steps to prevent repetition of the unlawful discrimination.
- 13.7 The Supplier must, on request, provide the Customer with details of any steps taken under Condition 13.6.
- 13.8 Where the Contract Particulars specify, the Supplier:
- 13.8.1 must not engage in any Extremist activities or espouse Extremist views;
  - 13.8.2 must ensure that the Supplier's Staff:
    - a. are trained to recognise a person's vulnerability to being drawn into terrorism;
    - b. are aware of available programmes to deal with Extremist activity and Radicalisation; and
    - c. have a good understanding of the Terrorism Prevent Programme.
  - 13.8.3 must not do or omit to do anything or cause anything to be done that would cause the Customer or its holding company (if any) to contravene the Terrorism Prevention Duty or incur any liability in relation to the Terrorism Prevention Duty.
- 13.9 The Customer may from time to time require the Supplier to cooperate with its nominated representative in monitoring the Supplier's workforce according to such categories as the Customer specifies in writing to the Supplier.

## **14 TUPE**

- 14.1 Where TUPE applies on the commencement of this Contract, the Supplier must indemnify the Customer and, at the Customer's request, any previous supplier of the Services against all Liability arising before or after the Starting Date:
- 14.1.1 to any person who is or has been employed or engaged by the Supplier or any Subcontractor as a result of any act, fault, or omission of the Supplier and/or any Subcontractor after the Starting Date;
  - 14.1.2 to a Transferring Employee, trade union or staff association of employee representative arising from any failure by the Supplier and/or Subcontractor to comply with any legal obligation under any of Regulations 13,14 or 15 of TUPE;
  - 14.1.3 arising from any claim that the change of identity of employer occurring under TUPE to the Supplier or the relevant Subcontractor is significant and detrimental to any Transferring Employee or to any person who would have been a Transferring Employee but for their resignation (or decision to treat their employment as terminated under Regulation 4(9) of TUPE) on or before the Starting Date as a result of the change in employer;

- 14.1.4 arising from the Supplier's or a Subcontractor's proposed or actual change to a Transferring Employee's working conditions, terms or conditions or any measures proposed by the Supplier or the relevant Subcontractor which are to the material detriment of any Transferring Employee or any person who would have been a Transferring Employee but for their resignation (or decision to treat their employment as terminated under Regulation 4(9) of TUPE) on or before the Commencement Date or date of issue of the Order (as applicable) as a result of any such proposed changes or measures; or
- 14.1.5 arising out of any negligent or other misrepresentation or mis-statement, made by the Supplier or any Subcontractor to the Transferring Employees or their representatives.
- 14.2 Within 3 (three) weeks of a request of the Customer, the Supplier must provide full and accurate Employee Liability Information about all personnel the Supplier and its Subcontractors employ in carrying out aspects of the Services, including all persons who are anticipated will be Returning Employees on the Termination Date.
- 14.3 The Supplier authorises the Customer to use any of the Employee Liability Information as the Customer considers necessary for the purposes of its business or for informing any Successor Supplier or tenderer for any services which are similar to those which may form part of the Services under this Contract.
- 14.4 The Supplier must indemnify the Customer and at the Customer's request any Successor Supplier against all Liabilities arising from any claim by any person as a result of the Supplier or Subcontractor failing to provide or promptly to provide the Customer with any Employee Liability Information or as a result of any material inaccuracy in or omission from the Employee Liability Information.
- 14.5 Where the Contract Particulars state that the Supplier is to bear the risk of any transfers under TUPE on or around the Termination Date, the Supplier warrants that there will be no Supplier's Staff who transfer to the Customer or any Successor Supplier under TUPE from the Supplier or any Subcontractor on or around the Termination Date. If any such Supplier's Staff do transfer, the Supplier must indemnify the Customer and at the Customer's request any Successor Supplier against all Liabilities arising from:
  - 14.5.1 any costs of dismissing any such person (whether fairly or unfairly) at any time within the 3 (three) months following the Termination Date or, if later, from the date on which it was discovered they transferred to the Customer or Successor Supplier under TUPE;
  - 14.5.2 all costs of the Customer or Successor Supplier employing such person up to the point of their dismissal; and
  - 14.5.3 where the Employment Tribunal orders the reinstatement of any such person, all costs of the Customer or Successor Supplier employing them for a period of 18 (eighteen) months from the Termination Date.
- 14.6 The Customer must take and must require a Successor Supplier to take reasonable steps to mitigate any Liabilities under Condition 14.5 but the Liabilities for which the Customer or such Successor Supplier are to be indemnified under Condition 14.5 are not to be reduced for any failure to mitigate to the extent that they have taken reasonable steps to do so.
- 14.7 Where the Contract Particulars specify that the Customer is to bear the risk of any transfers under TUPE, Conditions 14.8 to 14.10 below will apply.
- 14.8 During the 13 (thirteen) weeks before the Expiry Date or after either Party has notified the other that it is terminating this Contract;

- 14.8.1 the Supplier must allow the Customer to communicate with and meet the Relevant Employees and their trade union or employee representatives as the Customer requests;
- 14.8.2 the Supplier must not and must procure that Subcontractors do not (in each case) without the prior consent of the Customer:
- a. vary or purport to promise to vary the terms and conditions of employment of any employee employed in carrying out any aspect of the Services under the Contract;
  - b. increase or decrease the number of employees employed in carrying out any aspect of the Services under the Contract;
  - c. assign, replace or redeploy any employee used in carrying out any aspect of the Services under the Contract to other duties unconnected with the Contract; or
  - d. terminate or give notice to terminate the employment of any employee employed in carrying out any aspect of the Services under the Contract other than for gross misconduct or retirement; and
- 14.8.3 the Supplier must notify the Customer immediately if any employee employed in carrying out any aspect of the Services under the Contract:
- a. is dismissed for gross misconduct;
  - b. gives notice to terminate their employment;
  - c. has their employment terminated for any reason; or
  - d. has a material change to their terms and conditions of employment.
- 14.9 The Supplier must pay all remuneration, benefits, entitlements, and outgoings for the Relevant Employees who are the subject of a Relevant Transfer on or around the Termination Date up to the Termination Date. This includes all wages, holiday pay, bonuses, commission, PAYE payments, national insurance contributions, pension contributions and any claims made by those Relevant Employees.
- 14.10 The Supplier will be liable for, and must indemnify the Customer against, any Liability incurred by the Customer or any Successor Supplier due to the employment or termination of employment of any employee of the Supplier or a Subcontractor (including any Relevant Employee) incurred during or relating to any period before the Termination Date.
- 14.11 The Supplier must impose in each contract with all Subcontractors the same terms (or terms materially to the same effect) in relation to Relevant Employees as those imposed on it under this Contract and use all reasonable endeavours to procure that the Subcontractor complies with those terms. The Supplier will be liable for and must indemnify the Customer against any Liability incurred by the Customer or any Successor Supplier due to any failure by the Subcontractor to comply with those terms.

## **15 EXTENT OF OBLIGATIONS AND FURTHER ASSURANCE**

- 15.1 Nothing in this Contract requires:
- 15.1.1 any Customer to act in any way which is inconsistent with its obligations under PCR 2015 or the Law generally;



- 15.1.2 any Customer which is a registered provider or registered social landlord (as stated in the Contract Particulars) to act in any way which is inconsistent with its obligations as such;
  - 15.1.3 any Customer which is a charity (as stated in the Contract Particulars) to act in any way which is inconsistent with its charitable status; or
  - 15.1.4 any Customer which is a local authority (as stated in the Contract Particulars) to act in any way which is outside its legal powers or inconsistent with its legal obligations as a local authority.
- 15.2 Subject to Condition 15.1, each Party undertakes) to do all things and execute all further documents that the other may reasonably require to give effect to this Contract.

## **16 INDEMNITY AND LIABILITY**

- 16.1 Without prejudice to the rights of either Party against the other, each Party must indemnify the other against any Liabilities that the other Party incurs arising out of the indemnifying Party's breach of this Contract.
- 16.2 The Supplier must indemnify the Customer against:
- 16.2.1 liability for the death of or personal injury to any person arising out of or in the course of the Services unless it was due to the negligence or default of the Customer;
  - 16.2.2 loss or damage to property including any Property and/or any adjoining property where the Services are to be carried out due to any negligence, default, or breach of Law in carrying out the Services or any breach of this Contract. Such loss or damage includes any contamination or pollution caused by the Supplier and any Liability for trespass or nuisance caused by the Supplier's Staff; and
  - 16.2.3 loss or damage to a Property due to vandalism or theft and other loss or damage either whilst the Supplier is in possession of a key to that Property, or which is caused by the Supplier's Staff or any Subcontractor.
- 16.3 Except for Liability for death and/or personal injury, the Liability of each Party to the other Party for loss or damage under this Contract (including following a breach) will be limited to the extent set out in the Contract Particulars.

## **17 INSURANCE**

- 17.1 Subject to such insurance being available in the marketplace at commercially reasonable rates and on commercially reasonable terms the Supplier must maintain insurance cover at the levels of the Insurances set out in the Contract Particulars. Such Insurances must be maintained with a substantial and reputable insurance company.
- 17.2 Whenever required to do so by the Customer, and on an annual basis following each renewal, the Supplier must provide the Customer with documentary evidence that the insurances referred to in Condition 17.1 are being properly maintained and that premium payments are up to date.



- 17.3 If any of the Insurances required by this Contract cease to be available at commercially reasonable rates and on commercially reasonable terms, the Supplier must notify the Customer immediately and the Parties will discuss the best way to protect their respective positions. In these circumstances the Customer may terminate this Contract by notice to the Supplier from the point at which the Supplier ceases to be covered as required by Condition 17.1.
- 17.4 If the Supplier fails to maintain any of the Insurances, the Customer may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Supplier.
- 17.5 Each Party agrees not to do anything or omit to do anything, which could make the policies for any of the Insurances referred to in Condition 17.1 void or voidable.

## **18 FORCE MAJEURE**

- 18.1 Neither Party is to be liable to the other for any failure or delay in performing its obligations under this Contract due to any cause beyond its reasonable control ("Force Majeure") including governmental actions, war, riots, civil commotion, fire, flood, epidemic, pandemic, labour disputes (other than labour disputes involving employees of that Party or its subcontractor's employees), currency restrictions and Act of God.
- 18.2 The date for performance of an obligation which has been delayed by Force Majeure is to be suspended only for the period of delay caused by Force Majeure.
- 18.3 The Party seeking to exempt itself from liability because of this Condition 18 must give written notice to the other Party within 5 (five) Working Days of becoming aware of Force Majeure and must use all reasonable endeavours to mitigate its severity.
- 18.4 The Party seeking to exempt itself from liability because of this Condition 18 is not entitled to payment from the other Party for extra costs and expenses incurred because of Force Majeure.
- 18.5 Either Party may terminate this Contract by giving immediate notice to the other Party if Force Majeure continues for a period of 2 (two) months or more.

## **19 CORRUPTION, BRIBERY AND CONFLICTS**

- 19.1 The Customer may terminate this Contract for Supplier Default immediately by written notice and recover from the Supplier the amount of any loss resulting from such termination if:
- 19.1.1 the Supplier has offered or given or agreed to give the Customer, or any person connected with any gift or consideration of any kind as an inducement or reward for:
- a. doing or not doing or having done or not having done any action in relation to the obtaining or execution of this Contract or any other contract with the Customer; or
  - b. showing or not showing favour or disfavour to any person in relation to this Contract or any other contract with the Customer;
- 19.1.2 the Supplier has committed any offence under the Bribery Act 2010 or, where the Customer is a local authority, the Supplier has offered or given any fee or reward the receipt of which is an offence under the Local Government Act 1972; or
- 19.1.3 the acts referred to in Condition 19.1.1 or Condition 19.1.2 have been done by any person employed by the Supplier or acting on the Supplier's behalf (whether without or with the Supplier's knowledge).

- 19.2 Where the Customer is a registered provider or a registered social landlord, the Supplier must not do anything which would place the Customer in breach of the prohibition in Section 122 of the Housing and Regeneration Act 2008 or the Customer's Probity Policy provided that a copy has been supplied to the Supplier.
- 19.3 The Supplier must take appropriate steps to ensure that neither the Supplier nor any of the Supplier's Staff are placed in a position where (in the reasonable opinion of the Customer) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier or the Supplier's Staff and the obligations owed to the Customer under this Contract.
- 19.4 The Supplier must promptly notify and provide full particulars to the Customer if any conflict referred to in Condition 19.3 above arises or is reasonably foreseeable to arise.
- 19.5 The Customer reserves the right to terminate this Contract immediately by giving notice in writing to the Supplier and/or to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Customer under the provisions of this Contract. The action of the Customer pursuant to this Condition will not prejudice or affect any right of action or remedy which will have accrued or will thereafter accrue to the Customer.

## **20 TERMINATION**

- 20.1 The Customer may terminate this Contract for Supplier Default by written notice to the Supplier with immediate effect if:
- 20.1.1 the Supplier commits a material breach of this Contract which is not remedied to the satisfaction of the Customer within 10 (ten) Working Days of written notice from the Customer notifying the Supplier of the breach and stating that if it is not remedied this Contract will be terminated;
  - 20.1.2 the Supplier or anyone for whom the Supplier is responsible has acted fraudulently or made a fraudulent misrepresentation in connection with the Services;
  - 20.1.3 the Supplier or anyone for whom the Supplier is responsible has offered or agreed to give any person working for or engaged by the Customer any gift or consideration in relation to this Contract or any other contract between the Supplier and the Customer as set out in Condition 19 *Corruption, Bribery and Conflict*;
  - 20.1.4 the Supplier:
    - a. enters into any composition or arrangement with its creditors or ceases or threatens to cease to pay a material part of its debts;
    - b. becomes the subject of a voluntary arrangement under Section 1 of the Insolvency Act 1986;
    - c. is unable to pay its debts as defined in Section 123 of the Insolvency Act 1986 (omitting the words, "it is proved to the satisfaction of the Court that");
    - d. passes a resolution to wind up;
    - e. has a petition presented to Court or an order made for its winding up;

- f. suffers any distraint, execution, attachment or other legal process being levied or enforced on any of its property which is not paid out, withdrawn, or discharged within 14 (fourteen) days;
  - g. has a petition presented for an administration order;
  - h. has an encumbrancer take possession of or a receiver, manager, administrator, or administrative receiver appointed over, or a secured creditor seek to enforce its security over any of its property;
  - i. fails to honour any guarantee or indemnity it has given of any loans or debts of a third party which has become due and called upon and steps have been taken to enforce it; or
  - j. is subject to an equivalent insolvency related procedure in any part of the world;
- 20.1.5 the Supplier is found to have committed any of the offences listed in Regulation 57(1) of the Public Contracts Regulations 2015;
- 20.1.6 the Supplier or any of the Supplier's Staff are found to have committed any offence involving slavery or human trafficking; or
- 20.1.7 the failure of the Services to pass the Acceptance Tests has given rise to the Customer's right to terminate under Condition 5 *Acceptance Tests*.
- 20.2 The Supplier may terminate this Contract for default by the Customer by written notice to the Customer with immediate effect if:
- 20.2.1 the Customer commits a material breach of this Contract which either deprives the Supplier of the majority of the Supplier's benefits under this Contract or makes it impossible or particularly onerous for the Supplier to perform the Supplier's obligations under it and which is not remedied to the satisfaction of the Supplier within 10 (ten) Working Days of written notice from the Supplier notifying the Customer of the breach and stating that if it is not remedied this Contract will be terminated;
  - 20.2.2 the Customer fails to pay any undisputed amount that is due and payable to the Supplier under this Contract by a date 30 (thirty) calendar days from the date of a notice of non-payment (which may not be the Supplier's invoice) from the Supplier served on the Customer stating:
    - a. that it is a notice of non-payment under this Condition 20.2.2;
    - b. the amount outstanding, how it is calculated and the date on which it was invoiced to the Customer;
    - c. what that amount relates to (in terms of specific Orders or Services);
    - d. when that amount became due; and
    - e. that if such amount is not paid within 30 (thirty) days of the notice this Contract will be terminated by the Supplier for default by the Customer; or
  - 20.2.3 the Customer:
    - a. enters into any composition or arrangement with its creditors or ceases or threatens to cease to pay a material part of its debts;

- b. becomes the subject of a voluntary arrangement under Section 1 of the Insolvency Act 1986;
  - c. is unable to pay its debts as defined in Section 123 of the Insolvency Act 1986 (omitting the words, “it is proved to the satisfaction of the Court that”);
  - d. passes a resolution to wind up;
  - e. has a petition presented to Court or an order made for its winding up;
  - f. suffers any distraint, execution, attachment or other legal process being levied or enforced on any of its property which is not paid out, withdrawn, or discharged within 14 (fourteen) days;
  - g. has a petition presented for an administration order;
  - h. has an encumbrancer take possession of or a receiver, manager, administrator, or administrative receiver appointed over, or a secured creditor seek to enforce its security over any of its property;
  - i. fails to honour any guarantee or indemnity it has given of any loans or debts of a third party which has become due and called upon and steps have been taken to enforce it; or
  - j. is subject to an equivalent insolvency related procedure in any part of the world;
- 20.3 The Customer may terminate this Contract at any time after the Initial Period by giving the Supplier not less than the period of notice set out in the Contract Particulars to do so. Notice may be given during the Initial Period to expire after it has ended. Notice to terminate under this Condition will be valid only if given in writing.
- 20.4 The Supplier may terminate this Contract at any time after the Initial Period by giving the Customer not less than the period of notice set out in the Contract Particulars to do so. Notice may be given during the Initial Period to expire after it has ended. Notice to terminate under this Condition will be valid only if given in writing.
- 20.5 Either Party may terminate this Contract with immediate effect by giving the other Party written notice if:
- 20.5.1 any of the Insurances the Supplier is required to maintain under Condition 17 Insurance ceases to be available at commercially reasonable rates;
  - 20.5.2 any court orders that this Contract is set aside because of a serious infringement of the PCR 2015 or a court order that this Contract is set aside because of an unlawful substantial modification; or
  - 20.5.3 Force Majeure occurs for a period of more than 2(two) months or more and that Party wishes to terminate this Contract under Condition 18.5.
- 20.6 Termination of this Contract is without prejudice to the rights and duties of either Party accrued due before termination or to any provisions which are intended to survive termination.
- 20.7 Condition 28 *Informal Dispute Resolution* will not apply to any issues concerning termination of this Contract.

## 21 CONSEQUENCES OF TERMINATION

- 21.1 On termination of this Contract the Supplier must co-operate fully with the Customer and/or any Successor Supplier in relation to the legal and operational handover of responsibilities between the Supplier and the Customer or the Successor Supplier.
- 21.2 The Supplier must use all reasonable endeavours to procure that the benefit of any guarantees and warranties relating to the Services that are in force on the Termination Date are assigned to the Customer or as the Customer may instruct and the Supplier must provide details of all such guarantees and warranties.
- 21.3 Within 5 (five) Working Days of the Termination Date, the Supplier must:
  - 21.3.1 return all Documents and Data provided by the Customer;
  - 21.3.2 provide copies of all other Documents and Data used in connection with the Services to the Customer; and
  - 21.3.3 return all keys, passes, door entry codes and other information relating to the Properties.
- 21.4 The Supplier must deliver all materials and equipment paid for by the Customer to the Customer or as the Customer directs within 10 (ten) Working Days of:
  - 21.4.1 the Termination Date, where the reason for termination is any reason other than breach of this Contract by the Customer; or
  - 21.4.2 the date on which the Supplier receives payment for those materials and equipment where termination is affected by the Customer under Condition 20.2 *Customer's Breach*.
- 21.5 Where the Contract has been terminated for Supplier Default in accordance with Condition 20.1 *Termination* no further payments will become due following the Termination Date until the earlier of:
  - 21.5.1 the date 6 (six) months from the Termination Date; or
  - 21.5.2 the date when the Customer has quantified its costs relating to termination (which the Customer may deduct from any sums due to the Supplier), including:
    - a. the cost to the Customer of the time spent by its officers in connection with such termination and in making alternative arrangements for the Services; and
    - b. any additional costs (including retendering costs) incurred by the Customer in arranging for a Successor Supplier to provide the Services or, where the Services are instructed through Orders, the Services that the Customer would have been reasonably likely to instruct through Orders, up to the date which would have been the Expiry Date or, if earlier, the first date on which the Supplier could have terminated this Contract under Condition 20.4 Termination through serving a break notice on the Customer had it not been terminated for Supplier Default.

## **22 WAIVER AND SEVERABILITY**

- 22.1 A failure or delay in exercising any rights, powers or privileges under this contract will not operate as a waiver of them.
- 22.2 The single or partial exercise of any right, power or privilege does not prevent any other exercise of that right, power or privilege or the exercise of any other right, power, or privilege (whether arising out of the same factual situation or otherwise).

- 22.3 Any waiver of a breach of this Contract is not to be effective unless given in writing signed by the Party waiving its entitlement.
- 22.4 No waiver is to be deemed a waiver of any subsequent breach or default nor is it to affect the other terms of this Contract.
- 22.5 The receipt of money does not prevent the Party receiving it questioning the correctness of the amount or any other statement in respect of money.
- 22.6 If any term of this Contract is illegal, void, or unenforceable the remainder of this Contract will continue in force as though that term had not been included in it.

## **23 VARIATIONS**

- 23.1 No variation of this Contract is to bind either Party and no person has authority on behalf of either Party to agree to any variations to this Contract except where the amendment is agreed to in writing by both Parties.
- 23.2 No consents to any variation to this Contract are required from any person who is not a Party.

## **24 ENTIRE AGREEMENT**

- 24.1 This Contract and any Orders issued under it set out the whole agreement between the Parties in relation to the Services. This Contract supersedes and invalidates all other commitments, representations and warranties relating to its subject matter which either Party has made orally or in writing.
- 24.2 Each Party warrants that it has not entered into this Contract on the basis of any representation made by the other except to the extent that such representation is expressly included in it (but nothing in this Condition 24.2 excludes any liability for fraudulent misrepresentation).

## **25 THIRD PARTIES**

- 25.1 The Procurement Agent may enforce Condition 7.12 *Payment* requiring the Supplier to pay sums due under Schedule 6 *Framework Services* of the Framework Agreement in accordance with the Contracts (Rights of Third Parties) Act 1999 even though the Framework Agreement may have been terminated.
- 25.2 Any member of the Customer's Group for whose benefit any Services are provided, or who issues an Order for Services under Condition 2.2 *Supplier's Obligations* may enforce the Supplier's obligations in relation to the provision of those Services.
- 25.3 Where the Customer is an arm's length management organisation ("ALMO") of a local authority, the provisions of this Contract shall be deemed to be for the benefit of the local authority specified in the Contract Particulars of which it is an ALMO, and that local authority may enforce this Contract in accordance with the Contracts (Rights of Third Parties) Act 1999.
- 25.4 Other than in relation to the rights referred to in Conditions 25.1, and 25.2 and 25.3 nothing in this Contract will confer any benefit on a person who is not a Party to it or give any such third party a right to enforce any of its terms.

## **26 NO PARTNERSHIP OR AGENCY**

- 26.1 Nothing in this Contract is to constitute or be deemed a partnership within the meaning of the Partnership Act 1890, the Limited Partnerships Act 1907, the Limited Liability Partnerships Act 2000, or any other law concerning partnerships or limited liability partnerships.
- 26.2 Neither Party will hold itself out as the agent of the other or have any authority to bind the other except to the extent that this Contract expressly provides otherwise.

## 27 NOTICES

- 27.1 Notices or other communications under this Contract will be duly served if given by and sent to the nominated representative of the Party to be served in accordance with the following table with the date of service and method of proof being as set out in it:

Method of service	Date of service	Proof of service
Personal delivery of a letter addressed to the Party to be served at the address for service.	Day of delivery if before 16.00 on a Working Day otherwise 10.00 on the next Working Day thereafter.	Proof of delivery.
First class letter addressed to the Party to be served at its address for service.	48 hours after posting if that is a Working Day otherwise 10.00 on the next Working Day thereafter.	Proof of posting unless returned through the Post Office undelivered service within 21 days of posting.
Email to the Party at the email address for service set out below.	Day of transmission if before 16.00 on a Working Day otherwise 10.00 on the next Working Day thereafter.	Transmission report showing a successful transmission to the correct email address and evidence of the email having been opened.

- 27.2 Each Party's address for service is its registered office where it has one. Where the Supplier does not have a registered office the Supplier's address for service is the address set out at the start of this Contract or such other address as it notifies to the Customer in writing.
- 27.3 The nominated representatives of the Parties for the service of formal notices under this Contract and their email addresses are as set out in the Contract Particulars.
- 27.4 Notices under Condition 20 *Termination* or 28 *Informal Dispute Resolution* may not be served by email.

## 28 INFORMAL DISPUTE RESOLUTION

- 28.1 Each Party agrees to attempt to resolve any Disputes which it has with the other amicably but nothing in this Condition 28 is to prevent the exercise by a Party of its other rights under this Contract or to apply to termination of this Contract.
- 28.2 If a Party considers that a Dispute has arisen, it may write a letter to the other Party specifying:
  - 28.2.1 what the Dispute is alleged to be;
  - 28.2.2 what steps should be taken to resolve the Dispute; and
  - 28.2.3 within what reasonable period such steps should be taken.
- 28.3 If the Dispute is not resolved within the period set out in the letter, then representatives of the Parties must meet within a further period of 10 (ten) Working Days to discuss the Dispute.
- 28.4 If the Dispute is still not resolved within 10 (ten) Working Days of the date of the meeting at which the Dispute is considered, then the Chief Executive/Managing Director of each Party must meet within a further 10 (ten) Working Days to seek to resolve it.

## **29 ADJUDICATION**

- 29.1 If the Contract is a construction contract to which the Construction Act applies and a Dispute arises which either Party wishes to refer to adjudication the Scheme will apply, subject to the following:
  - 29.1.1 the adjudicator may decide upon his/her own substantive jurisdiction and the scope of the adjudication;
  - 29.1.2 the adjudicator must provide reasons for the decision unless both Parties agree otherwise; and
  - 29.1.3 the adjudicator may correct any clerical error or mistake arising from an accidental slip or omission in a decision within 10 (ten) Working Days of the date of the decision or such shorter period as the adjudicator specifies in the decision.
- 29.2 If the Parties cannot agree the identity of the adjudicator in accordance with the Scheme, the adjudicator is to be nominated by the body stated in the Contract Particulars on the application of either Party.

## **30 GOVERNING LAW AND ENFORCEMENT**

- 30.1 The formation, construction, performance, validity, and all aspects of this Contract are to be governed by the laws of the jurisdiction set out in the Contract Particulars.
- 30.2 The Parties agree to submit to the exclusive jurisdiction of the courts of the jurisdiction set out in the Contract Particulars in relation to any Dispute under this Agreement.


## **31 COUNTERPARTS**

- 31.1 This Contract may be executed in two or more counterparts each of which will be deemed to be an original, but the counterparts will together constitute one and the same contract.



## SCHEDULE 1 - SPECIFICATION

Services to be delivered in line with Lot 1 Framework Scope, corresponding Member Requirements Form and as set out in the Supplier's ITT responses.

Document No.	Document Name	Document
Appendix 1.0	Document 6A – ITT Template – PfH - EPS	 Document 6A - ITT Template - PfH - EPS

### Lot 1 – Multiple Network Managed Service: Framework Scope

The proposed Lot structure recognises the demand customers are demonstrating for Multiple Network Managed Services. PfH Customers and other public bodies require a solution that enables their customers and residents to make payments to them as their Registered Social Landlords.

The Supplier must be able to offer, but not be limited to the following in addition to associated services:

- The provision of plastic payment cards incorporating a magnetic stripe or barcode, and barcoded letters/bills;
- The provision of generic and unique Issuer Identification Numbers with the use of plastic payment cards and barcoded letters/bills;
- Access to multiple established payment networks with national coverage and a wide range of payment outlets across the UK enabling Clients/Tenants of PfH Members to make cash (or other methods of) payments using plastic payment cards, and/or paper barcoded letters/bills;
- To capture and consolidate payments made by Clients/Tenants of PfH Members, from multiple established payment networks (and other payment service providers as appropriate through the Organisations (Suppliers) supply chain) and subsequent transfer of funds by electronic means to the PfH Member;
- A nationwide network to ensure the provision of payment outlets, which are available for end-users to utilise with ease.
- Technological innovation is desirable to ensure administration is reduced and automatisation is increased.
- To conduct fraudulent checks on suspicious payment transactions.
- The capabilities to provide systems integration with minimal disruption to operations during the installation.
- Real time notifications and reporting is also a key desirable feature for Customers.
- The ability to provide optional physical and/or digital receipt of payment to verify the end-users' transactions.
- Payment cards must have the capabilities to possess the end-user's details to ensure personalisation and data capture. The cards must provide the end-user with the ability to make payments with flexibility of method that suits the individual.
- Competitive transaction fees and pricing of both framework and bespoke as appropriate preferably without a set-up fee.

- Secure and timely transfer of funds.
- An effective process for managing failed transactions on behalf of PfH Members and their Clients/Tenants.
- The provision of capped transaction pricing.
- The provision of account management and support function.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

Payments can be made through a variety of solutions, which offer the end-user flexibility, including the majority of and not limited to, the following:

- Cash
- Electronic Payment Card
- Cheque
- Debit Card
- Credit Card
- BACS

Methods should provide flexibility and varied technological options, for example:

- Online / Internet
- Telephone
- Direct Debit
- Electronic Payment Cards with magnetic strip or barcode
- Barcoded letters / bills
- Pay by Link
- Cashless Networks
- Digital Application(s)
- Virtual Terminal

Electronic payment cards are typically plastic wallet-sized cards, printed or embossed with the Clients/Tenants name and a unique PfH Member identification number. Generally, these cards are tailored by payment scheme i.e., rent payments, council tax payments etc. Bar-coded letters/bills are printed on paper with machine-readable “codes” that are unique to the particular transaction.

Individual call-offs made by PfH Members utilising this Framework agreement will specify to the Organisation (Supplier) what payment methods and types will be required, with an estimation of transaction volumes.

Upon the provision of a call-off contract issued by PfH, each PfH Member contracts directly with the Organisation (Supplier) who is also responsible for day-to-day account management and any queries and issues, therefore the Organisation (Supplier) must provide a dedicated Account Manager for PfH and its Members.

Depending on the payment type, Organisations (Suppliers) will provide each PfH Member with an Issuer Identification Number (IIN), Merchant I.D. and/or a Service User Number (SUN) as a means of identifying to whom payments are to be transferred. Each Member may require their own unique IIN, I.D. and/or SUN which will be used in all transactions.

It is anticipated that some transactions will fail, for example due to unpaid cheques, and the Organisation (Supplier) successfully appointed for the provision of Lot 1 must have a process for managing such circumstances on behalf of the PfH Member.

On a daily basis PfH Members utilising the Framework agreement will require a detailed breakdown of what payments have been made the previous day in order that an account reconciliation can take place. PfH Members will have varying I.T. systems which they require the Organisation (Supplier) whom they have formed a call-off contract under the remit of Lot 1, to transfer data to. Detail on what system is in place will be provided by the PfH Member to the Organisation (Supplier) when calling-off from this Framework agreement. This may require training and technical support as well as access and licensing rights for users of the Framework agreement.

Additionally, an Organisations (Suppliers) who can offer PfH Members a cash-out solution would be beneficial under the remit of this Framework agreement to enable them to provide their Clients/Tenants with emergency funds. For example, if the Client has made an over-payment, or requires a refund, or urgently needs to procure an essential domestic appliance, and in some cases whereby the PfH Member would like to offer cash to Clients/Tenants as an incentive/loyalty funds. Each PfH Member will provide the appointed Organisation (Supplier) with account details to which the relevant funds are to be transferred.

The Organisations (Suppliers) will raise monthly invoices for any costs incurred by the PfH Member as per the pricing schedule that will be agreed as an outcome of this tender process.

Security of data will be imperative in this contract; the service Organisations (Suppliers) will demonstrate a robust procedure for backing up data as well as contingency plans to eradicate potential disruptions in service to the PfH member, i.e., user of the framework, and their Clients/Tenants.

Continuous support and added value are also a fundamental part of the framework agreement and subsequent call-off contracts, with high expectations of the appointed Organisations (Suppliers) abilities to deliver these aspects and other varying requirements to PfH Members in a tangible and meaningful manner. This process will be assisted by appropriate Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) where appropriate. As such, PfH are seeking to appoint a maximum of 3 (Three) innovative Organisations (Suppliers) for the provision of Lot 1 that understand corporate values, thrive on high standards, and has the ability to work in partnership with PfH and their Members to provide sustainable and competitive pricing, plus a quality, consistent service, and joint efficiencies throughout the term of the Framework agreement.

The Organisations (Suppliers) must have the applicable market expertise that can demonstrate a proven track record on delivering similar type contracts, and a robust procedure for the security and backing up of data as well as contingency plans to eradicate potential disruptions in service to the PfH Member, i.e., user of the framework, and their Clients/Tenants. The Organisations (Suppliers) must consistently meet and evidence the highest professional levels of customer service, performance, integrity, and conduct, and will need to deliver high quality and efficient payment solutions that offer a secure, transparent, and auditable service provision to Members of PfH.

PfH members require data intellect and potentially IT support in respect of understanding payments, this can be achieved via MI reports or portal access. Real time notifications and associated reports are preferred; members may need the ability to collate data when payments have occurred the previous day, which must be reconciled.

Contract periods may vary from an expected minimum 12 months to an expected maximum of 4 years or be project based. However, PfH members will be free to select the most appropriate contract period for their needs which may vary from these expected periods.

**Delivered in line with the below KPI:**

SLA's	Measurement	Minimum Acceptable Service Level %
<b>Respond to all Operational Enquiries and requests within 24 (twenty-four) working hours</b>	<p>N.B. The time at which "Operational Enquiries" are recorded shall be based on the date &amp; time a written/electronic operational enquiry is sent to the Supplier.</p> <p>The Supplier's response should be constituted as a substantive response. The time at which the Supplier's response given is recorded shall be based on the date &amp; time a written/electronic response is sent to the Customer.</p> <p>The KPI will be measured monthly as a percentage of the total number of Operational Enquiries made within the measurement period.</p>	<b>95%</b>
<b>Delivery on time and in full</b>	<p>In respect of physical vouchers, cards or associated service products, the Supplier must deliver the Services in full to the Delivery Location on the relevant Delivery Date in accordance with the Order and Specification.</p> <p>The KPI will be measured quarterly as a percentage of the quantity of goods &amp;/or Services the Supplier was able to supply as specified in the Order.</p>	<b>98%</b>
<b>Complaints</b>	Each complaint will be acknowledged to the complainer within 2 working days with a full response by a further 7 working days.	<b>98%</b>
<b>Recycling and environmental waste</b>	<p>As appropriate, the Supplier must comply with WEEE Regulation or as appropriate and to be reported and evidenced to the Customer on an annual basis that demonstrates the Suppliers ability to provide a sustainable service.</p> <p>The KPI will be measured annually as confirmation of receipt of the Suppliers reporting with evidence of sustainable measures.</p>	<b>100%</b>
<b>Management Information</b>	Provide Management Information reports detailing the KPI's for the Contract as outlined in the Specification.	<b>100%</b>

The KPI's and service levels detailed above are examples that may be used by Customers to monitor Supplier performance. It is the intention of PfH and the Procurement Agent to develop these KPI's with the Customer prior to issuing a draft of the Contract to the awarded Supplier.

## MEMBERS REQUIREMENTS FORM

**Direct Award to Supplier:** Allpay Limited

**For:** The Supply of Services under Procurement got Housing (PFH) Electronic Payment Services Framework 2023

Covering Lots:

**Lot 1: Multiple Network Managed Service**

**Member's Name:** North Devon Homes

### LOTS AND SERVICES TO APPLY:

#### Lot 1: Multiple Network Managed Service

Transaction information	Annual Volume
Post Office (PO)/Payzone	6,962
PayPoint (PP)	3,095
Direct Debit (DD)	n/a
Debit Card (DC)	16,758
Credit Card (CC)	409

Services Required	Yes/No
Post Office	Yes
PayPoint	Yes
IIN re-route	No
Direct Debit (bureau or Fully Managed)	No
DD email notifications	No
DD payment notifications	No
DD online presentment	No
DD reduced advance notice	No
Debit Card payments	Yes

Credit Card payments	Yes
Telephone (IVR) payments	Yes
Internet payments	Yes
Text payments	Yes
Branded Gateway	No
Callpay	Yes
Callpay ad-hoc	Yes
Outlet tracking	No
Concatenation	No
Recurring Payments	Yes
Recurring Re-presentment	Yes
Swipecard production	No

### PRICING

Pricing for the Services will be as stated in Schedule 2 of the Call Off Contract

Contract Documentation Details	
Registered Company Name:	North Devon Homes
Registered Company Address:	Westacott Road, Barnstaple, EX32 8TA
Company Registration Number (if applicable):	
Contract Commencement Date:	1 <sup>st</sup> September 2024
Estimated annual contract value:	£25,792
Any additional one off costs (Year 1):	
Total contract value (full duration of term):	£103,168
Contract Term:	
• Initial Term	Two (2) Years
• Extension Period(s)	Option to extend for Two (2) Years

Please state details of person responsible for signing the contract:	
Name:	Philippa Butler
Title:	Finance Director
Email:	Philippa.butler@ndh-ltd.co.uk
Telephone:	01271 312542

Completed on behalf of: [Add Organisation/HA/Council]	
Name:	Philippa Butler
Title:	Finance Director
Email:	Philippa.butler@ndh-ltd.co.uk
Telephone:	01271 312542

## SCHEDULE 2 - PAYMENT

Prices have been proposed and submitted within Document 7A – Pricing Schedule as part of the Framework Agreement.

The pricing for transactions will be set up based on the anticipated annual transaction volume (as stated in the Member Requirements Form (Schedule 1). Pricing will be reviewed on an annual basis and adjusted accordingly if volume of transactions changes. Such charges to be applied retrospectively where appropriate.


The Supplier's Price may be proposed at a lower Price should the Supplier wish to do so, or may be subject to competition under Schedule 4 of the Framework Agreement such that the Supplier may propose a lower Price should the Supplier wish to do so, on the basis that the Price must be no greater than if it had been calculated in accordance with Document 7A – Pricing Schedule as adjusted by Inflation and agreed by PfH.

At the beginning of each price review period, which will occur on an annual basis, suppliers will be provided with Document 7B - Price Review Form containing products listed within their framework pricing in which suppliers can propose their price changes. Suppliers will then be required to return the Price Review Form to [supportservices@pfh.co.uk](mailto:supportservices@pfh.co.uk), in accordance with the following Price Review Processes.

Proposed price increases must not exceed CPI within the annual period of the pricing.

The supplier will be required to submit evidence from the manufacturer or suppliers to justify price increases and these supported documents shall be listed in Document 7B – Price Review Form to support review procedures, as appropriate.

### Pricing Schedule Lot 1:

Document No.	Document Name	Document
Appendix 2.0	PfH Pricing Matrix Nov 23 Lot 1 Multiple Networks	 PfH Pricing Matrix November 2023 Lot 1



## PfH 2023 Framework Pricing Matrix

Applicable from November 2023

Lot 1 Multiple Network Services

### Post Office, Payzone, PayPoint

Post Office and PayZone Transaction Volume	Transaction Charge	Barcode Premium Charge for PO & PZ Transactions	PayPoint Transaction Volume	Transaction Charge
0 - 100,000	£0.5388	£0.0138	0 - 100,000	£0.5330
100,001 - 149,999	£0.5272	£0.0138	100,001 - 149,999	£0.5213
150,000 - 249,999	£0.5049	£0.0138	150,000 - 249,999	£0.5099
250,000 - 499,999	£0.4705	£0.0138	250,000 - 499,999	£0.4982
500,000 - 749,999	£0.3278	£0.0138	500,000 - 749,999	£0.4867
750,000+	£0.3278	£0.0138	750,000+	£0.4867

Maximum Transaction Value	Post Office	PayPoint own IIN	PayPoint generic IIN
	£999.99	£200.00	£150.00

### Direct Debits

Direct Debit Transaction Volume	DD Transaction	DD Set Up plus printing & postage*	DD Amendment plus printing & postage*	DD Manual Amendment plus printing & postage*
0 - 49,999	£0.2549	£0.2897	£0.2897	£1.4900
50,000+	£0.2200	£0.2897	£0.2897	£1.4900

\*1st class postage and printing cost - £1.0525 per letter

### Debit Card

Debit Card Transaction Volume	Transaction charge *
0+	0.4436%

### Credit Card

Credit Card Transaction Volume	Transaction charge
0+	2.3150%

\* Minimum DC trans fee is £0.1159

The Maximum Transaction value for DC or CC is £4,000

All Pricing is commercially sensitive and confidential

VAT will be applied at the prevailing rate

continued overleaf



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## Production Charges

Bulk Stationery Volume**	Card Stationery*	Carrier Stationery	Wallet and window envelope	
0 - 4,999	£0.3938	£0.1391	Wallet £0.19	Envelope £0.011
5,000 - 9,999	£0.3476	£0.1042	Wallet £0.19	Envelope £0.011
10,000 - 20,000+	£0.1158	£0.0254	Wallet £0.19	Envelope £0.011
Personalisation of initial bulk order and insertion to envelope *				
		** A4 Letter 2,3,4 colours to face, 1 to reverse		
		*Plus postage		
0 - 499	£0.2110			
500 - 999	£0.1910			
1,000 - 4,999	£0.1610			
5,000 - 20,000+	£0.1210			
New and Replacement card - Personalisation and insertion to envelope*				
1 - 999	£0.4910			
Additional manual order fee	£0.8459			

## Callpay Charges

IVR	Charge
<b>allpay Branded Generic IVR</b>	
0330 Number	P.O.A.
<b>Client Branded IVR</b>	
Set Up	£9,159.15
Transaction Cost	£0.2749
Minute Cost	£0.0126

Callpay Ad-hoc
Standard <b>PayPoint</b> fee in addition to a one-off fee of 1% of the transaction value capped at £2.35
Standard <b>Post Office</b> fee in addition to a one-off fee of 1% of the transaction value capped at £2.35
Standard <b>Debit Card</b> fee in addition to a one-off fee of 1% of the transaction value capped at £2.35
Standard <b>Credit Card</b> fee in addition to a one-off fee of 1% of the transaction value capped at £2.35
Standard <b>Cash/Cheque</b> fee in addition to a one-off fee of 1% of the transaction value capped at £2.35

Callpay Licences	Per annum	Per month
0 - 10	£468.00	£47.00
11-15	£434.00	£43.00
16-25	£402.00	£40.00
26-35	£368.00	£37.00
36-50	£334.00	£33.00

Call Masking	Charge
Set Up - 1 inbound line	£18,549.30
Outbound Service	£8,586.90
Additional Inbound Line Setup	£1,788 per line
Transaction Cost	£0.2749
Pence per minute (inbound)	£0.0126
Pence per minute (outbound)	£0.0126
Additional Call Cost (Mobile) per minute	£0.0635
Additional Call Cost (Landline) per minute	£0.0057

Cash / Cheque fee via Callpay	Charge
Cash / Cheque transaction	£0.3311

All pricing is commercially sensitive and confidential

VAT will be applied at the prevailing rate

continued overleaf



### Set up and Other Charges

Set up Charges	Charge
Barcode Set up	FOC
Purchase of unique UK IIN	£600.00
Purchase of IIN and set up on Networks	£891.00
Re-route of unique IIN inclusive of all available networks	£2,840
Purchase of new SUN and set up	£434.78
allpay app and Internet Payments	FOC
Branded Gateway Set up (see monthly fee in Other Charges section)	£463.05
Payment Gateway Set up (see monthly fee in Other Charges section)	£1,796.55
Real Time notification Set up (see monthly fee in Other Charges section)	£479.09
Text Payment Set up	£367.50
Mobile App API Set up (see monthly fee in Other Charges section)	£463.05
DD Reduced Advanced Notice Set up fee dependant on DD transaction volume:	
0 - 10,000	£1,221
10,001 - 50,000	£2,442
50,001 - 150,000	£4,883
150,001 - 250,000	£4,883
250,001 - 500,000	£4,883
500,001 - 1,500,000	£4,883
DD email Notification Set up fee dependant on DD transaction volume (see monthly fee in Other Charges section)	
0 - 10,000	£111.00
10,001 - 50,000	£334.00
50,001 - 150,000	£556.00
150,001 - 250,000	£778.00
250,001 - 500,000	£1,334
500,001 - 1,500,000	£1,334
DD Payment Notifications Set up fee dependant on DD transaction volume (see monthly fee in Other Charges section)	
0 - 10,000	£111.00
10,001 - 50,000	£334.00
50,001 - 150,000	£556.00
150,001 - 250,000	£778.00
250,001 - 500,000	£1,112
500,001 - 1,500,000	£1,112
DD Online Presentment set up (see monthly fee in Other Charges section)	£539.19
DD termination fee	£326.00

All pricing is commercially sensitive and confidential

VAT will be applied at the prevailing rate

continued overleaf

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### Other Charges

Other Charges	Charge
Mobile App API (per month)	£46.20
Real time notifications (per month)	£59.89
Undeliverable mail (per mail)	£1.9350
Postage cost 1st class (per card)	£0.9580
Postage cost 2nd class (per card)	£0.6980
Uncleared transaction (eg. cheque)	£4.8703
Transfer of funds	FOC
Webconnect licence fee (monthly)	£53.55
Insert (per card)	£0.1158
Coloured Embossing (per card)	£0.1158
Additional Data (per mailing)	£0.1158
Barcode Testing fee	£790.65
Software Training (Initial and Additional )	FOC
Trainers Expenses (including travel, standard accommodation, mileage)	Charged At Cost
Chargeback Admin fee	£33.60
Manual telephone Payment	£2.2604
DD migration fee per record	£0.1310
Recurring Card Payment fee (in addition to Card transaction fee)	£0.1500
Additional Account Fee (per account per month)	£11.55
U Connect (per text or email message)	£0.1210
Outlet Tracking (per lead code per month)	£42.59
Outlet Tracking (per sub scheme per month)	£6.0900
Concatenation (per month)	£15.75
Payment Gateway (per month)	£60.27
Branded gateway (per month)	£46.20

All pricing is commercially sensitive and confidential

VAT will be applied at the prevailing rate

continued overleaf

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## Other Charges

Other Charges	Charge
DD Online Presentment (monthly fee dependant on DD transaction volume)	
0-10,000	£11.12
10,001 - 50,000	£33.35
50,001 - 150,000	£77.83
150,001 - 250,000	£122.30
250,001 - 500,000	£244.60
500,001 - 1,500,000	£244.60
DD email Notifications (monthly fee dependant on DD transaction volume)	
0 - 10,000	£11.12
10,001 - 50,000	£33.35
50,001 - 150,000	£77.83
150,001 - 250,000	£122.30
250,001 - 500,000	£244.60
500,001 - 1,500,000	£244.60
DD Payment Notifications(monthly fee dependant on DD transaction volume):	
0 - 10,000	£11.00
10,001 - 50,000	£17.00
50,001 - 150,000	£39.00
150,001 - 250,000	£61.00
150,001 - 500,000	£83.00
500,001 - 1,500,000	£83.00
Number of Days for cleared funds to reach Client's account	4

All pricing is commercially sensitive and confidential

VAT will be applied at the prevailing rate

continued overleaf

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Tel: 0844 557 8320\* | Web: [www.allpay.net](http://www.allpay.net) | Email: [enquiries@allpay.net](mailto:enquiries@allpay.net)  
allpay Limited, Fortis et Fides, Whitestone Business Park, Whitestone, Hereford, HR1 3SE

## Interchange and Scheme Fees

The tables below and overleaf show the Interchange Fees and Scheme Fees which form part of your tariff for processing credit and debit cards.  
These are not additional fees, but industry fees which allpay incur on your behalf.

### Interchange Fees effective from 23rd April 2022

Card Type	Interchange
<b>Debit Cards</b>	
Visa Consumer Debit	0.20%
Debit Mastercard/Maestro	0.20%
<b>Credit Cards</b>	
Visa Credit (Including Visa Vpay/Electron Credit/Premium)	0.30%
Mastercard Credit	0.30%
<b>Commercial Cards</b>	
Visa Corporate Purchasing, Business Cards	1.35% – 1.85%
Mastercard Corporate Purchasing, Business Cards	0.60% – 1.90%
Visa Commercial Debit	0.50% - 1.15%
<b>EEA Cards – Card Not Present Transactions**</b>	
Visa and Mastercard Debit Cards	1.15%
Visa and Mastercard Credit Cards	1.50%
<b>International Cards - Card Not Present Transactions**</b>	
Debit Cards	1.15%
Credit Cards	1.50%

\*\*Applicable for transactions on consumer cards issued outside of the European Economic Area (EEA) occurring at merchants located in the EEA

Continued overleaf

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Scheme Fees effective from 16 <sup>th</sup> October 2021			Scheme Fee	
			Tariff	
Region	Scheme	Card Type	P	%
Dom	Visa	Debit	0.810p	0.0180%
Dom	Visa	Credit	0.810p	0.0230%
Dom	Additional fee charged on ALL Visa Debit and Credit Card Not Present			0.0100%
Dom	Mastercard	Debit	0.983p	0.0290%
Dom	Mastercard	Credit	0.983p	0.0290%
Dom	Additional fee charged on ALL Mastercard and Maestro eCommerce			0.0246%
Dom	Maestro	Debit	0.983p	0.0290%
Intra	Visa & Vpay	Debit	0.810p	0.0180%
Intra	Visa & Electron Cr	Credit	0.810p	0.0230%
Intra	Additional fee charged on ALL Visa Debit and Credit Card Not Present			0.0100%
Intra	Mastercard	Debit	0.983p	0.0290%
Intra	Mastercard	Credit	0.983p	0.0290%
Intra	Additional fee charged on ALL Mastercard and Maestro Cross Border transactions			0.0450%
Intra	Additional fee charged on ALL Mastercard and Maestro eCommerce			0.0246%
Intra	Maestro	Debit	0.983p	0.0290%
Inter	Visa	Debit	10.111p	0.4730%
Inter	Visa Electron Cr	Credit	10.111p	0.4730%
Inter	Additional fee charged on ALL Visa Debit and Credit transactions			0.5500%
Inter	Mastercard	Debit	10.391p	0.0290%
Inter	Mastercard	Credit	10.391p	0.0290%
Inter	Additional fee charged on ALL Mastercard and Maestro Cross Border transactions			0.4500%
Inter	Additional fee charged on ALL Mastercard and Maestro eCommerce			0.0500%
Inter	Maestro	Debit	10.391p	0.0290%
All	Visa – 3D secure fee	All	1.72p	

### Definitions

**Interchange Fees** – The fees paid to the card issuer for each individual transaction

**Scheme Fees** – The fees paid to the Card Schemes (Visa and Mastercard) for each individual transaction

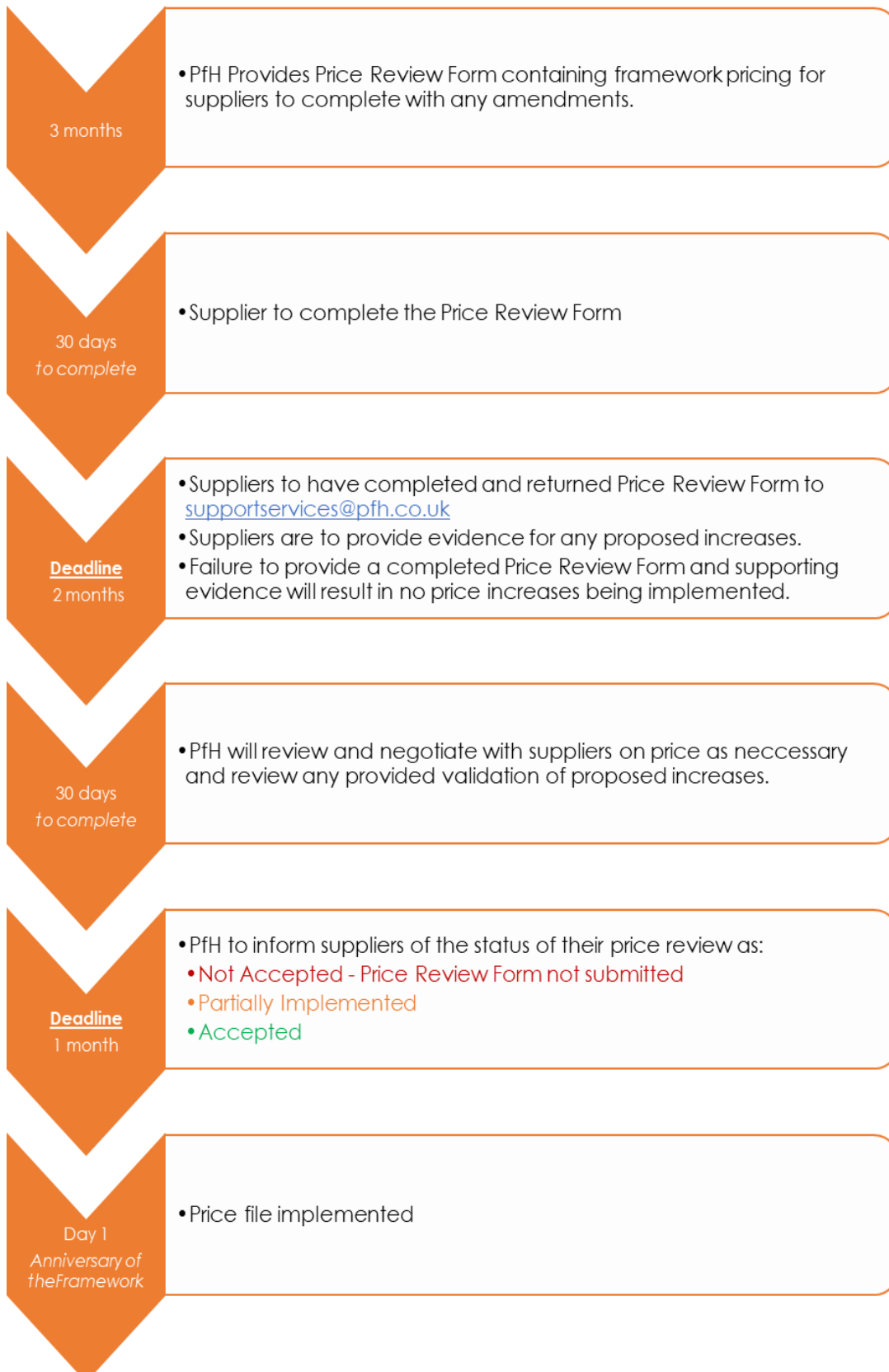
**Dom** – Rates applicable to transactions where both the card is issued, and the merchant outlet is located within the UK **Intra** – Rates applicable to transactions where both the card is issued, and the merchant outlet is located within the EEA **Inter** – Rates applicable to transactions where either the card is issued, and/or the merchant is located within Europe but outside of the EEA

VAT will be applied at the prevailing rate

Vat No. 666 9148 88 Registered in England No. 02933191

PfH will be required to approve submitted pricing prior to them being implemented by the supplier.

The annual procedure and response periods are outlined within the diagram below:



The review date for each Contract Year is provided below as the approximate date, within a seven (7) day window.

Annual Review Dates:

Price Effective Date	Price Review Form Distributed (PfH)	Price Review Form Returned (Supplier)	Price Review Outcome Communicated to Members
<b>1<sup>st</sup> November 2023</b>	1 <sup>st</sup> August	1 <sup>st</sup> September	1 <sup>st</sup> October



### **SCHEDULE 3 – METHOD STATEMENTS**

**“None”**

## **SCHEDULE 4 – AMENDMENTS TO STANDARD CONDITIONS OF CONTRACT**

### ***Amendments to Call-Off Condition - Definitions:***

INSERT the following new definitions or AMEND the current definitions follows:


### ***Amendments to Call-Off Conditions:***

AMEND the Call-Off Conditions as follows:

***“NONE”***

## SCHEDULE 5 – SUPPLIER TERMS

The following Supplier Terms will apply to this call-off contract:

Document No.	Document Name	Document
Appendix 3.0	<b>Allpay Limited - Terms and Conditions – Bill Payment – Lot 1</b>	 Bill Payment allpay T&Cs.docx










# CPS 13748 - Call Off - EPS Lot 1 - North Devon - Allpay - Draft v1

Final Audit Report

2024-08-19

Created:	2024-08-14
By:	Inprova Group (sign@pfh.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAMbBsFT1eQ4zPWhrOfpwUeM3myc99H_qK

## "CPS 13748 - Call Off - EPS Lot 1 - North Devon - Allpay - Draft v1" History

-  Document created by Inprova Group (sign@pfh.co.uk)  
2024-08-14 - 12:55:02 PM GMT- IP address: 82.71.188.217
-  Document emailed to Magdalena Tylek (magdalena.tylek@allpay.net) for signature  
2024-08-14 - 12:56:47 PM GMT
-  Email viewed by Magdalena Tylek (magdalena.tylek@allpay.net)  
2024-08-15 - 11:49:25 AM GMT- IP address: 82.71.195.5
-  Document e-signed by Magdalena Tylek (magdalena.tylek@allpay.net)  
Signature Date: 2024-08-16 - 4:07:12 PM GMT - Time Source: server- IP address: 82.71.195.5
-  Document emailed to philippa.butler@ndh-ltd.co.uk for signature  
2024-08-16 - 4:07:14 PM GMT
-  Email viewed by philippa.butler@ndh-ltd.co.uk  
2024-08-19 - 2:54:06 PM GMT- IP address: 104.47.85.62
-  Signer philippa.butler@ndh-ltd.co.uk entered name at signing as P Butler  
2024-08-19 - 2:55:20 PM GMT- IP address: 82.71.190.33
-  Document e-signed by P Butler (philippa.butler@ndh-ltd.co.uk)  
Signature Date: 2024-08-19 - 2:55:22 PM GMT - Time Source: server- IP address: 82.71.190.33
-  Agreement completed.  
2024-08-19 - 2:55:22 PM GMT