



Ministry  
of Defence

## **Contract**

**703671450 –**

## **Provision of Virtual Officer Assessment Platform**

**Contract Effective Date: 03 October 2022**

**Service Commencement Date: 28 November 2022**

**Contract End Date: 31 March 2025**

**with optional extensions to 31 March 2026**

**Between the Secretary of State for Defence of  
the United Kingdom of Great Britain and  
Northern Ireland  
("The Authority")**

**And  
Shared Services Connected Ltd**

**("The Contractor")**

Team Name and Address:  
Navy Commercial  
4 Deck, NCHQ  
Leach Building  
Whale Island  
Portsmouth  
PO2 8BY

Contractor Address:  
Three Cherry Tree Lanes  
Hemel Hempstead  
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HP2 7AH

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**General Conditions****1. General**

- a. The defined terms in the Contract shall be as set out in Schedule 1.
- b. The Contractor shall comply with all applicable Legislation, whether specifically referenced in this Contract or not.
- c. The Contractor warrants and represents, that:
  - (1) they have the full capacity and authority to enter into, and to exercise their rights and perform their obligations under, the Contract;
  - (2) from the Effective Date of Contract and for so long as the Contract remains in force it shall give the Authority Notice of any litigation, arbitration (unless expressly prohibited from doing so in accordance with the terms of the arbitration), administrative or adjudication or mediation proceedings before any court, tribunal, arbitrator, administrator or adjudicator or mediator or relevant authority against themselves or a Subcontractor which would adversely affect the Contractor's ability to perform their obligations under the Contract;
  - (3) as at the Effective Date of Contract no proceedings or other steps have been taken and not discharged (nor, to the best of the knowledge of the Contractor, threatened) for the winding-up of the company or dissolution or for the appointment of a receiver, administrative receiver, administrator, liquidator, trustee or similar officer in relation to any of its assets or revenues;
  - (4) for so long as the Contract remains in force they shall give the Authority Notice of any proceedings or other steps that have been taken but not discharged (nor to the best of the knowledge of the Contractor, threatened) for the winding-up of the company or dissolution or for the appointment of a receiver, administrator, liquidator, trustee or similar officer in relation to any of its assets or revenues.
- d. Unless the context otherwise requires:
  - (1) The singular includes the plural and vice versa, and the masculine includes the feminine and vice versa.
  - (2) The words "include", "includes", "including" and "included" are to be construed as if they were immediately followed by the words "without limitation", except where explicitly stated otherwise.
  - (3) The expression "person" means any individual, firm, body corporate, unincorporated association or partnership, government, state or agency of a state or joint venture.
  - (4) References to any statute, enactment, order, regulation, or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation, or instrument as amended, supplemented, replaced or consolidated by any subsequent statute, enactment, order, regulation, or instrument.
  - (5) The heading to any Contract provision shall not affect the interpretation of that provision.
  - (6) Any decision, act or thing which the Authority is required or authorised to take or do under the Contract may be taken or done only by the person (or its nominated deputy) authorised in Schedule 3 (Contract Data Sheet) to take or do that decision, act, or thing on behalf of the Authority.
  - (7) Unless excluded within the Conditions of the Contract or required by law, references to submission of documents in writing shall include electronic submission.

**2. Duration of Contract**

This Contract comes into effect on the Effective Date of Contract and will expire automatically on the date identified in Schedule 3 (Contract Data Sheet) unless it is otherwise terminated in accordance with the provisions of the Contract, or otherwise lawfully terminated.

**3. Entire Agreement**

This Contract constitutes the entire agreement between the Parties relating to the subject matter of the Contract. The Contract supersedes, and neither Party has relied upon, any prior negotiations, representations and undertakings, whether written or oral, except that this Condition shall not exclude liability in respect of any fraudulent misrepresentation.

**4. Governing Law**

- a. Subject to clause 4.d, the Contract shall be considered as a contract made in England and subject to English Law.
- b. Subject to clause 4.d and Condition 39 (Dispute Resolution) and without prejudice to the dispute resolution process set out therein, each Party submits and agrees to the exclusive jurisdiction of the Courts of England to resolve, and the laws of England to govern, any actions proceedings, controversy or claim of whatever nature arising out of or relating to the Contract or breach thereof.
- c. Subject to clause 4.d any dispute arising out of or in connection with the Contract shall be determined within the English jurisdiction and to the exclusion of all other jurisdictions save that other jurisdictions may apply solely for the purpose of giving effect to this Condition 4 and for the enforcement of any judgment, order or award given under English jurisdiction.
- d. If the Parties pursuant to the Contract agree that Scots Law should apply then the following amendments shall apply to the Contract:
  - (1) Clause 4.a, 4.b and 4.c shall be amended to read:
    - "a. The Contract shall be considered as a contract made in Scotland and subject to Scots Law.
  - b. Subject to Condition 39 (Dispute Resolution) and without prejudice to the dispute resolution process set out therein, each Party submits and agrees to the exclusive jurisdiction of the Courts of Scotland to

resolve, and the laws of Scotland to govern, any actions, proceedings, controversy or claim of whatever nature arising out of or relating to the Contract or breach thereof.

- c. Any dispute arising out of or in connection with the Contract shall be determined within the Scottish jurisdiction and to the exclusion of all other jurisdictions save that other jurisdictions may apply solely for the purpose of giving effect to this Condition 4 and for the enforcement of any judgment, order or award given under Scottish jurisdiction."

(2) Clause 39.b shall be amended to read:

"In the event that the dispute or claim is not resolved pursuant to clause 39.a the dispute shall be referred to arbitration. Unless otherwise agreed in writing by the Parties, the arbitration and this clause 39.b shall be governed by the Arbitration (Scotland) Act 2010. The seat of the arbitration shall be Scotland. For the avoidance of doubt, for the purpose of arbitration the tribunal shall have the power to make provisional awards pursuant to Rule 53 of the Scottish Arbitration Rules, as set out in Schedule 1 to the Arbitration (Scotland) Act 2010."

e. Each Party warrants to each other that entry into the Contract does not, and the performance of the Contract will not, in any way violate or conflict with any provision of law, statute, rule, regulation, judgement, writ, injunction, decree or order applicable to it. Each Party also warrants that the Contract does not conflict with or result in a breach or termination of any provision of, or constitute a default under, any mortgage, contract or other liability, charge or encumbrance upon any of its properties or other assets.

f. Each Party agrees with each other Party that the provisions of this Condition 4 shall survive any termination of the Contract for any reason whatsoever and shall remain fully enforceable as between the Parties notwithstanding such a termination.

- g. Where the Contractor's place of business is not in England or Wales (or Scotland where the Parties agree pursuant to the Contract that Scots Law should apply), the Contractor irrevocably appoints the solicitors or other persons in England and Wales (or Scotland where the Parties agree pursuant to the Contract that Scots Law should apply) detailed in Schedule 3 (Contract Data Sheet) as their agents to accept on their behalf service of all process and other documents of whatever description to be served on the Contractor in connection with any litigation or arbitration within the English jurisdiction (or Scottish jurisdiction where the Parties agree pursuant to the Contract that Scots Law should apply) arising out of or relating to the Contract or any issue connected therewith.

## **5. Precedence**

- a. If there is any inconsistency between the different provisions of the Contract the inconsistency shall be resolved according to the following descending order of precedence:

- (1) Conditions 1 - 43 (and 44 - 46, if included in the Contract) of the Conditions of the Contract shall be given equal precedence with Schedule 1 (Definitions of Contract) and Schedule 3 (Contract Data Sheet);
- (2) Schedule 2 (Schedule of Requirements) and Schedule 8 (Acceptance Procedure);
- (3) the remaining Schedules; and
- (4) any other documents expressly referred to in the Contract.

- b. If either Party becomes aware of any inconsistency within or between the documents referred to in clause 5.a such Party shall notify the other Party forthwith and the Parties will seek to resolve that inconsistency on the basis of the order of precedence set out in clause 5.a. Where the Parties fail to reach agreement, and if either Party considers the inconsistency to be material to its rights and obligations under the Contract, then the matter will be referred to the dispute resolution procedure in accordance with Condition 39 (Dispute Resolution).

## **6. Formal Amendments to the Contract**

- a. Except as provided in Condition 30 and subject to clause 6.c, the Contract may only be amended by the written agreement of the Parties (or their duly authorised representatives acting on their behalf). Such written agreement shall consist of:

- (1) the Authority Notice of Change under Schedule 4 (Contract Change Control Procedure) (where used);
- (2) the Contractor's unqualified acceptance of the contractual amendments as evidenced by the DEFFORM 10B duly signed by the Contractor.

- b. Where required by the Authority in connection with any such amendment, the Contractor shall (as so required) confirm that any existing Parent Company Guarantee is sufficiently comprehensive so as to cover and support all of the Contractor's liabilities and obligations under and in connection with the Contract (as amended by such amendment) or provide a revised Parent Company Guarantee with such DEFFORM 10B to achieve the same purposes.

- c. Where the Authority wishes to amend the Contract to incorporate any work that is unpriced at the time of amendment:

- (1) if the Contract is not a Qualifying Defence Contract, the Authority shall have the right to settle with the Contractor a price for such work under the terms of DEFCON 643 (SC2) or DEFCON 127. Where DEFCON 643 (SC2) is used, the Contractor shall make all appropriate arrangements with all its Subcontractors affected by the Change or Changes in accordance with clause 5 of DEFCON 643 (SC2); or

(2) if the Contract is a Qualifying Defence Contract, the Contract Price shall be redetermined on amendment in accordance with the Defence Reform Act 2014 and Single Source Contract Regulations 2014 (each as amended from time to time).

**Changes to the Specification**

- d. The Specification forms part of the Contract and all Contract Deliverables to be supplied by the Contractor under the Contract shall conform in all respects with the Specification.
- e. The Contractor shall use a configuration control system to control all changes to the Specification. The configuration control system shall be compatible with ISO 9001 (latest published version) or as specified in the Contract.

**7. Authority Representatives**

- a. Any reference to the Authority in respect of:
  - (1) the giving of consent;
  - (2) the delivering of any Notices; or
  - (3) the doing of any other thing that may reasonably be undertaken by an individual acting on behalf of the Authority, shall be deemed to be references to the Authority's Representatives in accordance with this Condition 7.
- b. The Authority's Representatives detailed in Schedule 3 (Contract Data Sheet) (or their nominated deputy) shall have full authority to act on behalf of the Authority for all purposes of the Contract. Unless notified in writing before such act or instruction, the Contractor shall be entitled to treat any act of the Authority's Representatives which is authorised by the Contract as being expressly authorised by the Authority and the Contractor shall not be required to determine whether authority has in fact been given.
- c. In the event of any change to the identity of the Authority's Representatives, the Authority shall provide written confirmation to the Contractor, and shall update Schedule 3 (Contract Data Sheet) in accordance with Condition 6 (Formal Amendments to the Contract).

**8. Severability**

- a. If any provision of the Contract is held to be invalid, illegal or unenforceable to any extent then:
  - (1) such provision shall (to the extent that it is invalid, illegal or unenforceable) be given no effect and shall be deemed not to be included in the Contract but without invalidating any of the remaining provisions of the Contract; and
  - (2) the Parties shall use all reasonable endeavours to replace the invalid, illegal or unenforceable provision by a valid, legal and enforceable substitute provision the effect of which is as close as possible to the intended effect of the invalid, illegal or unenforceable provision.

**9. Waiver**

- a. No act or omission of either Party shall by itself amount to a waiver of any right or remedy unless expressly stated by that Party in writing. In particular, no reasonable delay in exercising any right or remedy shall by itself constitute a waiver of that right or remedy.
- b. No waiver in respect of any right or remedy shall operate as a waiver in respect of any other right or remedy.

**10. Assignment of Contract**

Neither Party shall be entitled to assign the Contract (or any part thereof) without the prior written consent of the other Party.

**11. Third Party Rights**

Notwithstanding anything to the contrary elsewhere in the Contract, no right is granted to any person who is not a Party to the Contract to enforce any term of the Contract in its own right and the Parties to the Contract declare that they have no intention to grant any such right.

**12. Transparency**

- a. Notwithstanding any other term of this Contract, including Condition 13 (Disclosure of Information), the Contractor understands that the Authority may publish the Transparency Information and Publishable Performance Information to the general public.
- b. Subject to clause 12.c the Authority shall publish and maintain an up-to-date version of the Transparency Information and Publishable Performance Information in a format readily accessible and reusable by the general public under an open licence where applicable.
- c. If, in the Authority's reasonable opinion, publication of any element of the Transparency Information and Publishable Performance Information would be contrary to the public interest, the Authority shall be entitled to exclude such Information from publication. The Authority acknowledges that it would expect the public interest by default to be best served by publication of the Transparency Information and Publishable Performance Information in its entirety. Accordingly, the Authority acknowledges that it shall only exclude Transparency Information and Publishable Performance Information from publication in exceptional circumstances and agrees that where it decides to exclude Information from publication on that basis, it will provide a clear statement to the general public explaining the categories of information that have been excluded from

publication and reasons for withholding that information.

d. The Contractor shall assist and co-operate with the Authority as reasonably required to enable the Authority to publish the Transparency Information and Publishable Performance Information, in accordance with the principles set out above, including through compliance with the requirements relating to the preparation of Publishable Performance Information set out in clauses 12.e to 12.i. Where the Authority publishes Transparency Information, it shall:

- (1) before publishing, redact any Information that would be exempt from disclosure if it was the subject of a request for information under the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004 (EIR), for the avoidance of doubt, including Sensitive Information;
- (2) taking account the Sensitive Information set out in Schedule 5, consult with the Contractor where the Authority intends to publish Information which has been identified as Sensitive Information. For the avoidance of doubt the Authority, acting reasonably, shall have absolute discretion to decide what information shall be published or be exempt from disclosure in accordance with the FOIA and/or the EIR; and
- (3) present information in a format that assists the general public in understanding the relevance and completeness of the Information being published to ensure the public obtain a fair view on how this Contract is being performed.

#### **Publishable Performance Information**

e. Within three (3) months of the effective date of Contract the Contractor shall provide to the Authority for its approval (such approval shall not be unreasonably withheld or delayed) a draft Publishable Performance Information KPI Data Report consistent with the content requirements of Schedule 9.f. If the Authority rejects any draft Publishable Performance Information the Contractor shall submit a revised version of the relevant KPI Data Report for further approval by the Authority with five (5) business days of receipt of any notice or rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. This process shall be repeated until the parties have an agreed version of the Publishable Performance Information.

g. The Contractor shall provide an accurate and up-to-date version of the KPI Data Report to the Authority for each quarter at the frequency referred to in the agreed Schedule 9.

h. Any dispute in connection with the preparation and/or approval of Publishable Performance Information, other than under clause 12.f, shall be resolved in accordance with the dispute resolution procedure provided for in this Contract.

i. The requirements of this Condition are in addition to any other reporting requirements in this Contract.

### **13. Disclosure of Information**

a. Subject to clauses 13.d to 13.i and Condition 12 each Party:

- (1) shall treat in confidence all Information it receives from the other;
- (2) shall not disclose any of that Information to any third party without the prior written consent of the other Party, which consent shall not unreasonably be withheld, except that the Contractor may disclose Information in confidence, without prior consent, to such persons and to such extent as may be necessary for the performance of the Contract;
- (3) shall not use any of that Information otherwise than for the purpose of the Contract; and
- (4) shall not copy any of that Information except to the extent necessary for the purpose of exercising its rights of use and disclosure under the Contract.

b. The Contractor shall take all reasonable precautions necessary to ensure that all Information disclosed to the Contractor by or on behalf of the Authority under or in connection with the Contract:

- (1) is disclosed to their employees and Subcontractors, only to the extent necessary for the performance of the Contract; and
- (2) is treated in confidence by them and not disclosed except with the prior written consent of the Authority or used otherwise than for the purpose of performing work or having work performed for the Authority under the Contract or any subcontract.

c. The Contractor shall ensure that their employees are aware of the Contractor's arrangements for discharging the obligations at clauses 13.a and 13.b before receiving Information and shall take such steps as may be reasonably practical to enforce such arrangements.

d. A Party shall not be in breach of Clauses 13.a, 13.b, 13.f, 13.g and 13.h to the extent that either Party:

- (1) exercises rights of use or disclosure granted otherwise than in consequence of, or under, the Contract;
- (2) has the right to use or disclose the Information in accordance with other Conditions of the Contract; or
- (3) can show:
  - (a) that the Information was or has become published or publicly available for use otherwise than in breach of any provision of the Contract or any other agreement between the Parties;
  - (b) that the Information was already known to it (without restrictions on disclosure or use) prior to receiving the Information under or in connection with the Contract;
  - (c) that the Information was received without restriction on further disclosure from a third party which lawfully acquired the Information without any restriction on disclosure; or
  - (d) from its records that the same Information was derived independently of that received under or in connection with the Contract;

- provided that the relationship to any other Information is not revealed.
- e. Neither Party shall be in breach of this Condition where it can show that any disclosure of Information was made solely and to the extent necessary to comply with a statutory, judicial or parliamentary obligation. Where such a disclosure is made, the Party making the disclosure shall ensure that the recipient of the Information is made aware of and asked to respect its confidentiality. Such disclosure shall in no way diminish the obligations of the Parties under this Condition.
- f. The Authority may disclose the Information:
- (1) to any Central Government Body for any proper purpose of the Authority or of the relevant Central Government Body, which shall include: disclosure to the Cabinet Office and/or HM Treasury for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes. Where such a disclosure is made the Authority shall ensure that the recipient is made aware of its confidentiality;
  - (2) to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
  - (3) to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
  - (4) subject to clause 13.g below, on a confidential basis to a professional adviser, consultant or other person engaged by any of the entities defined in Schedule 1 (including benchmarking organisations) for any purpose relating to or connected with the Contract;
  - (5) subject to clause 13.g below, on a confidential basis for the purpose of the exercise of its rights under the Contract; or
  - (6) on a confidential basis to a proposed body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under the Contract;
- and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Condition.
- g. Where the Authority intends to disclose Information to a commercial entity which is not a Central Government Body in accordance with clauses 13.f.(4) or 13.f.(5) above, the Authority will endeavour to provide the Contractor with 3 Business Days' notice in advance of such disclosure. In relation to a disclosure of Information made under clause 13.f.(3) above, if reasonably requested by the Contractor within 2 Business Days of such notice being given, where the Authority has not already done so, it will endeavour to procure from the intended recipient of the Information an agreement containing confidentiality terms the same as, or substantially similar to, those placed on the Authority under this Condition.
- h. Before sharing any Information in accordance with clause 13.f, the Authority may redact the Information. Any decision to redact Information made by the Authority shall be final.
- i. The Authority shall not be in breach of the Contract where disclosure of Information is made solely and to the extent necessary to comply with the Freedom of Information Act 2000 (the "Act") or the Environmental Information Regulations 2004 (the "Regulations"). To the extent permitted by the time for compliance under the Act or the Regulations, the Authority shall consult the Contractor where the Authority is considering the disclosure of Information under the Act or the Regulations and, in any event, shall provide prior notification to the Contractor of any decision to disclose the Information. The Contractor acknowledges and accepts that their representations on disclosure during consultation may not be determinative and that the decision whether to disclose Information in order to comply with the Act or the Regulations is a matter in which the Authority shall exercise its own discretion, subject always to the provisions of the Act or the Regulations.
- j. Nothing in this Condition shall affect the Parties' obligations of confidentiality where Information is disclosed orally in confidence.

#### **14. Publicity and Communications with the Media**

The Contractor shall not and shall ensure that any employee or Subcontractor shall not communicate with representatives of the press, television, radio or other media on any matter concerning the Contract unless the Authority has given its prior written consent.

#### **15. Change of Control of Contractor**

- a. The Contractor shall notify the Representative of the Authority at the address given in clause 15.b, as soon as practicable, in writing of any intended, planned or actual change in control of the Contractor, including any Subcontractors. The Contractor shall not be required to submit any notice which is unlawful or is in breach of either any pre-existing non-disclosure agreement or any regulations governing the conduct of the Contractor in the UK or other jurisdictions where the Contractor may be subject to legal sanction arising from issuing such a notice.
- b. Each notice of change of control shall be taken to apply to all contracts with the Authority. Notices shall be submitted to:
- Mergers & Acquisitions Section  
Strategic Supplier Management Team  
Spruce 3b # 1301  
MOD Abbey Wood,  
Bristol, BS34 8JH  
and emailed to: [DefComrcISSM-MergersandAcq@mod.gov.uk](mailto:DefComrcISSM-MergersandAcq@mod.gov.uk)



- c. The Representative of the Authority shall consider the notice of change of control and advise the Contractor in writing of any concerns the Authority may have. Such concerns may include but are not limited to potential threats to national security, the ability of the Authority to comply with its statutory obligations or matters covered by the declarations made by the Contractor prior to contract award.
- d. The Authority may terminate the Contract by giving written notice to the Contractor within six months of the Authority being notified in accordance with clause 15.a. The Authority shall act reasonably in exercising its right of termination under this Condition.
- e. If the Authority exercises its right to terminate in accordance with clause 15.d the Contractor shall be entitled to request the Authority to consider making a payment representing any commitments, liabilities or expenditure incurred by the Contractor in connection with the Contract up to the point of termination. Such commitments, liabilities or expenditure shall be reasonably and properly chargeable by the Contractor, and shall otherwise represent an unavoidable loss by the Contractor by reason of the termination of the Contract. Any payment under this clause 15.e must be fully supported by documentary evidence. The decision whether to make such a payment shall be at the Authority's sole discretion.
- f. Notification by the Contractor of any intended, planned or actual change of control shall not prejudice the existing rights of the Authority or the Contractor under the Contract nor create or imply any rights of either the Contractor or the Authority additional to the Authority's rights set out in this Condition.

#### **16. Environmental Requirements**

The Contractor shall in all their operations to perform the Contract, adopt a sound proactive environmental approach that identifies, considers, and where possible, mitigates the environmental impacts of their supply chain. The Contractor shall provide evidence of so doing to the Authority on demand.

#### **17. Contractor's Records**

- a. The Contractor and their Subcontractors shall maintain all records specified in and connected with the Contract (expressly or otherwise) and make them available to the Authority when requested on reasonable notice.
- b. The Contractor and their Subcontractors shall also permit access to relevant records that relate to the contractual obligations to supply goods or services under the Contract, held by or controlled by them and reasonably required by the Comptroller and Auditor General, their staff and any appointed representative of the National Audit Office, and provide such explanations and information as reasonably necessary for the following purposes:
- (1) to enable the National Audit Office to carry out the Authority's statutory audits and to examine and/or certify the Authority's annual and interim report and accounts; and
  - (2) to enable the National Audit Office to carry out an examination pursuant to Part II of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources.
- c. With regard to the records made available to the Authority under clause 17.a of this Condition, and subject to the provisions of Condition 13 (Disclosure of Information), the Contractor shall permit records to be examined and if necessary copied, by the Authority, or Representative of the Authority, as the Authority may require.
- d. Unless the Contract specifies otherwise the records referred to in this Condition shall be retained for a period of at least 6 years from:
- (1) the end of the Contract term;
  - (2) the termination of the Contract; or
  - (3) the final payment,
- whichever occurs latest.

#### **18. Notices**

- a. A Notice served under the Contract shall be:
- (1) in writing in the English language;
  - (2) authenticated by signature or such other method as may be agreed between the Parties;
  - (3) sent for the attention of the other Party's Representative, and to the address set out in Schedule 3 (Contract Data Sheet);
  - (4) marked with the number of the Contract; and
  - (5) delivered by hand, prepaid post (or airmail), facsimile transmission or, if agreed in Schedule 3 (Contract Data Sheet), by electronic mail.
- b. Notices shall be deemed to have been received:
- (1) if delivered by hand, on the day of delivery if it is the recipient's Business Day and otherwise on the first Business Day of the recipient immediately following the day of delivery;
  - (2) if sent by prepaid post, on the fourth Business Day (or the tenth Business Day in the case of airmail) after the day of posting;
  - (3) if sent by facsimile or electronic means:
    - (a) if transmitted between 09:00 and 17:00 hours on a Business Day (recipient's time) on completion of receipt by the sender of verification of the transmission from the receiving instrument; or

(b) if transmitted at any other time, at 09:00 on the first Business Day (recipient's time) following the completion of receipt by the sender of verification of transmission from the receiving instrument.

#### **19. Progress Monitoring, Meetings and Reports**

- a. The Contractor shall attend progress meetings at the frequency or times (if any) specified in Schedule 3 (Contract Data Sheet) and shall ensure that their Contractor's representatives are suitably qualified to attend such meetings.
- b. The Contractor shall submit progress reports to the Authority's Representatives at the times and in the format (if any) specified in Schedule 3 (Contract Data Sheet). The reports shall detail as a minimum:
  - (1) performance/Delivery of the Contractor Deliverables;
  - (2) risks and opportunities;
  - (3) any other information specified in Schedule 3 (Contract Data Sheet); and
  - (4) any other information reasonably requested by the Authority.

#### **Supply of Contractor Deliverables**

##### **20. Supply of Contractor Deliverables and Quality Assurance**

- a. The Contractor shall provide the Contractor Deliverables to the Authority, in accordance with the Schedule of Requirements and the Specification, and shall allocate sufficient resource to the provision of the Contractor Deliverables to enable it to comply with this obligation.
- b. The Contractor shall:
  - (1) comply with any applicable quality assurance requirements specified in Schedule 3 (Contract Data Sheet) in providing the Contractor Deliverables; and
  - (2) discharge their obligations under the Contract with all due skill, care, diligence and operating practice by appropriately experienced, qualified and trained personnel.
- c. The provisions of clause 20.b. shall survive any performance, acceptance or payment pursuant to the Contract and shall extend to any remedial services provided by the Contractor.
- d. The Contractor shall:
  - (1) observe, and ensure that the Contractor's Team observe, all health and safety rules and regulations and any other security requirements that apply at any of the Authority's premises;
  - (2) notify the Authority as soon as they become aware of any health and safety hazards or issues which arise in relation to the Contractor Deliverables; and
  - (3) before the date on which the Contractor Deliverables are to start, obtain, and at all times maintain, all necessary licences and consents in relation to the Contractor Deliverables.

##### **21. Marking of Contractor Deliverables**

- a. Each Contractor Deliverable shall be marked in accordance with the requirements specified in Schedule 3 (Contract Data Sheet), if no such requirement is specified, the Contractor shall mark each Contractor Deliverable clearly and indelibly in accordance with the requirements of the relevant DEF-STAN 05-132 as specified in the contract or specification. In the absence of such requirements, the Contractor Deliverables shall be marked with the MOD stock reference, NATO Stock Number (NSN) or alternative reference number specified in Schedule 2 (Schedule of Requirements).
- b. Any marking method used shall not have a detrimental effect on the strength, serviceability or corrosion resistance of the Contractor Deliverables.
- c. The marking shall include any serial numbers allocated to the Contractor Deliverable.
- d. Where because of its size or nature it is not possible to mark a Contractor Deliverable with the required particulars, the required information should be included on the package or carton in which the Contractor Deliverable is packed, in accordance with Condition 22 (Packaging and Labelling (excluding Contractor Deliverables containing Munitions)).

##### **22. Packaging and Labelling (excluding Contractor Deliverables containing Munitions)**

- a. Packaging responsibilities are as follows:
  - (1) The Contractor shall be responsible for providing Packaging which fully complies with the requirements of the Contract.
  - (2) The Authority shall indicate in the Contract the standard or level of Packaging required for each Contractor Deliverable, including the PPQ. If a standard or level of Packaging (including the PPQ) is not indicated in the Contract, the Contractor shall request such instructions from the Authority before proceeding further.
  - (3) The Contractor shall ensure all relevant information necessary for the effective performance of the Contract is made available to all Subcontractors.
  - (4) Where the Contractor or any of their Subcontractors have concerns relating to the appropriateness of the Packaging design and or MPL prior to manufacture or supply of the Contractor Deliverables they shall use DEFFORM 129B to feedback these concerns to the Contractor or Authority, as appropriate.
- b. The Contractor shall supply Commercial Packaging meeting the standards and requirements of Def Stan 81 -041 (Part 1). In addition, the following requirements apply:

- (1) The Contractor shall provide Packaging which:
  - (a) will ensure that each Contractor Deliverable may be transported and delivered to the consignee named in the Contract in an undamaged and serviceable condition; and
  - (b) is labelled to enable the contents to be identified without need to breach the package; and
  - (c) is compliant with statutory requirements and this Condition.
- (2) The Packaging used by the Contractor to supply identical or similar Contractor Deliverables to commercial customers or to the general public (i.e. point of sale packaging) will be acceptable, provided that it complies with the following criteria:
  - (a) reference in the Contract to a PPQ means the quantity of a Contractor Deliverable to be contained in an individual package, which has been selected as being the most suitable for issue(s) to the ultimate user;
  - (b) Robust Contractor Deliverables, which by their nature require minimal or no packaging for commercial deliveries, shall be regarded as "PPQ packages" and shall be marked in accordance with clauses 22.i to 22.l. References to "PPQ packages" in subsequent text shall be taken to include Robust Contractor Deliverables; and
  - (c) for ease of handling, transportation and delivery, packages which contain identical Contractor Deliverables may be bulked and overpacked, in accordance with clauses 22.i to 22.k.
- c. The Contractor shall ascertain whether the Contractor Deliverables being supplied are, or contain, Dangerous Goods, and shall supply the Dangerous Goods in accordance with:
  - (1) The Health and Safety At Work Act 1974 (as amended);
  - (2) The Classification Hazard Information and Packaging for Supply Regulations (CH IP4) 2009 (as amended);
  - (3) The REACH Regulations 2007 (as amended); and
  - (4) The Classification, Labelling and Packaging Regulations (CLP) 2009 (as amended).
- d. The Contractor shall package the Dangerous Goods as limited quantities, excepted quantities or similar derogations, for U K or worldwide shipment by all modes of transport in accordance with the regulations relating to the Dangerous Goods and:
  - (1) The Safety Of Lives At Sea Regulations (SOLAS) 1974 (as amended); and
  - (2) The Air Navigation (Amendment) Order 2019.
- e. As soon as possible, and in any event no later than one month before delivery is due, the Contractor shall provide a Safety Data Sheet in respect of each Dangerous Good in accordance with the REACH Regulations 2007 (as amended) and the Health and Safety At Work Act 1974 (as amended) and in accordance with Condition 23 (Supply of Hazardous Materials or Substances in Contractor Deliverables).
- f. The Contractor shall comply with the requirements for the design of MLP which include clauses 22.f and 22.g as follows:
  - (1) Where there is a requirement to design UK or NATO MLP, the work shall be undertaken by an MPAS registered organisation, or one that although non-registered is able to demonstrate to the Authority that their quality systems and military package design expertise are of an equivalent standard.
    - (a) The MPAS certification (for individual designers) and registration (for organisations) scheme details are available from:  
DES LSOC  
SpSvcs--  
SptEng-Pkg1  
MOD Abbey Wood  
Bristol, BS34 8JH  
Tel. +44(0)30679-35353  
[DESLSOC-SpSvcs-SptEng-Pkg1@mod.gov.uk](mailto:DESLSOC-SpSvcs-SptEng-Pkg1@mod.gov.uk)
    - ( ) The MPAS Documentation is also available on the DStan website.
  - (2) MLP shall be designed to comply with the relevant requirements of Def Stan 81-041, and be capable of meeting the appropriate test requirements of Def Stan 81-041 (Part 3). Packaging designs shall be prepared on a SPIS, in accordance with Def Stan 81-041 (Part 4).
  - (3) The Contractor shall ensure a search of the SPIS index (the 'SPIN') is carried out to establish the SPIS status of each requirement (using DEFFORM 129a 'Application for Packaging Designs or their Status').
  - (4) New designs shall not be made where there is an existing usable SPIS, or one that may be easily modified.
  - (5) Where there is a usable SFS, it shall be used in place of a SPIS design unless otherwise stated by the Contract. When an SFS is used or replaces a SPIS design, the Contractor shall upload this information on to SPIN in Adobe PDF.
  - (6) All SPIS, new or modified (and associated documentation), shall, on completion, be uploaded by the Contractor on to SPIN. The format shall be Adobe PDF.
  - (7) Where it is necessary to use an existing SPIS design, the Contractor shall ensure the Packaging manufacturer is a registered organisation in accordance with clause 22.f(1) above, or if un-registered, is compliant with MPAS ANNEX A Supplement (Code) M. The Contractor shall ensure, as far as possible, that the SPIS is up to date.

- (8) The documents supplied under clause 22.f(6) shall be considered as a contract data requirement and be subject to the terms of DEFCON 15 and DEFCON 21.
- g. Unless otherwise stated in the Contract, one of the following procedures for the production of new or modified SPIS designs shall be applied:
- (1) If the Contractor or their Subcontractor is the PDA they shall:
    - (a) On receipt of instructions received from the Authority's representative nominated in Box 2 Annex A to Schedule 3 (Contract Data Sheet), prepare the required package design in accordance with clause 22.f.
    - (b) Where the Contractor or their Subcontractor is registered, they shall, on completion of any design work, provide the Authority with the following documents electronically:
      - i. a list of all SPIS which have been prepared or revised against the Contract; and
      - . a copy of all new / revised SPIS, complete with all continuation sheets and associated drawings, where applicable, to be uploaded onto SPIN.
    - (c) Where the PDA is not a registered organisation, then they shall obtain approval for their design from a registered organisation before proceeding, then follow clause 22.g(1)(b).
  - (2) Where the Contractor or their Subcontractor is not the PDA and is un-registered, they shall not produce, modify, or update SPIS designs. They shall obtain current SPIS design(s) from the Authority or a registered organisation before proceeding with manufacture of Packaging. To allow designs to be provided in ample time, they should apply for SPIS designs as soon as practicable.
  - (3) Where the Contractor or their Subcontractor is un-registered and has been given authority to produce, modify, and update SPIS designs by the Contract, they shall obtain approval for their design from a registered organisation using DEFFORM 129a before proceeding, then follow clause 22.g(1)(b).
  - (4) Where the Contractor or their Subcontractor is not a PDA but is registered, they shall follow clauses 22.g(1)(a) and 22.g(1)(b).
- h. If special jigs, tooling etc., are required for the production of MLP, the Contractor shall obtain written approval from the Commercial Officer before providing them. Any approval given will be subject to the terms of DEFCON 23 (SC2) or equivalent condition, as appropriate.
- i. In addition to any marking required by international or national legislation or regulations, the following package labelling and marking requirements apply:
- (1) If the Contract specifies UK or NATO MPL, labelling and marking of the packages shall be in accordance with Def Stan 81-041 (Part 6) and this Condition as follows:
    - (a) Labels giving the mass of the package, in kilograms, shall be placed such that they may be clearly seen when the items are stacked during storage.
    - (b) Each consignment package shall be marked with details as follows:
      - i. name and address of consignor;
      - ii. name and address of consignee (as stated in the Contract or order);
      - iii. destination where it differs from the consignee's address, normally either:
        - (i). delivery destination / address; or
        - (ii). transit destination, where delivery address is a point for aggregation / disaggregation and / or onward shipment elsewhere, e.g. railway station, where that mode of transport is used;
      - iv. the unique order identifiers and the CP&F Delivery Label / Form which shall be prepared in accordance with DEFFORM 129J.
        - (i). If aggregated packages are used, their consignment marking and identification requirements are stated at clause 22.I.
  - (2) If the Contract specifies Commercial Packaging, an external surface of each PPQ package and each consignment package, if it contains identical PPQ packages, shall be marked, using details of the Contractor Deliverables as shown in the Contract schedule, to state the following:
    - (a) description of the Contractor Deliverable;
    - (b) the full thirteen digit NATO Stock Number (NSN);
    - (c) the PPQ;
    - (d) maker's part / catalogue, serial and / or batch number, as appropriate;
    - (e) the Contract and order number when applicable;
    - (f) the words "Trade Package" in bold lettering, marked in BLUE in respect of trade packages, and BLACK in respect of export trade packages;
    - (g) shelf life of item where applicable;
    - (h) for rubber items or items containing rubber, the quarter and year of vulcanisation or manufacture of the rubber product or component (marked in accordance with Def Stan 81-041);
    - (i) any statutory hazard markings and any handling markings, including the mass of any package which exceeds 3kg gross; and
    - (j) any additional markings specified in the Contract.
- j. Bar code marking shall be applied to the external surface of each consignment package and to each PPQ package contained therein. The default symbology shall be as specified in Def Stan 81-041 (Part 6). As a minimum the following information shall be marked on packages:
- (1) the full 13-digit NSN;

- (2) denomination of quantity (D of Q);
  - (3) actual quantity (quantity in package);
  - (4) manufacturer's serial number and / or batch number, if one has been allocated; and
  - (5) the CP&F-generated unique order identifier.
- k. Requirements for positioning bar codes in relation to related text, as well as positioning on package etc., are defined in Def Stan 81-041 (Part 6). If size of the bar code does not allow a label to be directly attached, then a tag may be used. Any difficulties over size or positioning of barcode markings shall initially be referred to the organisation nominated in Box 3 of Annex A to Schedule 3 (Contract Data Sheet).
- l. The requirements for the consignment of aggregated packages are as follows:
- (1) With the exception of packages containing Dangerous Goods, over-packing for delivery to the consignee shown in the Contract may be used by the consignor to aggregate a number of packages to different Packaging levels, provided that the package contains Contractor Deliverables of only one NSN or class group. Over-packing shall be in the cheapest commercial form consistent with ease of handling and protection of over-packed items.
  - (2) Two adjacent sides of the outer container shall be clearly marked to show the following:
    - (a) class group number;
    - (b) name and address of consignor;
    - (c) name and address of consignee (as stated on the Contract or order);
    - (d) destination if it differs from the consignee's address, normally either:
      - i. delivery destination / address; or
      - ii. transit destination, if the delivery address is a point of aggregation / disaggregation and / or onward shipment e.g. railway station, where that mode of transport is used;
    - (e) where applicable, the reference number of the delivery note produced by CP&F relating to the contents. The consignee's copy of each delivery note shall be placed in the case / container. If the Contractor Deliverables listed in the delivery note are packed in several cases, the consignee's copy shall be placed in the first case and a separate list detailing the contents shall be prepared for each case after the first and placed in the case to which it relates. Each case is to be numbered to indicate both the number of the case and the total number of cases concerned e.g. 1/3, 2/3, 3/3;
    - (f) the CP&F-generated shipping label; and
    - (g) any statutory hazard markings and any handling markings.
- m. Authorisation of the Contractor to undertake Packaging design, or to use a packaging design, that was not part of the original requirement under the Contract, shall be considered as an alteration to the specification in accordance with Condition 6 (Formal Amendments to the Contract).
- n. The Contractor shall ensure that timber and wood-containing products supplied under the Contract comply with the provisions of Condition 24 (Timber and Wood-Derived Products) and Annex I and Annex II of the International Standards for Phytosanitary Measures, "Guidelines for Regulating Wood Packaging Material in International Trade", Publication No 15 (ISPM 15).
- o. All Packaging shall meet the requirements of the Packaging (Essential Requirements) Regulations 2003 (as amended) where applicable.
- p. In any design work the Contractor shall comply with the Producer Responsibility Obligations (Packaging Waste) Regulations 2007 (as amended) or equivalent legislation. Evidence of compliance shall be a contractor record in accordance with Condition 17 (Contractor's Records).
- q. This Condition is concerned with the supply of Packaging suitable to protect and ease handling, transport and storage of specified items. Where there is a failure of suitable Packaging (a design failure), or Packaging fails and this is attributed to the Packaging supplier, then the supplier shall be liable for the cost of replacing the Packaging.
- r. Liability for other losses resulting from Packaging failure or resulting from damage to Packaging, (such as damage to the packaged item etc.), shall be specified elsewhere in the Contract.
- s. General requirements for service Packaging, including details of UK and NATO MLP and Commercial Packaging descriptions, are contained in Def Stan 81-041 (Part 1) "Packaging of Defence Materiel". Def Stans, NATO Standardisation Agreements (STANAGs), and further information are available from the DStan internet site at: <https://www.dstan.mod.uk/>
- t. Unless specifically stated otherwise in the invitation to tender or the Contract, reference to any standard including Def Stans or STANAGs in any invitation to tender or Contract document means the edition and all amendments extant at the date of such tender or Contract.
- u. In the event of conflict between the Contract and Def Stan 81-041, the Contract shall take precedence.
- 23. Supply of Data for Hazardous Substances, Mixtures and Articles in Contractor Deliverables**
- a. Nothing in this Condition shall reduce or limit any statutory duty or legal obligation of the Authority or the Contractor
  - b. The Contractor shall provide to the Authority:
    - (1) for each Substance, Mixture or Article supplied in meeting the criteria of classification as hazardous in accordance with the GB Classification, Labelling and Packaging (GB CLP) a UK REACH Article 31 compliant Safety Data Sheet (SDS);
    - (2) where Mixtures supplied do not meet the criteria for classification as hazardous according to GB CLP but

- contain a hazardous Substance an SDS is to be made available on request in accordance with UK REACH Article 31(3); and
- (3) for each Article whether supplied on its own or part of an assembly that contains a Substance on the UK REACH Authorisation List, Restriction List and/or the Candidate List of Substances of Very High Concern (SVHC) in a proportion greater than 0.1% w/w of the Article, sufficient information, available to the Contractor, to allow safe use of the Article including, as a minimum, the name of that Substance at the time of supply in accordance with UK REACH Article 33
- c. For Substances, Mixtures or Articles that meet the criteria list in clause 23.b above:
- (1) if the Contractor becomes aware of new information which may affect the risk management measures or new information on the hazard, the Contractor shall update the SDS/safety information and forward it to the Authority and to the address listed in clause 23.i below; and
- (2) if the Authority becomes aware of new information that might call into question the appropriateness of the risk management measures identified in the safety information supplied, shall report this information in writing to the Contractor.
- d. The Contractor shall provide to the Authority a completed Schedule 6 (Hazardous Substances, Mixtures and Articles in Contractor Deliverables Supplied under the Contract: Data Requirements) in accordance with Schedule 3 (Contract Data Sheet).
- e. If the Substances, Mixtures or Articles in Contractor Deliverables are Ordnance, Munitions or Explosives (OME), in addition to the requirements of the GB CLP and UK REACH the Contractor shall comply with hazard reporting requirements of DEF STAN 07-085 Design Requirements for Weapons and Associated Systems.
- f. If the Substances, Mixtures or Articles in Contractor Deliverables, are or contain or embody a radioactive substance as defined in the Ionising Radiation Regulations SI 2017/1075, the Contractor shall additionally provide details in Schedule 6 of:
- (1) activity; and
- (2) the substance and form (including any isotope).
- g. If the Substances, Mixtures or Articles in Contractor Deliverables have magnetic properties which emit a magnetic field, the Contractor shall additionally provide details in Schedule 6 of the magnetic flux density at a defined distance, for the condition in which it is packed.
- h. Any SDS to be provided in accordance with this Condition, including any related information to be supplied in compliance with the Contractor's statutory duties under clause 23.b.(1) and 23.c.(1), any information arising from the provisions of clauses 23.f and 23.g and the completed Schedule 6, shall be sent directly to the Authority's Point of Contact as specified in the Schedule 3 as soon as practicable, and no later than one (1) month prior to the Contract delivery date, unless otherwise stated in Schedule 3 (Contract Data Sheet).
- i. So that the safety information can reach users without delay, the Authority shall send a copy preferably as an email with attachment(s) in Adobe PDF or MS WORD format, or, if only hardcopy is available, to the addresses below:
- (1) Hard copies to be sent to: Hazardous Stores Information System (HSIS) Spruce 2C, #1260, MOD Abbey Wood (South) Bristol BS34 8JH
- (2) Emails to be sent to: [DESEngSfty-QSEPSEP-HSISMulti@mod.gov.uk](mailto:DESEngSfty-QSEPSEP-HSISMulti@mod.gov.uk)
- j. SDS which are classified above OFFICIAL including Explosive Hazard Data Sheets (EHDS) for OME are not to be sent to HSIS and must be held by the respective Authority Delivery Team.
- k. Failure by the Contractor to comply with the requirements of this Condition shall be grounds for rejecting the affected Substances, Mixtures and Articles in Contractor Deliverables. Any withholding of information concerning hazardous Substances, Mixtures or Articles in Contractor Deliverables shall be regarded as a material breach of Contract under Condition 42 (Material Breach) for which the Authority reserves the right to require the Contractor to rectify the breach immediately at no additional cost to the Authority or to terminate the Contract in accordance with Condition 42.
- l. Where delivery is made to the Defence Fulfilment Centre (DFC) and / or other Team Leidos location / building, the Contractor must comply with the Logistic Commodities and Services Transformation (LCST) Supplier Manual.

#### **24. Timber and Wood-Derived Products**

- a. All Timber and Wood-Derived Products supplied by the Contractor under the Contract:
- (1) shall comply with the Contract Specification; and
- (2) must originate either:
- (a) from a Legal and Sustainable source; or
- (b) from a FLEGT-licensed or equivalent source.
- b. In addition to the requirements of clause 24.a, all Timber and Wood-Derived Products supplied by the Contractor under the Contract shall originate from a forest source where management of the forest has full regard for:
- (1) identification, documentation and respect of legal, customary and traditional tenure and use rights related to the forest;
- (2) mechanisms for resolving grievances and disputes including those relating to tenure and use rights, to forest management practices and to work conditions; and
- (3) safeguarding the basic labour rights and health and safety of forest workers.
- c. If requested by the Authority, the Contractor shall provide to the Authority Evidence that the Timber and Wood-Derived Products supplied to the Authority under the Contract comply with the requirements of clause 24.a or 24.b or both.



- d. The Authority reserves the right at any time during the execution of the Contract and for a period of five (5) years from final Delivery under the Contract to require the Contractor to produce the Evidence required for the Authority's inspection within fourteen (14) days of the Authority's request.
- e. If the Contractor has already provided the Authority with the Evidence required under clause 24.c, the Contractor may satisfy these requirements by giving details of the previous notification and confirming the Evidence remains valid and satisfies the provisions of clauses 24.a or 24.b or both.
- f. The Contractor shall maintain records of all Timber and Wood-Derived Products delivered to and accepted by the Authority, in accordance with Condition 17 (Contractor's Records).
- g. Notwithstanding clause 24.c, if exceptional circumstances render it strictly impractical for the Contractor to record Evidence of proof of timber origin for previously used Recycled Timber, the Contractor shall support the use of this Recycled Timber with:
- (1) a record tracing the Recycled Timber to its previous end use as a standalone object or as part of a structure; and
  - (2) an explanation of the circumstances that rendered it impractical to record Evidence of proof of timber origin.
- h. The Authority reserves the right to decide, except where in the Authority's opinion the timber supplied is incidental to the requirement and from a low risk source, whether the Evidence submitted to it demonstrates compliance with clause 24.a or 24.b, or both. In the event that the Authority is not satisfied, the Contractor shall commission and meet the costs of an Independent Verification and resulting report that will:
- (1) verify the forest source of the timber or wood; and
  - (2) assess whether the source meets the relevant criteria of clause 24.b.
- i. The statistical reporting requirement at clause 24.j applies to all Timber and Wood-Derived Products delivered under the Contract. The Authority reserves the right to amend the requirement for statistical reporting, in the event that the UK Government changes the requirement for reporting compliance with the Government Timber Procurement Policy. Amendments to the statistical reporting requirement will be made in accordance with Condition 6 (Formal Amendments to the Contract).
- j. The Contractor shall provide to the Authority, a completed Schedule 7 (Timber and Wood -Derived Products Supplied under the Contract: Data Requirements), the data or Information the Authority requires in respect of Timber and Wood -Derived Products delivered to the Authority under the Contract, or in respect of each order in the case of a Framework Agreement, or at such other frequency as stated in the Contract. The Contractor shall send all completed Schedule 7s (Timber and Wood -Derived Products Supplied under the Contract: Data Requirements), including nil returns where appropriate, to the Authority's Representative (Commercial).
- k. The Schedule 7 (Timber and Wood-Derived Products Supplied under the Contract: Data Requirements) may be amended by the Authority from time to time, in accordance with Condition 6 (Formal Amendments to the Contract).
- l. The Contractor shall obtain any wood, other than processed wood, used in Packaging from:
- (1) companies that have a full registered status under the Forestry Commission and Timber Packaging and Pallet Confederation's UK Wood Packaging Material Marking Programme (more detailed information can be accessed at [www.forestry.gov.uk](http://www.forestry.gov.uk)) and all such wood shall be treated for the elimination of raw wood pests and marked in accordance with that Programme; or
  - (2) sources supplying wood treated and marked so as to conform to Annex I and Annex II of the International Standard for Phytosanitary Measures, "Guidelines for Regulating Wood Packaging Material in International Trade", Publication No 15 published by the Food and Agricultural Organisation of the United Nations (ISPM15) (more detailed information can be accessed at [www.fao.org](http://www.fao.org)).

## 25. Certificate of Conformity

- a. Where required in Schedule 3 (Contract Data Sheet) the Contractor shall provide a Certificate of Conformity (CofC) in accordance with Schedule 2 (Schedule of Requirements) and any applicable Quality Plan. One copy of the CofC shall be sent to the Authority's Representative (Commercial) upon Delivery, and one copy shall be provided to the Consignee upon Delivery.
- b. Each CofC should include the wording "Certificate of Conformity" in the title of the document to allow for easy identification. One CofC is to be used per NSN/part number; a CofC must not cover multiple line items.
- c. The Contractor shall consider the CofC to be a record in accordance with Condition 17 (Contractor's Records).
- d. The Information provided on the CofC shall include:
- (1) Contractor's name and address;
  - (2) Contractor unique CofC number;
  - (3) Contract number and where applicable Contract amendment number;
  - (4) details of any approved concessions;
  - (5) acquirer name and organisation;
  - (6) Delivery address;
  - (7) Contract Item Number from Schedule 2 (Schedule of Requirements);
  - (8) description of Contractor Deliverable, including part number, specification and configuration status;
  - (9) NATO Stock Number (NSN) (where allocated);
  - (10) identification marks, batch and serial numbers in accordance with the Specification;
  - (11) quantities;

- (12) a signed and dated statement by the Contractor that the Contractor Deliverables comply with the requirements of the Contract and approved concessions.

Exceptions or additions to the above are to be documented.

- e. Where Schedule 2 (Schedule of Requirements) and any applicable Quality Plan require demonstration of traceability and design provenance through the supply chain the Contractor shall include in any relevant subcontract the requirement for the Information called for at clause 25.d. The Contractor shall ensure that this Information is available to the Authority through the supply chain upon request in accordance with Condition 17 (Contractor Records).

## **26. Access to Contractor's Premises**

- a. The Contractor shall provide to the Authority's Representatives following reasonable Notice, relevant accommodation/facilities, at no direct cost to the Authority, and all reasonable access to their premises for the purpose of monitoring the Contractor's progress and quality standards in performing the Contract.
- b. As far as reasonably practical, the Contractor shall ensure that the provisions of clause 26.a are included in their subcontracts with those suppliers identified in the Contract. The Authority, through the Contractor, shall arrange access to such Subcontractors.

## **27. Delivery / Collection**

- a. Schedule 3 (Contract Data Sheet) shall specify whether the Contractor Deliverables are to be Delivered to the Consignee by the Contractor or Collected from the Consignor by the Authority.
- b. Where the Contractor Deliverables are to be Delivered by the Contractor (or a third party acting on behalf of the Contractor), the Contractor shall, unless otherwise stated in writing:
- (1) contact the Authority's Representative as detailed in Schedule 3 (Contract Data Sheet) in advance of the Delivery Date in order to agree administrative arrangements for Delivery and provide any Information pertinent to Delivery requested;
  - (2) comply with any special instructions for arranging Delivery in Schedule 3 (Contract Data Sheet);
  - (3) ensure that each consignment of the Contractor Deliverables is accompanied by, (as specified in Schedule 3 (Contract Data Sheet)), a DEFFORM 129J in accordance with the instructions;
  - (4) be responsible for all costs of Delivery; and
  - (5) Deliver the Contractor Deliverables to the Consignee at the address stated in Schedule 2 (Schedule of Requirements) by the Delivery Date between the hours agreed by the Parties.
- c. Where the Contractor Deliverables are to be Collected by the Authority (or a third party acting on behalf of the Authority), the Contractor shall, unless otherwise stated in writing:
- (1) contact the Authority's Representative (Transport) as detailed in box 10 of Annex A to Schedule 3 (Contract Data Sheet) in advance of the Delivery Date in order to agree specific arrangements for Collection and provide any Information pertinent to the Collection requested;
  - (2) comply with any special instructions for arranging Collection in Schedule 3 (Contract Data Sheet);
  - (3) ensure that each consignment of the Contractor Deliverables is accompanied by, (as specified in Schedule 3 (Contract Data Sheet)), a DEFFORM 129J in accordance with the instructions;
  - (4) ensure that the Contractor Deliverables are available for Collection by the Authority from the Consignor (as specified in Schedule 3 (Contract Data Sheet)) by the Delivery Date between the hours agreed by the Parties; and
  - (5) in the case of Overseas consignments, ensure that the Contractor Deliverables are accompanied by the necessary transit documentation. All Customs clearance shall be the responsibility of the Authority's Representative (Transport).
- d. Title and risk in the Contractor Deliverables shall only pass from the Contractor to the Authority:
- (1) on the Delivery of the Contractor Deliverables by the Contractor to the Consignee in accordance with clause 27.b; or
  - (2) on the Collection of the Contractor Deliverables from the Consignor by the Authority once they have been made available for Collection by the Contractor in accordance with clause 27.c.

## **28. Acceptance**

- a. Acceptance of the Contractor Deliverables shall occur in accordance with any acceptance procedure specified in Schedule 8 (Acceptance Procedure). If no acceptance procedure is so specified acceptance shall occur when either:
- (1) the Authority does any act in relation to the Contractor Deliverable which is inconsistent with the Contractor's ownership; or
  - (2) the time limit in which to reject the Contractor Deliverables defined in clause 29.29.b has elapsed.

## **29. Rejection and Counterfeit Material**

### **Rejection:**

- a. If any of the Contractor Deliverables Delivered to the Authority do not conform to the Specification or any



other terms of the Contract, then (without limiting any other right or remedy that the Authority may have) the Authority may reject the Contractor Deliverables (in whole or in part). The Authority shall return these Contractor Deliverables to the Contractor at the Contractor's risk and cost.

b. Rejection of any of the Contractor Deliverables under clause 29.a shall take place by the time limit for rejection specified in Schedule 3 (Contract Data Sheet), or if no such period is specified, the Contractor Deliverables shall be deemed to be accepted within a reasonable period of time.

**Counterfeit Materiel:**

c. Where the Authority suspects that any Contractor Deliverable or consignment of Contractor Deliverables contains Counterfeit Materiel, it shall:

- (1) notify the Contractor of its suspicion and reasons therefore;
- (2) where reasonably possible, and if requested by the Contractor within 10 Business Days of such notification, (at the Contractor's own risk and expense and subject to any reasonable controls specified by the Authority) afford the Contractor the facility to (i) inspect the Contractor Deliverable or consignment and/or (ii) obtain a sample thereof for validation or testing purposes.
- (3) give the Contractor a further 20 Business Days or such other reasonable period agreed by the Authority, from the date of the inspection at 29.c.(2).(i) or the provision of a sample at 29.c.(2).(ii), to comment on whether the Contractor Deliverable or consignment meets the definition of Counterfeit Materiel; and
- (4) determine, on the balance of probabilities and strictly on the evidence available to it at the time, whether the Contractor Deliverable or consignment meets the definition of Counterfeit Materiel

Where the Authority has determined that the Contractor Deliverable, part or consignment of Contractor Deliverables contain

Counterfeit Material then it may reject the Contractor Deliverable, part or consignment under 29.a and 29.b (Rejection).

d. In addition to its rights under 29.a and 29.b (Rejection), where the Authority reasonably believes that any Contractor Deliverable or consignment of Contractor Deliverables contains Counterfeit Materiel, it shall be entitled to:

- (1) retain any Counterfeit Materiel; and/or
- (2) retain the whole or any part of such Contractor Deliverable or consignment where it is not possible to separate the Counterfeit Materiel from the rest of the Contractor Deliverable, or consignment; and such retention shall not constitute acceptance under Condition 28 (Acceptance).

e. Where the Authority intends to exercise its rights under clause 29.d, it shall where reasonable permit the Contractor, within a period specified by the Authority, to arrange at their own risk and expense and subject to any reasonable controls specified by the Authority, for:

- (1) the separation of Counterfeit Materiel from any Contractor Deliverable or part of a Contractor Deliverable; and/or
- (2) the removal of any Contractor Deliverable or part of a Contractor Deliverable that the Authority is satisfied does not contain Counterfeit Materiel.

f. In respect of any Contractor Deliverable, consignment or part thereof that is retained in accordance with clause 29.d, including where the Authority permits the Contractor to remove non-Counterfeit Materiel under clause 29.e but the Contractor fails to do so within the period specified by the Authority and subject to clause 29.j, the Authority shall be entitled to exercise any, all, or any combination of, the following rights:

- (1) to dispose of it responsibly, and in a manner that does not permit its reintroduction into the supply chain or market;
- (2) to pass it to a relevant investigatory or regulatory authority;
- (3) to retain conduct or have conducted further testing including destructive testing, for further

investigatory, regulatory or risk management purposes. Results from any such tests shall be shared with the Contractor; and/or

- (4) to recover the reasonable costs of testing, storage, access, and/or disposal of it from the

Contractor. Exercise of the rights granted at clauses 29.f.(1) to 29.f.(3) shall not constitute acceptance under Condition 28 (Acceptance).

g. Any scrap or other disposal payment received by the Authority shall be off set against any amount due to the Authority under clause 29.f.(4). If the value of the scrap or other disposal payment exceeds the amount due to the Authority under clause 29.f.(4) then the balance shall accrue to the Contractor.

h. The Authority shall not use a retained Contractor Deliverable or consignment other than as permitted in clauses 29.c – 29.j.

i. The Authority may without restriction report a discovery of Counterfeit Materiel and disclose information necessary for the identification of similar materiel and its possible sources.

j. The Contractor shall not be entitled to any payment or compensation from the Authority as a result of the Authority exercising the rights set out in clauses 29.c – 29.j except where it has been determined in accordance with Condition 39 (Dispute Resolution) that the Authority has made an incorrect determination in accordance with clause 20.c.(4). In such circumstances the Authority shall reimburse the Contractors reasonable costs of complying with clause 29.c.

### 30. Diversion Orders

- a. The Authority shall notify the Contractor at the earliest practicable opportunity if it becomes aware that a Contractor Deliverable is likely to be subject to a Diversion Order.
- b. The Authority may issue a Diversion Order for the urgent delivery of the Contractor Deliverables identified in it. These Contractor Deliverables are to be delivered by the Contractor using the quickest means available as agreed by the Authority.
- c. The Authority reserves the right to cancel the Diversion Order.
- d. If the terms of the Diversion Order are unclear, the Contractor shall immediately contact the Representative of the Authority who issued it for clarification and/or further instruction.
- e. If the Diversion Order increases the quantity of Contractor Deliverables beyond the scope of the Contract, it is to be returned immediately to the Authority's Commercial Officer with an appropriate explanation.
- f. The Contractor shall be entitled to reasonable additional delivery and packaging costs incurred in complying with the Diversion Order or cancellation. Claims are to be submitted by the Contractor to the Authority's Commercial Officer together with applicable receipts and agreed as an amendment to the Contract in accordance with Condition 6 (Formal Amendments to the Contract). The Contractor shall comply with the requirements of the Diversion Order upon receipt of the Diversion Order.

### **31. Self-to-Self Delivery**

Where it is stated in Schedule 3 (Contract Data Sheet) that any Contractor Deliverable is to be Delivered by the Contractor to their own premises, or to those of a Subcontractor ('self-to-self delivery'), the risk in such a Contractor Deliverable shall remain vested in the Contractor until such time as it is handed over to the Authority.

## **Licences and Intellectual Property**

### **32. Import and Export Licences**

- a. If, in the performance of the Contract, the Contractor needs to import into the UK or export out of the UK anything not supplied by or on behalf of the Authority and for which a UK import or export licence is required, the responsibility for applying for the licence shall rest with the Contractor. The Authority shall provide the Contractor with sufficient information, certification, documentation and other reasonable assistance in obtaining any necessary UK import or export licence.
- b. When an export licence or import licence or authorisation either singularly or in combination is required from a foreign government for the performance of the Contract, the Contractor shall as soon as reasonably practicable consult with the Authority on the licence requirements. Where the Contractor is the applicant for the licence or authorisation the Contractor shall:
  - (1) ensure that when end use or end user restrictions, or both, apply to all or part of any Contractor Deliverable (which for the purposes of this Condition shall also include information, technical data and software), the Contractor, unless otherwise agreed with the Authority, shall identify in the application:
    - (a) the end user as: Her Britannic Majesty's Government of the United Kingdom of Great Britain and Northern Ireland (hereinafter "HM Government"); and
    - (b) the end use as: For the Purposes of HM Government; and
  - (2) include in the submission for the licence or authorisation a statement that "information on the status of processing this application may be shared with the Ministry of Defence of the United Kingdom".
- c. If the Contractor or any Subcontractor in the performance of the Contract needs to export materiel not previously supplied by or on behalf of the Authority for which an export licence or import licence or authorisation from a foreign government is required, the responsibility for instituting expeditious action to apply for and obtain the licence shall rest with the Contractor or that Subcontractor. For the purposes of this Condition materiel shall mean information, technical data and items, including Contractor Deliverables, components of Contractor Deliverables and software.
- d. Where the Contract performance requires the export of materiel for which a foreign export licence or import licence or authorisation is required, the Contractor shall include the dependencies for the export licence or import licence or authorisation application, grant and maintenance in the Contract risk register and in the risk management plan for the Contract, with appropriate review points. Where there is no requirement under the Contract for a risk management plan the Contractor shall submit this information to the Authority's representative.
- e. During the term of the Contract and for a period of up to 2 years from completion of the Contract, the Authority may make a written request to the Contractor to seek a variation to the conditions to a foreign export licence or import licence or authorisation to enable the Authority to re-export or re-transfer a licensed or authorised item or licensed or authorised information from the UK to a non-licensed or unauthorised third party. If the Authority makes such a request it will consult with the Contractor before making a determination of whether the Authority or the Contractor is best placed in all the circumstance to make the request. Where, subsequent to such consultation the Authority notifies the Contractor that the Contractor is best placed to make such request:
  - (1) the Contractor shall, or procure that the Contractor's Subcontractor shall, expeditiously consider whether or not there is any reason why it should object to making the request and, where it has no objection, file an application to seek a variation of the applicable export licence or import licence or authorisation in accordance with the procedures of the licensing authority. Where the Contractor has an objection, the Parties shall meet within five (5) working days to resolve the issue and should they fail the matter shall be escalated to an appropriate level within both Parties' organisations, to include their

respective export licensing subject matter experts; and

(2) the Authority shall provide sufficient information, certification, documentation and other reasonable assistance as may be necessary to support the application for the requested variation.

f. Where the Authority determines that it is best placed to make such request the Contractor shall provide sufficient information, certification, documentation and other reasonable assistance as may be necessary to support the Authority to make the application for the requested variation.

g. Where the Authority invokes clause 32.e or 32.f the Authority will pay the Contractor a fair and reasonable charge for this service based on the cost of providing it.

h. Where the Contractor subcontracts work under the Contract, which is likely to be subject to foreign export control, import control or both the Contractor shall use reasonable endeavours to incorporate in each subcontract equivalent obligations to those set out in this Condition. Where it is not possible to include equivalent terms to those set out in this Condition, the Contractor shall report that fact and the circumstances to the Authority.

i. Without prejudice to HM Government's position on the validity of any claim by a foreign government to extra-territoriality, the Authority shall provide the Contractor with sufficient information, certification, documentation and other reasonable assistance to facilitate the granting of export licences or import licences or authorisations by a foreign Government in respect of the performance of the Contract.

j. The Authority shall provide such assistance as the Contractor may reasonably require in obtaining any UK export licences necessary for the performance of the Contract.

k. The Contractor shall use reasonable endeavours to identify whether any Contractor Deliverable is subject to:

- (1) a non-UK export licence, authorisation or exemption; or
- (2) any other related transfer or export control,

that imposes or will impose end use, end user or re-transfer or re-export restrictions, or restrictions on disclosure to individuals based upon their nationality. This does not include the Intellectual Property-specific restrictions of the type referred to in Condition 33 (Third Party Intellectual Property – Rights and Restrictions).

l. If at any time during the term of the Contract the Contractor becomes aware that all or any part of the Contractor Deliverables are subject to clause 32.k(1) or 32.k(2), they shall notify the Authority of this as soon as reasonably practicable by providing details in the DEFFORM 528 or other mutually agreed alternative format. Such notification shall be no later than thirty (30) days of knowledge of any affected Contractor Deliverable and in any event such notification shall be not less than thirty (30) days prior to delivery of the Contractor Deliverables.

m. If the information to be provided under clause 32.l has been provided previously to the Authority by the Contractor under the Contract, the Contractor may satisfy these requirements by giving details of the previous notification and confirming they remain valid and satisfy the provisions of clause 32.l.

n. During the term of the Contract, the Contractor shall notify the Authority as soon as reasonably practicable of any changes in the information notified previously under clauses 32.l or 32.m of which they become or are aware that would affect the Authority's ability to use, disclose, re-transfer or re-export an item or part of it as is referred to in those clauses by issuing an updated DEFFORM 528 to the Authority.

o. For a period of up to 2 years from completion of the Contract and in response to a specific request by the Authority, the Contractor shall notify the Authority as soon as reasonably practicable of any changes in the information notified previously under clause 32.l or 32.m of which they become aware that would affect the Authority's ability to use, disclose, re-transfer or re-export an item or part of it as is referred to in those clauses by issuing an updated DEFFORM 528 to the Authority.

p. Where following receipt of materiel from a Subcontractor or any of their other suppliers restrictions are notified to the Contractor by that Subcontractor, supplier or other third party or are identified by the Contractor, the Contractor shall immediately inform the Authority by issuing an updated DEFFORM 528. Within [X] days of such notification, the Contractor shall propose to the Authority actions to mitigate the impact of such restrictions. Such proposals may include, where appropriate, mutually supported attempts to obtain removal or modification to the restrictions or to obtain appropriate authorisations from the relevant foreign government. The Authority shall notify the contractor within [X] days of receipt of a proposal whether it is acceptable and where appropriate the Contract shall be modified in accordance with its terms to implement the proposal.

q. If the restrictions prevent the Contractor from performing their obligations under the Contract and have not been removed, modified or otherwise satisfactorily managed within a reasonable time, the Authority may at its absolute discretion elect to amend the contract in accordance with Condition 6 or as otherwise may be provided by the Contract, or to terminate the Contract. Except as set out in clause 32.r, in the event of termination in these circumstances termination shall be on fair and reasonable terms having regard to all the circumstances including payments already made and that would otherwise be due under the Contract, costs incurred by the Contractor and benefits received by the Authority. The Parties, acting in good faith, will use all reasonable endeavours to agree such fair and reasonable terms failing which either Party may refer the matter to dispute resolution in accordance with the provisions in the Contract.

r. In the event that the restrictions notified to the Authority pursuant to clause 32.l were known or ought reasonably have been known by the Contractor (but were not disclosed) at contract award or if restrictions notified to the Authority pursuant to clauses 32.n or 32.p were known or ought reasonably to have been known by the Contractor at the date of submission of the most recent DEFFORM 528 submitted to the Authority in accordance with clause 32.l, termination under clause 32.t will be in accordance with Condition 42 (Material Breach) and the provisions of clause 32.v will not apply.

s. The Authority shall use reasonable endeavours to identify any export control restrictions applying to materiel to be provided to the Contractor as Government Furnished Assets (GFA). Where the Authority is to provide materiel necessary to enable the Contractor to perform the Contract or in respect of which the Services are to be provided, and that materiel is subject to a non-UK export licence, authorisation, exemption or other related transfer or export control as described in the provisions of clause 32.k, the Authority shall provide a completed DEFFORM 528 or will provide a new or updated DEFFORM 528 to the Contractor within thirty (30) days of the date of knowledge and in any case not later than thirty (30) days prior to the delivery of such materiel to the Contractor.

t. In the event that the Authority becomes aware that the DEFFORM 528 disclosure was incomplete or inaccurate or in the event additional such materiel is identified then the Authority shall provide, as soon as reasonably practicable a new or revised DEFFORM 528. In the event that the Authority becomes aware that a prior disclosure included in DEFFORM 528 submitted to the Contractor was incomplete or inaccurate less than thirty (30) days prior to the delivery to the Contractor of any materiel to which the updated or new disclosure relates, the Parties will meet as soon as reasonably practicable to discuss how to mitigate the impact of the incomplete or inaccurate disclosure.

u. Where:

(1) restrictions are advised by the Authority to the Contractor in a DEFFORM 528 provided pursuant to clauses 32.s or 32.t or both; or

(2) any of the information provided by the Authority in any DEFFORM 528 proves to be incorrect or inaccurate; the Authority and the Contractor shall act promptly to mitigate the impact of such restrictions or incorrect or inaccurate information. Such mitigation shall include, where appropriate, mutually supported attempts to obtain removal or modification to the restrictions or to obtain appropriate authorisations from the relevant foreign government. If the restrictions or incorrect or inaccurate information adversely affect the ability of the Contractor to perform their obligations under the Contract, the matter shall be handled under the terms of Condition 6 (Formal Amendments to the Contract) or as may otherwise be provided by the Contract as appropriate and if no alternative solution satisfies the essential terms of the Contract and the restrictions have not been removed, modified or otherwise satisfactorily managed within a reasonable time the Authority may terminate the Contract. Termination under these circumstances will be under the terms of Condition 41 (Termination for Convenience) and as referenced in the Contract.

v. Pending agreement of any amendment of the Contract as set out in clause 32.q or 32.u, provided the Contractor takes such steps as are reasonable to mitigate the impact, the Contractor shall be relieved from their obligations to perform those elements of the Contract directly affected by the restrictions or provision of incorrect or incomplete information.

### **33. Third Party Intellectual Property – Rights and Restrictions**

a. The Contractor and, where applicable any Subcontractor, shall promptly notify the Authority as soon as they become aware of:

- (1) any invention or design the subject of patent or registered Design Rights (or application thereof) owned by a third party which appears to be relevant to the performance of the Contract or to use by the Authority of anything required to be done or delivered under the Contract;
- (2) any restriction as to disclosure or use, or obligation to make payments in respect of any other intellectual property (including technical Information) required for the purposes of the Contract or subsequent use by the Authority of anything delivered under the Contract and, where appropriate, the notification shall include such Information as is required by Section 2 of the Defence Contracts Act 1958;
- (3) any allegation of infringement of intellectual property rights made against the Contractor and which pertains to the performance of the Contract or subsequent use by the Authority of anything required to be done or delivered under the Contract.

clause 33.a does not apply in respect of Contractor Deliverables normally available from the Contractor as a Commercial Off The Shelf (COTS) item or service.

b. If the Information required under clause 33.a has been notified previously, the Contractor may meet their obligations by giving details of the previous notification.

c. For COTS Contractor Deliverables patents and registered designs in the UK, in respect of any question arising (by way of an allegation made to the Authority or Contractor, or otherwise) that the manufacture or provision under the Contract of Contractor Deliverables normally available from the Contractor as a COTS item or service is an infringement of a UK patent or registered design not owned or controlled by the Contractor or the Authority, the Contractor shall, subject to the agreement of the third party owning such patent or registered design, be given exclusive conduct of any and all negotiations for the settlement of any claim or the conduct of any litigation arising out of such question. The Contractor shall indemnify the Authority, its officers, agents and employees against any liability and cost arising from such allegation. This Condition shall not apply if:

- (1) the Authority has made or makes an admission of any sort relevant to such question;
- (2) the Authority has entered or enters into any discussions on such question with any third party without the prior written agreement of the Contractor;
- (3) the Authority has entered or enters into negotiations in respect of any relevant claim for compensation in respect of Crown Use under Section 55 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949;
- (4) legal proceedings have been commenced against the Authority or the Contractor in respect of Crown Use, but only to the extent of such Crown Use that has been properly authorised.

- d. The indemnity in clause 33.c does not extend to use by the Authority of anything supplied under the Contract where that use was not reasonably foreseeable at the time of the Contract.
- e. In the event that the Authority has entered into negotiation in respect of a claim for compensation, or legal proceedings in respect of the Crown Use have commenced, the Authority shall forthwith authorise the Contractor for the purposes of performing the Contract (but not otherwise) to utilise a relevant invention or design in accordance with Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949 and to use any model, document or information relating to any such invention or design which may be required for that purpose.
- f. For all other Contractor Deliverables patents and registered designs in the UK, if a relevant invention or design has been notified to the Authority by the Contractor prior to the Effective Date of Contract, then unless it has been otherwise agreed, under the provisions of Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949, the Contractor is hereby authorised to utilise that invention or design, notwithstanding the fact that it is the subject of a UK Patent or UK Registered Design, for the purpose of performing the Contract.
- g. If, under clause 33.a, a relevant invention or design is notified to the Authority by the Contractor after the Effective Date of Contract, then:
- (1) if the owner (or its exclusive licensee) takes or threatens in writing to take any relevant action against the Contractor, the Authority shall issue to the Contractor a written authorisation in accordance with the provisions of Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949, and
  - (2) in any event, unless the Contractor and the Authority can agree an alternative course of action, the Authority shall not unreasonably delay the issue of a written authorisation in accordance with the provisions of Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949.
- h. The Authority shall assume all liability and shall indemnify the Contractor, their officers, agents and employees against liability, including the Contractor's costs, as a result of infringement by the Contractor or their suppliers of any patent, utility model, registered design or like protection outside the United Kingdom in the performance of the Contract when such infringement arises from or is incurred by reason of the Contractor following any specification, statement of work or instruction in the Contract or using, keeping or disposing of any item given by the Authority for the purpose of the Contract in accordance with the Contract.
- i. The Contractor shall assume all liability and shall indemnify the Authority, its officers, agents and employees against liability, including the Authority's costs, as a result of infringement by the Contractor or their suppliers of any patent, utility model, registered design or like protection outside the UK in the performance of the Contract when such infringement arises from or is incurred otherwise than by reason of the Contractor following any specification, statement of work or instruction in the Contract or using, keeping or disposing of any item given by the Authority for the purpose of the Contract in accordance with the Contract.
- j. The Contractor shall not be entitled to any reimbursement of any royalty, licence fee or similar expense incurred in respect of anything to be done under the Contract, where:
- (1) a relevant discharge has been given under Section 2 of the Defence Contracts Act 1958, or relevant authorisation in accordance with Sections 55 or 57 of the Patents Act 1977, Section 12 of the Registered Designs Act 1949 or Section 240 of the Copyright, Designs and Patents Act 1988 in respect of any intellectual property; or
  - (2) any obligation to make payments for intellectual property has not been promptly notified to the Authority under clause 33.a.
- k. Where authorisation is given by the Authority under clause 33.e, 33.f or 33.g, to the extent permitted by Section 57 of the Patents Act 1977, Section 12 of the Registered Designs Act 1949 or Section 240 of the Copyright, Designs and Patents Act 1988, the Contractor shall also be:
- (1) released from payment whether by way of royalties, licence fees or similar expenses in respect of the Contractor's use of the relevant invention or design, or the use of any relevant model, document or information for the purpose of performing the Contract; and
  - (2) authorised to use any model, document or information relating to any such invention or design which may be required for that purpose.
- l. The Contractor shall assume all liability and indemnify the Authority and its officers, agents and employees against liability, including costs as a result of:
- (1) infringement or alleged infringement by the Contractor or their suppliers of any copyright, database right, Design Right or the like protection in any part of the world in respect of any item to be supplied under the Contract or otherwise in the performance of the Contract;
  - (2) misuse of any confidential information, trade secret or the like by the Contractor in performing the Contract;
  - (3) provision to the Authority of any Information or material which the Contractor does not have the right to provide for the purpose of the Contract.
- m. The Authority shall assume all liability and indemnify the Contractor, their officers, agents and employees against liability, including costs as a result of:
- (1) infringement or alleged infringement by the Contractor or their suppliers of any copyright, database right, Design Right or the like protection in any part of the world in respect of any item provided by the Authority for the purpose of the Contract but only to the extent that the item is used for the purpose of the Contract;

- (2) alleged misuse of any confidential Information, trade secret or the like by the Contractor as a result of use of Information provided by the Authority for the purposes of the Contract, but only to the extent that Contractor's use of that Information is for the purposes intended when it was disclosed by the Authority.
- n. The general authorisation and indemnity is:
- (1) clauses 33.a – 33.m represents the total liability of each Party to the other under the Contract in respect of any infringement or alleged infringement of patent or other Intellectual Property Right (IPR) owned by a third party;
  - (2) neither Party shall be liable, one to the other, for any consequential loss or damage arising as a result, directly or indirectly, of a claim for infringement or alleged infringement of any patent or other IPR owned by a third party;
  - (3) a Party against whom a claim is made or action brought, shall promptly notify the other Party in writing if such claim or action appears to relate to an infringement which is the subject of an indemnity or authorisation given under this Condition by such other Party. The notification shall include particulars of the demands, damages and liabilities claimed or made of which the notifying Party has notice;
  - (4) the Party benefiting from the indemnity or authorisation shall allow the other Party, at its own expense, to conduct any negotiations for the settlement of the same, and any litigation that may arise therefrom and shall provide such information as the other Party may reasonably require;
  - (5) following a notification under clause 33.n(3), the Party notified shall advise the other Party in writing within thirty (30) Business Days whether or not it is assuming conduct of the negotiations or litigation. In that case the Party against whom a claim is made or action brought shall not make any statement which might be prejudicial to the settlement or defence of such a claim without the written consent of the other Party;
  - (6) the Party conducting negotiations for the settlement of a claim or any related litigation shall, if requested, keep the other Party fully informed of the conduct and progress of such negotiations.
- o. If at any time a claim or allegation of infringement arises in respect of copyright, database right, Design Right or breach of confidence as a result of the provision of any Contractor Deliverable by the Contractor to the Authority, the Contractor may at their own expense replace the item with an item of equivalent functionality and performance so as to avoid infringement or breach. The Parties will co-operate with one another to mitigate any claim or damage which may arise from use of third party IPR.
- p. Nothing in Condition 33 shall be taken as an authorisation or promise of an authorisation under Section 240 of the Copyright, Designs and Patents Act 1988.
- q. Notwithstanding any other provisions of the Contract and for the avoidance of doubt, award of the Contract by the Authority and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Contractor acknowledges that any such authorisation by the Authority under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific intellectual property involved.
- Notification of Intellectual Property Rights (IPR) Restrictions**
- r. Where any of the conditions listed below (1 to 3) have been added to the Conditions of the Contract as project specific DEFCONs at Clause 44, or where required by Clauses 33.a. - 33.q., the Contractor warrants and confirms that all Intellectual Property Rights restrictions and associated export restrictions relating to the use or disclosure of the Contractor Deliverables that are notifiable under those Conditions, or of which the Contractor is or should reasonably be aware as at Effective Date of Contract, are disclosed in Schedule 11 (Notification of Intellectual Property Rights (IPR) Restrictions).
- (1) DEFCON 15 - including notification of any self-standing background Intellectual Property;
  - (2) DEFCON 90 - including copyright material supplied under clause 5;
  - (3) DEFCON 91 - limitations of Deliverable Software under clause 3b.
- s. The Contractor shall promptly notify the Authority in writing if they become aware during the performance of the Contract of any required additions, inaccuracies or omissions in Schedule 11.
- t. Any amendment to Schedule 11 shall be made in accordance with Condition 6.

## **Pricing and Payment**

### **34. Contract Price**

- a. The Contractor shall provide the Contractor Deliverables to the Authority at the Contract Price. The Contract Price shall be a Firm Price unless otherwise stated in Schedule 3 (Contract Data Sheet).
- b. Subject to clause 34.a the Contract Price shall be inclusive of any UK custom and excise or other duty payable. The Contractor shall not make any claim for drawback of UK import duty on any part of the Contract Deliverables supplied which may be for shipment outside of the UK.

### **35. Payment and Recovery of Sums Due**

- a. Payment for Contractor Deliverables will be made by electronic transfer and prior to submitting any claims for payment under clause 35.b the Contractor will be required to register their details (Supplier on -boarding) on the Contracting, Purchasing and Finance (CP&F) electronic procurement tool.
- b. Where the Contractor submits an invoice to the Authority in accordance with clause 35.a, the Authority will consider and verify that invoice in a timely fashion.

- c. The Authority shall pay the Contractor any sums due under such an invoice no later than a period of 30 days from the date on which the Authority has determined that the invoice is valid and undisputed.
- d. Where the Authority fails to comply with clause 35.a and there is undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purpose of clause 35.c after a reasonable time has passed.
- e. The approval for payment of a valid and undisputed invoice by the Authority shall not be construed as acceptance by the Authority of the performance of the Contractor's obligations nor as a waiver of its rights and remedies under the Contract.
- f. Without prejudice to any other right or remedy, the Authority reserves the right to set off any amount owing at any time from the Contractor to the Authority against any amount payable by the Authority to the Contractor under the Contract or under any other contract with the Authority, or with any other Government Department.

### **36. Value Added Tax**

- a. The Contract Price excludes any UK output Value Added Tax (VAT) and any similar EU (or non-EU) taxes chargeable on the supply of Contractor Deliverables by the Contractor to the Authority.
- b. If the Contractor is required by UK VAT law to be registered for UK VAT (or has registered voluntarily) in respect of their business activities at the time of any supply, and the circumstances of any supply are such that the Contractor is liable to pay the tax due to HM Revenue and Customs (HMRC), the Authority shall pay to the Contractor in addition to the Contract Price (or any other sum due to the Contractor) a sum equal to the output VAT chargeable on the tax value of the supply of Contractor Deliverables, and all other payments under the Contract according to the law at the relevant tax point.
- c. The Contractor is responsible for the determination of VAT liability. The Contractor shall consult their Client Relationship Manager or the HMRC Enquiries Desk (and not the Authority's Representative (Commercial)) in cases of doubt. The Contractor shall notify the Authority's Representative (Commercial) of the Authority's VAT liability under the Contract, and any changes to it, within twenty (20) Business Days of becoming aware the liability is other than at the standard rate of VAT. In the event of any doubt about the applicability of the tax in such cases, the Authority may require the Contractor to obtain, and pass to the Authority, a formal ruling from HMRC. The Contractor shall comply promptly with any such requirement. Where the Contractor obtains a ruling from HMRC, they shall supply a copy to the Authority within three (3) Business Days of receiving that ruling unless they propose to challenge the ruling. Where the Contractor challenges the ruling they shall supply to the Authority a copy of any final decisions issued by HMRC on completion of the challenge within three (3) Business Days of receiving the decision.
- d. Where supply of Contractor Deliverables comes within the scope of UK VAT, but the Contractor is not required by UK VAT law to be registered for UK VAT (and has not registered voluntarily), the Authority shall be responsible for assessing and paying over directly to HMRC any UK output VAT due in respect of the Contractor Deliverables. The Contractor shall be responsible for ensuring they take into account any changes in VAT law regarding registration.
- e. Where Contractor Deliverables are deemed to be supplied to the Authority outside the UK, the Contractor may be required by the laws of the country where the supply takes place to register there for EU (or non-EU) turnover or similar tax. In that event, the Authority shall pay to the Contractor in addition to the Contract Price (and any other sum due to the Contractor under the Contract) a sum equal to the tax the Contractor is liable to pay to the tax authorities of the country in question in relation to the Contractor Deliverables within thirty (30) calendar days of a written request for payment of any such sum by the Contractor.
- f. In relation to the Contractor Deliverables supplied under the Contract the Authority shall not be required to pay any sum in respect of the Contractor's input VAT (or similar EU or non-EU or both input taxes). However, these input taxes will be allowed where it is established that, despite the Contractor having taken all reasonable steps to recover them, it has not been possible to do so. Where there is any doubt that the Contractor has complied with this requirement the matter shall be resolved in accordance with Condition 39 (Dispute Resolution).
- g. Should HMRC decide that the Contractor has incorrectly determined the VAT liability, in accordance with clause 36.b above, the Authority will pay the VAT assessed by HMRC. In the event that HMRC so determines, the Contractor shall pay any interest charged on any assessment or penalties or both directly to HMRC. Such interest or penalties or both shall not be recoverable from the Authority under the Contract or any other contract. The Contractor shall supply the Authority with a copy of all correspondence between HMRC and the Contractor's advisors regarding the VAT assessment within three (3) Business Days of a written request from the Authority for such correspondence.

### **37. Debt Factoring**

- a. Subject to the Contractor obtaining the prior written consent of the Authority in accordance with Condition 10 (Assignment of Contract), the Contractor may assign to a third Party ("the Assignee") the right to receive payment of the Contract Price or any part thereof due to the Contractor under the Contract (including interest which the Authority incurred through late payment under the Late Payment of Commercial Debts (Interest) Act 1998 ("the Act")). Any assignment of the right to receive payment of the Contract Price (or any part thereof) under this Condition 37 shall be subject to:
- (1) reduction of any sums in respect of which the Authority exercises its right of recovery under clause 0;

- (2) all related rights of the Authority under the Contract in relation to the recovery of sums due but unpaid; and
- (3) the Authority receiving notification under both clauses 37.b and 37.c(2).
- b. In the event that the Contractor obtains from the Authority the consent to assign the right to receive the Contract Price (or any part thereof) under clause 37.a, the Contractor shall notify the Authority in writing of the assignment and the date upon which the assignment becomes effective.
- c. The Contractor shall ensure that the Assignee:
  - (1) is made aware of the Authority's continuing rights under clauses 37.a(1) and 37.a(2); and
  - (2) notifies the Authority of the Assignee's contact information and bank account details to which the Authority shall make payment, subject to any reduction made by the Authority in accordance with clauses 37.a(1) and 37.a(2).
- d. The provisions of Condition 35 (Payment and Recovery of Sums Due) shall continue to apply in all other respects after the assignment and shall not be amended without the prior approval of the Authority.

**38. Subcontracting and Prompt Payment**

- a. Subcontracting any part of the Contract shall not relieve the Contractor of any of the Contractor's obligations, duties or liabilities under the Contract.
- b. Where the Contractor enters into a subcontract, they shall cause a term to be included in such subcontract:
  - (1) providing that where the Subcontractor submits an invoice to the Contractor, the Contractor will consider and verify that invoice in a timely fashion;
  - (2) providing that the Contractor shall pay the Subcontractor any sums due under such an invoice no later than a period of thirty (30) days from the date on which the Contractor has determined that the invoice is valid and undisputed;
  - (3) providing that where the Contractor fails to comply with clause 38.b(1) above, and there is an undue delay in considering and verifying the invoice, that the invoice shall be regarded as valid and undisputed for the purposes of clause 38.b(2) after a reasonable time has passed; and
  - (4) requiring the counterparty to that subcontract to include in any subcontract which it awards, provisions having the same effect as clauses 38.b(1) to 38.b(4).

**Termination****39. Dispute Resolution**

- a. The Parties will attempt in good faith to resolve any dispute or claim arising out of or relating to the Contract through negotiations between the respective representatives of the Parties having authority to settle the matter, which attempts may include the use of any alternative dispute resolution procedure on which the Parties may agree.
- b. In the event that the dispute or claim is not resolved pursuant to clause 39.a the dispute shall be referred to arbitration. Unless otherwise agreed in writing by the Parties, the arbitration and this clause 39.b shall be governed by the Arbitration Act 1996. For the purposes of the arbitration, the arbitrator shall have the power to make provisional awards pursuant to Section 39 of the Arbitration Act 1996.
- c. For the avoidance of doubt, anything said, done or produced in or in relation to the arbitration process (including any awards) shall be confidential between the Parties, except as may be lawfully required in judicial proceedings relating to the arbitration or otherwise.

**40. Termination for Insolvency or Corrupt Gifts****Insolvency:**

- a. The Authority may terminate the Contract, without paying compensation to the Contractor, by giving written Notice of such

termination to the Contractor at any time after any of the following events:

Where the Contractor is an individual or a firm:

- (1) the application by the individual or, in the case of a firm constituted under English law, any partner of the firm to the court for an interim order pursuant to Section 253 of the Insolvency Act 1986; or
- (2) the court making an interim order pursuant to Section 252 of the Insolvency Act 1986; or
- (3) the individual, the firm or, in the case of a firm constituted under English law, any partner of the firm making a composition or a scheme of arrangement with them or their creditors; or
- (4) the presentation of a petition for bankruptcy order against the individual or, in the case of a firm constituted under English law, any partner of the firm unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
- (5) the court making a bankruptcy order in respect of the individual or, in the case of a firm constituted under English law, any partner of the firm; or
- (6) where the Contractor is either unable to pay their debts as they fall due or has no reasonable prospect of being able to pay debts which are not immediately payable. The Authority shall regard the Contractor as being unable to pay their debts if:



- (a) they have failed to comply with or to set aside a Statutory demand under Section 268 of the Insolvency Act 1986 within twenty-one (21) days of service of the Statutory Demand on them; or
  - (b) execution or other process to enforce a debt due under a judgement or order of the court has been returned unsatisfied in whole or in part.
  - (7) the presentation of a petition for sequestration in relation to the Contractor's estates unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
  - (8) the court making an award of sequestration in relation to the Contractor's estates.
- Where the Contractor is a company registered in England:
- (9) the presentation of a petition for the appointment of an administrator; unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
  - (10) the court making an administration order in relation to the company; or
  - (11) the presentation of a petition for the winding-up of the company unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
  - (12) the company passing a resolution that the company shall be wound-up; or
  - (13) the court making an order that the company shall be wound-up; or
  - (14) the appointment of a Receiver or manager or administrative Receiver.
- Where the Contractor is a company registered other than in England, events occur or are carried out which, within the jurisdiction to which they are subject, are similar in nature or effect to those specified in clauses 40.a(9) to 40.a(14) inclusive above.
- b. Such termination shall be without prejudice to and shall not affect any right of action or remedy which shall have accrued or shall accrue thereafter to the Authority and the Contractor.

#### **Corrupt Gifts:**

- c. The Contractor shall not do, and warrants that in entering the Contract they have not done any of the following (hereafter referred to as 'prohibited acts'):
    - (1) offer, promise or give to any Crown servant any gift or financial or other advantage of any kind as an inducement or reward;
      - (a) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or execution of this or any other Contract with the Crown; or
- for showing or not showing favour or disfavour to any person in relation to this or any other Contract with the Crown.
- (2) enter into this or any other Contract with the Crown in connection with which commission has been paid or has been agreed to be paid by them or on their behalf, or to their knowledge, unless before the Contract is made particulars of any such commission and of the terms and conditions of any such agreement for the payment thereof have been disclosed in writing to the Authority.
- d. If the Contractor, their employees, agents or any Subcontractor (or anyone acting on their behalf or any of their employees) does any of the prohibited acts or commits any offence under the Bribery Act 2010 with or without the knowledge or authority of the Contractor in relation to this Contract or any other contract with the Crown, the Authority shall be entitled:
    - (1) to terminate the Contract and recover from the Contractor the amount of any loss resulting from the termination;
    - (2) to recover from the Contractor the amount or value of any such gift, consideration or commission; and
    - (3) to recover from the Contractor any other loss sustained in consequence of any breach of this Condition, where the Contract has not been terminated.
  - e. In exercising its rights or remedies under this Condition, the Authority shall:
    - (1) act in a reasonable and proportionate manner having regard to such matters as the gravity of, and the identity of the person performing, the prohibited act;
    - (2) give all due consideration, where appropriate, to action other than termination of the Contract, including (without being limited to):
      - (a) requiring the Contractor to procure the termination of a subcontract where the prohibited act is that of a Subcontractor or anyone acting on their behalf;
      - (b) requiring the Contractor to procure the dismissal of an employee (whether their own or that of a Subcontractor or anyone acting on their behalf) where the prohibited act is that of such employee.
  - f. Recovery action taken against any person in Her Majesty's service shall be without prejudice to any recovery action taken against the Contractor pursuant to this Condition.

#### **41. Termination for Convenience**

- a. The Authority shall have the right to terminate the Contract in whole or in part at any time by giving the Contractor at least twenty (20) Business Days written notice (or such other period as may be stated in Schedule 3 (Contract Data Sheet)). Upon expiry of the notice period the Contract, or relevant part thereof, shall terminate without prejudice to the rights of the parties already accrued up to the date of termination. Where only part of the Contract is being terminated, the Authority and the Contractor shall owe each other no further obligations in

respect of the part of the Contract being terminated, but will continue to fulfil their respective obligations on all other parts of the Contract not being terminated.

b. Following the above notification the Authority shall be entitled to exercise any of the following rights in relation to the Contract (or part being terminated) to direct the Contractor to:

- (1) not start work on any element of the Contractor Deliverables not yet started;
- (2) complete in accordance with the Contract the provision of any element of the Contractor Deliverables;
- (3) as soon as may be reasonably practicable take such steps to ensure that the production rate of the Contractor Deliverables is reduced as quickly as possible;
- (4) terminate on the best possible terms any subcontracts in support of the Contractor Deliverables that have not been completed, taking into account any direction given under clauses 41 .b(2) and 41 .b(3) of this Condition.

c. Where this Condition applies (and subject always to the Contractor's compliance with any direction given by the Authority under clause 41.b):

- (1) The Authority shall take over from the Contractor at a fair and reasonable price all unused and undamaged materiel and any Contractor Deliverables in the course of manufacture that are:

(a) in the possession of the Contractor at the date of termination; and

(b) provided by or supplied to the Contractor for the performance of the Contract, except such materiel and Contractor Deliverables in the course of manufacture as the Contractor shall, with the agreement of the Authority, choose to retain;

- (2) the Contractor shall deliver to the Authority within an agreed period, or in absence of such agreement within a period as the Authority may specify, a list of:

(a) all such unused and undamaged materiel; and

(b) Contractor Deliverables in the course of manufacture, that are liable to be taken over by, or previously belonging to the Authority, and shall deliver such materiel and Contractor

Deliverables in accordance with the directions of the Authority;

- (3) in respect of Services, the Authority shall pay the Contractor fair and reasonable prices for each Service performed, or partially performed, in accordance with the Contract.

d. The Authority shall (subject to clause 41 .e below and to the Contractor's compliance with any direction given by the Authority in clause 41.b above) indemnify the Contractor against any commitments, liabilities or expenditure which would otherwise represent an unavoidable loss by the Contractor by reason of the termination of the Contract, subject to:

- (1) the Contractor taking all reasonable steps to mitigate such loss; and

(2) the Contractor submitting a fully itemised and costed list of such loss, with supporting evidence, reasonably and actually incurred by the Contractor as a result of the termination of the Contract or relevant part.

e. The Authority's total liability under the provisions of this Condition shall be limited to the total price of the Contractor Deliverables payable under the contract (or relevant part), including any sums paid, due or becoming due to the Contractor at the date of termination.

f. The Contractor shall include in any subcontract over £250,000 which it may enter into for the purpose of the Contract, the right to terminate the subcontract under the terms of clauses 41 .a to 41 .e except that:

- (1) the name of the Contractor shall be substituted for the Authority except in clause 41 .c(1);

(2) the notice period for termination shall be as specified in the subcontract, or if no period is specified twenty (20) Business Days; and

(3) the Contractor's right to terminate the subcontract shall not be exercised unless the main Contract, or relevant part, has been terminated by the Authority in accordance with the provisions of this Condition 41.

g. Claims for payment under this Condition shall be submitted in accordance with the Authority's direction.

#### **42. Material Breach**

a. In addition to any other rights and remedies, the Authority shall have the right to terminate the Contract (in whole or in part) with immediate effect by giving written Notice to the Contractor where the Contractor is in material breach of their obligations under the Contract.

b. Where the Authority has terminated the Contract under clause 42.a the Authority shall have the right to claim such damages as may have been sustained as a result of the Contractor's material breach of the Contract, including but not limited to any costs and expenses incurred by the Authority in:

- (1) carrying out any work that may be required to make the Contractor Deliverables comply with the Contract; or

(2) obtaining the Contractor Deliverable in substitution from another supplier.

#### **43. Consequences of Termination**

The termination of the Contract, however arising, shall be without prejudice to the rights and duties of either Party accrued prior to termination. The Conditions that expressly or by implication have effect after termination shall continue to be enforceable even after termination.

**Additional Conditions****44. The project specific DEFCONS and DEFCON SC variants that apply to the Contract are:**

DEFCON 5J (Edn 11/16) - Unique Identifiers  
DEFCON 532B (Edn 09/21) - Protection of Personal Data  
(Where Personal Data is being processed on behalf of the Authority)  
DEFCON 605 SC2 (Edn 06/14) – Financial Reports  
DEFCON 611 SC2 (Edn 02/16) – Issued Property  
DEFCON 624 SC1 (Edn 08/22) - Use Of Asbestos  
DEFCON 658 SC2 (Edn 09/21) - Cyber  
Further to DEFCON 658 the Cyber Risk Level of the  
Contract is Moderate, as defined in Def Stan 05-138  
DEFCON 703 (Edn 06/21) – Intellectual Property Rights  
DEFCON 707 (Edn 04/22) – Rights in Technical Data

**45. The special Conditions that apply to the Contract are:****Options**

In addition to the requirements detailed at Item 1 to 3 of the Schedule of Requirements, the Contractor hereby grants to the Authority the following irrevocable options to purchase additional contract periods detailed at Item 4 of the Schedule of Requirements, in accordance with the terms and conditions set out in this contract or any such subsequent contract or contracts where such options are taken up, it being agreed that the Authority has no obligation to exercise such options.

Option 1: Additional contract period at a maximum limit of liability of £833,333.32 with the firm prices provided per candidate, in accordance with the delivery schedule at Schedule of Requirements line 4, provided that the Authority exercises such an option by no later than 1 January 2025.

The Authority may exercise any of the options above in the stated quantities varied within a range of + / - 10% (ten per cent), as well as in the stated quantities and the option prices shall apply equally to the quantities so varied.

The Authority shall have the right to exercise the options by the specified dates or within such further period as corresponds to the aggregate of any period(s):

- a. of delay in the delivery programme whether constituting any breach of the Contract or resulting from any force majeure event, or
- b. for the duration of which the Authority is prevented from exercising any such option due to any other breach of the Contract by the Contractor.

The Authority shall not be obliged to exercise the options.

The option prices detailed are firm prices.

**Security Clearances**

The Contractor shall ensure that they arrange for any relevant security clearances (including BPSS or SC) to be in place when their personnel are required deliver any goods or services on Authority sites.

**46. The processes that apply to the Contract are:****Impediments**

The Contractor shall notify the Authority as soon as they become aware of any circumstance which will impact on their ability to deliver any of the requirements or meet any of the stated timescales.

**Tender Proposal**

Requirements to be delivered in accordance with this contract and, where it does not conflict with this contract, in line with proposal included in tender dated 9 September 2022.

**Performance Management**

The following shall apply in addition to any specific Publishable Performance Information or Key Performance Indicators detailed in Schedule 9.

If, at any time, any of the goods or services provided under the Contract do not meet the required standard or quality then the Authority will not be obligated to buy any more services unless it is satisfied that the required standard or quality will be met.

Where the Contractor is unable to provide the required goods/services within the timescales required, the Authority shall be entitled to procure those goods/services from other providers.

**47. Limitations on Liability**

## Definitions

1.1 In this Condition [1] the following words and expressions shall have the meanings given to them, except where the context requires a different meaning:

“Charges” means any of the charges for the provision of the Services, Contractor Deliverables and the performance of any of the Contractor’s other obligations under this Contract, as determined in accordance with this Contract;

“Data Protection Legislation” means all applicable Law in force from time to time in the UK relating to the processing of personal data and privacy, including but not limited to:

- (1) UK GDPR;
- (2) DPA 2018; and
- (3) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426) as amended, each to the extent that it relates to the processing of personal data and privacy;

“Default” means any breach of the obligations of the relevant Party (including fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or statement of the relevant Party, its employees, servants, agents or subcontractors in connection with or in relation to the subject matter of this Contract and in respect of which such Party is liable to the other. In no event shall a failure or delay in the delivery of an Authority responsibility or an activity to be carried out by the Authority or its representatives in accordance with the Contract be considered a Default;

‘DPA 2018’ means the Data Protection Act 2018;

“Law” means any applicable law, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, regulation, order, regulatory policy, mandatory guidance or code of practice judgment of a relevant court of law, or directives or requirements of any regulatory body, delegated or subordinate legislation or notice of any regulatory body;

“Service Credits” means the amount that the Contractor shall credit or pay to the Authority in the event of a failure by the Contractor to meet the agreed Service Levels as set out/referred to in [cross refer to service credit regime in the contract];

“Term” means the period commencing on [the commencement date / the date on which this Contract is signed / the date on which this Contract takes effect] and ending [on the expiry of x years /on x date] or on earlier termination of this Contract.

‘UK GDPR’ means the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in UK law by the EU (Withdrawal) Act 2018 and the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019;

## Unlimited liabilities

1.2 Neither Party limits its liability for:

- 1.2.1 death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable);
- 1.2.2 fraud or fraudulent misrepresentation by it or its employees;
- 1.2.3 breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
- 1.2.4 any liability to the extent it cannot be limited or excluded by law.

1.3 The financial caps on the Contractor’s liability set out in Clause 1.4 and 1.5 below shall not apply to the following:

- 1.3.1 for any indemnity given by the Contractor to the Authority under this Contract, including but not limited to:
  - 1.3.1.1 the Contractor’s indemnity in relation to DEFCON 91 (Intellectual Property in Software) and condition 33 (Third Party IP – Rights and Restrictions);
  - 1.3.1.2 the Contractor’s indemnity in relation to TUPE;
- 1.3.2 for any indemnity given by the Authority to the Contractor under this Contract, including but not limited to:
  - 1.3.2.1 the Authority’s indemnity under DEFCON 514A (Failure of Performance under Research and Development Contracts);
  - 1.3.2.2 the Authority’s indemnity in relation to TUPE;
- 1.3.3 breach by the Contractor of DEFCON 532B (SC2) and Data Protection Legislation; and

1.3.4 to the extent it arises as a result of a Default by either Party, any fine or penalty incurred by the other Party pursuant to Law and any costs incurred by such other Party in defending any proceedings which result in such fine or penalty.

1.3.5 For the avoidance of doubt any payments due from either of the Parties to the other in accordance with DEFCON 811 (SC2) or the Defence Reform Act 2014 and/or the Single Source Contract Regulations 2014, as amended from time to time, shall not be excluded or limited under the provisions of Clauses 1.4 and/or 1.5 below.

#### Financial limits

1.4 Subject to Clauses 1.2 and 1.3 and to the maximum extent permitted by Law:

1.4.1 throughout the Term the Contractor's total liability in respect of losses that are caused by Defaults of the Contractor shall in no event exceed:

1.4.1.1 in respect of DEFCON 76 (SC2) £3,333,333.32 in aggregate;

1.4.1.2 in respect of condition 42b £3,333,333.32 in aggregate;

1.4.1.3 in respect of DEFCON 611 (SC2) £3,333,333.32 aggregate; and

1.4.1.4 in respect of condition 27d £3,333,333.32 in aggregate;

1.4.2 without limiting Clause 1.4.1 and subject always to Clauses 1.2, 1.3 and 1.4.3, the Contractor's total liability throughout the Term in respect of all other liabilities (but excluding any Service Credits paid or payable in accordance with any service credit or performance provisions), whether in contract, in tort (including negligence), arising under warranty, under statute or otherwise under or in connection with this Contract shall be £3,333,333.32 aggregate.

1.4.3 on the exercise of any and, where more than one, each option period or agreed extension to the Term, the limitation of the Contractor's total liability (in aggregate) set out in Clauses 1.4.1 and 1.4.2 above shall be fully replenished such that on and from each such exercise or extension of the Term, the Authority shall be able to claim up to the full value of the limitation set out in Clauses 1.4.1 and 1.4.2 of this Contract.

1.5 Subject to Clauses 1.2, 1.3 and 1.6, and to the maximum extent permitted by Law the Authority's total liability (in aggregate) whether in contract, in tort (including negligence), under warranty, under statute or otherwise under or in

connection with this Contract shall in respect of all liabilities (taken together) be limited to the Charges paid by the Authority in the relevant Contract Year in respect of any and all claims in that Contract Year.

1.6 Clause 1.5 shall not exclude or limit the Contractor's right under this Contract to claim for the Charges.

#### Consequential loss

1.7 Subject to Clauses 1.2, 1.3 and 1.8, neither Party shall be liable to the other Party or to any third party, whether in contract (including under any warranty), in tort (including negligence), under statute or otherwise for or in respect of:

1.7.1 indirect loss or damage;

1.7.2 special loss or damage;

1.7.3 consequential loss or damage;

1.7.4 loss of profits (whether direct or indirect);

1.7.5 loss of turnover (whether direct or indirect);

1.7.6 loss of business opportunities (whether direct or indirect); or

1.7.7 damage to goodwill (whether direct or indirect),

even if that Party was aware of the possibility of such loss or damage to the other Party.

1.8 The provisions of Clause 1.7 shall not restrict the Authority's ability to recover any of the following losses incurred by the Authority to the extent that they arise as a result of a Default by the Contractor:

1.8.1 any additional operational and administrative costs and expenses arising from the Contractor's Default, including any costs paid or payable by the Authority:

1.8.1.1 to any third party;

1.8.1.2 for putting in place workarounds for the Contractor Deliverables and other deliverables that are reliant on the Contractor Deliverables; and

1.8.1.3 relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;

1.8.2 any or all wasted expenditure and losses incurred by the Authority arising from the Contractor's Default, including wasted management time;

1.8.3 the additional cost of procuring and maintaining in place transitional assistance and replacement deliverables for the remainder of the Term and any option period or agreed extension to the Term (including legal and other consultants' fees, re-procurement project costs, other expenses associated with such exercise and any increase in the fees for the replacement services over and above the Contract Price that would have been payable for the relevant Contractor Deliverables);

1.8.4 any losses arising in connection with the loss, destruction, corruption, inaccuracy or degradation of Authority data, or other data or software, including, to the extent the Authority data, other data or software can be recovered or reconstituted, the fees, costs and expenses of reconstituting such Authority data, data or software;

1.8.5 damage to the Authority's physical property and tangible assets, including damage under DEFCONs 76 (SC2) and 611 (SC2);

1.8.6 costs, expenses and charges arising from, or any damages, account of profits or other award made for, infringement of any third-party Intellectual Property Rights or breach of any obligations of confidence;

1.8.7 any additional costs incurred by the Authority in relation to the Authority's contracts with a third party (including any compensation or interest paid to a third party by the Authority) as a result of the Default (including the extension or replacement of such contracts);

1.8.8 any fine or penalty incurred by the Authority pursuant to Law and any costs incurred by the Authority in defending any proceedings which result in such fine or penalty; or

1.8.9 any savings, discounts or price reductions during the Term and any option period or agreed extension to the Term committed to by the Contractor pursuant to this Contract.

#### Invalidity

1.9 If any limitation or provision contained or expressly referred to in this Condition [1] is held to be invalid under any Law, it will be deemed to be omitted to that extent, and if any Party becomes liable for loss or damage to which that limitation or provision applied, that liability will be subject to the remaining limitations and provisions set out in this Condition [1].

#### Third party claims or losses

1.10 Without prejudice to any other rights or remedies the Authority may have under this Contract (including but not limited to any indemnity claim under DEFCONs 91 and condition 33 or at Law), the Authority shall be entitled to make a claim under this Contract against the Contractor in respect of any losses incurred by the Authority which arise out of a claim made against the Authority by a third party under any contract with that third party provided that such third party claim:

1.10.1 arises naturally and ordinarily as a result of the Contractor's failure to provide the Contractor Deliverables or failure to perform any of its obligations under this Contract; and

1.10.2 is a type of claim or loss that would have been recoverable under this Contract if the third party were a party to this Contract (whether as the Authority or the Contractor), such claim to be construed as direct losses for the purpose of this Contract.

#### No double recovery

1.11 Neither Party shall be entitled to employ such rights and remedies available to it so as to seek to recover more than once in respect of the same loss, but the Authority shall be entitled to use (singly or together) such rights and remedies available to the Authority so as to recover the full extent of any recoverable losses suffered or incurred, including any remedies the Authority may have against any guarantor.

## Schedule 1 - Definitions of Contract

<b>Article</b>	means, in relation to clause 23 and Schedule 6 only, an object which during production is given a special shape, surface or design which determines its function to a greater degree than does its chemical composition;
<b>Articles</b>	means, (except in relation to Schedule 10) the Contractor Deliverables (goods and/or the services), including Packaging (and Certificate(s) of Conformity and supplied in accordance with any QA requirements if specified) which the Contractor is required to provide under the Contract in accordance with Schedule 2 (Schedule of Requirements), but excluding incidentals outside Schedule 2 (Schedule of Requirements) such as progress reports. <b>(This definition only applies when DEFCONs are added to these Conditions);</b>
<b>Authority</b>	means the Secretary of State for Defence acting on behalf of the Crown;
<b>Authority's Representative(s)</b>	shall be those person(s) defined in Schedule 3 (Contract Data Sheet) who will act as the Authority's Representative(s) in connection with the Contract. Where the term "Authority's Representative(s)" in the Conditions is immediately followed by a functional description in brackets, the appropriate Authority's Representative(s) shall be the designated person(s) for the purposes of Condition 7;
<b>Business Day</b>	means 09:00 to 17:00 Monday to Friday, excluding public and statutory holidays;
<b>Central Government Body</b>	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ul style="list-style-type: none"><li>a. Government Department;</li><li>b. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);</li><li>c. Non-Ministerial Department; or</li><li>d. Executive Agency;</li></ul>
<b>Collect</b>	means pick up the Contractor Deliverables from the Consignor. This shall include loading, and any other specific arrangements, agreed in accordance with Clause 27.c and Collected and Collection shall be construed accordingly;
<b>Commercial Packaging</b>	means commercial Packaging for military use as described in Def Stan 81-041 (Part 1)
<b>Conditions</b>	means the terms and conditions set out in this document;
<b>Consignee</b>	means that part of the Authority identified in Schedule 3 (Contract Data Sheet) to whom the Contractor Deliverables are to be Delivered or on whose behalf they are to be Collected at the address specified in Schedule 3 (Contract Data Sheet) or such other part of the Authority as may be instructed by the Authority by means of a Diversion Order;
<b>Consignor</b>	means the name and address specified in Schedule 3

(Contract Data Sheet) from whom the Contractor Deliverables will be dispatched or Collected;

<b>Contract</b>	means the Contract including its Schedules and any amendments agreed by the Parties in accordance with Condition 6 (Formal Amendments to the Contract);
<b>Contract Price</b>	means the amount set out in Schedule 2 (Schedule of Requirements) to be paid (inclusive of Packaging and exclusive of any applicable VAT) by the Authority to the Contractor, for the full and proper performance by the Contractor of its obligations under the Contract.
<b>Contractor</b>	means the person who, by the Contract, undertakes to supply the Contractor Deliverables, for the Authority as is provided by the Contract. Where the Contractor is an individual or a partnership, the expression shall include the personal representatives of the individual or of the partners, as the case may be, and the expression shall also include any person to whom the benefit of the Contract may be assigned by the Contractor with the consent of the Authority;
<b>Contractor Deliverables</b>	means the goods and/or the services, including Packaging (and Certificate(s) of Conformity and supplied in accordance with any QA requirements if specified) which the Contractor is required to provide under the Contract;
<b>Control</b>	<p>means the power of a person to secure that the affairs of the Contractor are conducted in accordance with the wishes of that person:</p> <ul style="list-style-type: none"><li>a. by means of the holding of shares, or the possession of voting powers in, or in relation to, the Contractor; or</li><li>b. by virtue of any powers conferred by the constitutional or corporate documents, or any other document, regulating the Contractor;</li></ul> <p>and a change of Control occurs if a person who Controls the Contractor ceases to do so or if another person acquires Control of the Contractor;</p>
<b>CPET</b>	means the UK Government's Central Point of Expertise on Timber, which provides a free telephone helpline and website to support implementation of the UK Government timber procurement policy;
<b>Crown Use</b>	in relation to a patent means the doing of anything by virtue of Sections 55 to 57 of the Patents Act 1977 which otherwise would be an infringement of the patent and in relation to a Registered Design has the meaning given in paragraph 2A(6) of the First Schedule to the Registered Designs Act 1949;
<b>Dangerous Goods</b>	<p>means those substances, preparations and articles that are capable of posing a risk to health, safety, property or the environment which are prohibited by regulation, or classified and authorised only under the conditions prescribed by the:</p> <ul style="list-style-type: none"><li>a. Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (CDG) (as amended 2011);</li><li>b. European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR);</li><li>c. Regulations Concerning the International Carriage of Dangerous Goods by Rail (RID);</li></ul>



	<ul style="list-style-type: none"> <li>d. International Maritime Dangerous Goods (IMDG) Code;</li> <li>e. International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air;</li> <li>f. International Air Transport Association (IATA) Dangerous Goods Regulations;</li> </ul>
<b>DBS Finance</b>	means Defence Business Services Finance, at the address stated in Schedule 3 (Contract Data Sheet);
<b>DEFFORM</b>	means the MOD DEFFORM series which can be found at <a href="https://www.aof.mod.uk">https://www.aof.mod.uk</a> ;
<b>DEF STAN</b>	means Defence Standards which can be accessed at <a href="https://www.dstan.mod.uk">https://www.dstan.mod.uk</a> ;
<b>Deliver</b>	means hand over the Contractor Deliverables to the Consignee. This shall include unloading, and any other specific arrangements, agreed in accordance with Condition 27 and Delivered and Delivery shall be construed accordingly;
<b>Delivery Date</b>	means the date as specified in Schedule 2 (Schedule of Requirements) on which the Contractor Deliverables or the relevant portion of them are to be Delivered or made available for Collection;
<b>Denomination of Quantity (D of Q)</b>	means the quantity or measure by which an item of material is managed;
<b>Design Right(s)</b>	has the meaning ascribed to it by Section 213 of the Copyright, Designs and Patents Act 1988;
<b>Diversion Order</b>	means the Authority's written instruction (typically given by MOD Form 199) for urgent Delivery of specified quantities of Contractor Deliverables to a Consignee other than the Consignee stated in Schedule 3 (Contract Data Sheet);
<b>Effective Date of Contract</b>	means the date upon which both Parties have signed the Contract;
<b>Evidence</b>	means either: <ul style="list-style-type: none"> <li>a. an invoice or delivery note from the timber supplier or Subcontractor to the Contractor specifying that the product supplied to the Authority is FSC or PEFC certified; or</li> <li>b. other robust Evidence of sustainability or FLEGT licensed origin, as advised by CPET;</li> </ul>
<b>Firm Price</b>	means a price (excluding VAT) which is not subject to variation;
<b>FLEGT</b>	means the Forest Law Enforcement, Governance and Trade initiative by the European Union to use the power of timber-consuming countries to reduce the extent of illegal logging;
<b>Government Furnished Assets (GFA)</b>	is a generic term for any MOD asset such as equipment, information or resources issued or made available to the Contractor in connection with the Contract by or on behalf of the Authority;
<b>Hazardous Contractor Deliverable</b>	means a Contractor Deliverable or a component of a Contractor Deliverable that is itself a hazardous material or substance or that

may in the course of its use, maintenance, disposal, or in the event of an accident, release one or more hazardous materials or substances and each material or substance that may be so released;

<b>Independent Verification</b>	means that an evaluation is undertaken and reported by an individual or body whose organisation, systems and procedures conform to "ISO Guide 65:1996 (EN 45011:1998) General requirements for bodies operating product certification systems or equivalent", and who is accredited to audit against forest management standards by a body whose organisation, systems and procedures conform to "ISO 17011: 2004 General Requirements for Providing Assessment and Accreditation of Conformity Assessment Bodies or equivalent";
<b>Information</b>	means any Information in any written or other tangible form disclosed to one Party by or on behalf of the other Party under or in connection with the Contract;
<b>Issued Property</b>	means any item of Government Furnished Assets (GFA), including any materiel issued or otherwise furnished to the Contractor in connection with the Contract by or on behalf of the Authority;
<b>Legal and Sustainable</b>	means production and process methods, also referred to as timber production standards, as defined by the document titled "UK Government Timber Production Policy: Definition of legal and sustainable for timber procurement". The edition current on the day the Contract documents are issued by the Authority shall apply;
<b>Legislation</b>	means in relation to the United Kingdom any Act of Parliament, any subordinate legislation within the meaning of section 21 of the Interpretation Act 1978, or any exercise of Royal Prerogative;
<b>Military Level Packaging (MLP)</b>	means Packaging that provides enhanced protection in accordance with Def Stan 81-041 (Part 1), beyond that which Commercial Packaging normally provides for the military supply chain;
<b>Military Packager Approval Scheme (MPAS)</b>	is a MOD sponsored scheme to certify military Packaging designers and register organisations, as capable of producing acceptable Services Packaging Instruction Sheet (SPIS) designs in accordance with Defence Standard (Def Stan) 81-041 (Part 4);
<b>Military Packaging Level (MPL)</b>	shall have the meaning described in Def Stan 81-041 (Part 1);
<b>Mixture</b>	means a mixture or solution composed of two or more substances;
<b>MPAS Registered Organisation</b>	is a packaging organisation having one or more MPAS Certificated Designers capable of Military Level designs. A company capable of both Military Level and commercial Packaging designs including MOD labelling requirements;
<b>MPAS Certificated Designer</b>	shall mean an experienced Packaging designer trained and certified to MPAS requirements;
<b>NATO</b>	means the North Atlantic Treaty Organisation which is an inter-governmental military alliance based on the North Atlantic Treaty which was signed on 4 April 1949;

<b>Notices</b>	shall mean all Notices, orders, or other forms of communication required to be given in writing under or in connection with the Contract;
<b>Overseas</b>	shall mean non UK or foreign;
<b>Packaging</b>	Verb. The operations involved in the preparation of material for; transportation, handling, storage and Delivery to the user; Noun. The materials and components used for the preparation of the Contractor Deliverables for transportation and storage in accordance with the Contract;
<b>Packaging Design Authority (PDA)</b>	shall mean the organisation that is responsible for the original design of the Packaging except where transferred by agreement. The PDA shall be identified in the Contract, see Annex A to Schedule 3 (Appendix – Addresses and Other Information), Box 3;
<b>Parties</b>	means the Contractor and the Authority, and Party shall be construed accordingly;
<b>Primary Packaging Quantity (PPQ)</b>	means the quantity of an item of material to be contained in an individual package, which has been selected as being the most suitable for issue(s) to the ultimate user, as described in Def Stan 81-041 (Part 1);
<b>Publishable Performance Information</b>	means any of the Information in Schedule 9 (KPI Data Report) as it relates to Key Performance Indicator where it is expressed as publishable in the table in Schedule 9 which shall not contain any Information which is exempt from disclosure which shall be determined by the Authority; and which shall not constitute Sensitive Information;
<b>Recycled Timber</b>	means recovered wood that prior to being supplied to the Authority had an end use as a standalone object or as part of a structure. Recycled Timber covers: a. pre-consumer reclaimed wood and wood fibre and industrial by-products; b. post-consumer reclaimed wood and wood fibre, and driftwood; c. reclaimed timber abandoned or confiscated at least ten years previously; it excludes sawmill co-products;
<b>Safety Data Sheet</b>	has the meaning as defined in the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulations 2007 (as amended);
<b>Schedule of Requirements</b>	means Schedule 2 (Schedule of Requirements), which identifies, either directly or by reference, Contractor Deliverables to be provided, the quantities and dates involved and the price or pricing terms in relation to each Contractor Deliverable;
<b>Sensitive Information</b>	means the Information listed in the completed Schedule 5 (Contractor's Sensitive Information), which is Information notified by the Contractor to the Authority, which is acknowledged by the Authority as being sensitive, at the point at which the Contract is entered into or amended (as relevant) and remains sensitive information at the time of publication;

<b>Short-Rotation Coppice</b>	means a specific management regime whereby the poles of trees are cut every one to two years and which is aimed at producing biomass for energy. It is exempt from the UK Government timber procurement policy. For avoidance of doubt, Short-Rotation Coppice is not conventional coppice, which is subject to the timber policy;
<b>Specification</b>	means the description of the Contractor Deliverables, including any specifications, drawings, samples and / or patterns, and shall include any document or item which, individually or collectively is referred to in Schedule 2 (Schedule of Requirements). The Specification forms part of the Contract and all Contractor Deliverables to be supplied by the Contractor under the Contract shall conform in all respects with the Specification;
<b>STANAG 4329</b>	means the publication NATO Standard Bar Code Symbolologies which can be sourced at <a href="https://www.dstan.mod.uk/faqs.html">https://www.dstan.mod.uk/faqs.html</a> ;
<b>Subcontractor</b>	means any subcontractor engaged by the Contractor or by any other subcontractor of the Contractor at any level of subcontracting to provide Contractor Deliverables wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract and 'Subcontract' shall be interpreted accordingly;
<b>Substance</b>	means a chemical element and its compounds in the natural state or obtained by any manufacturing process, including any additive necessary to preserve its stability and any impurity deriving from the process used, but excluding any solvent which may be separated without affecting the stability of the substance or changing its composition;
<b>Timber and Wood-Derived Products</b>	means timber (including Recycled Timber and Virgin Timber but excluding Short-Rotation Coppice) and any products that contain wood or wood fibre derived from those timbers. Such products range from solid wood to those where the manufacturing processes obscure the wood element;
<b>Transparency Information</b>	means the content of this Contract in its entirety, including from time to time agreed changes to the Contract, except for (i) any Information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004 (EIR), which shall be determined by the Authority, and (ii) any Sensitive Information
<b>Virgin Timber</b>	means Timber and Wood-Derived Products that do not include Recycled Timber.

Where project specific DEFCONs are included under Condition 44 definitions shall be in accordance with DEFCON 501.

**Annex A to Schedule 1 – Additional Definitions of Contract iaw. Conditions 44 - 46 (Additional Conditions)**

**Implementation Period** - the period between the Effective Date and the Service Commencement Date;

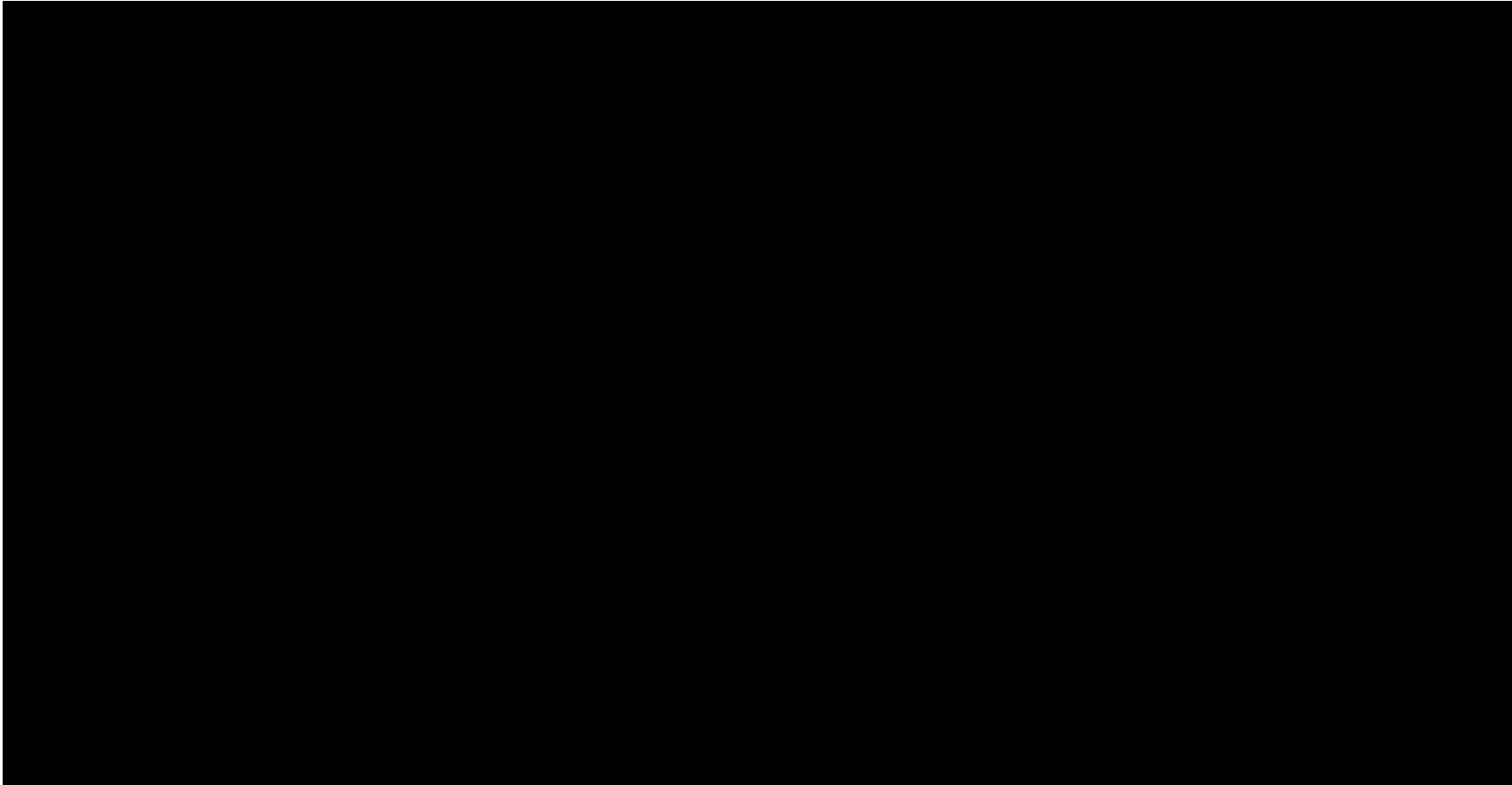
**Service Commencement Date** - means 28 November 2022, the expected date on which the Contractor becomes responsible for the delivery of the Services in accordance with this Contract;

## Schedule 2 - Schedule of Requirements

Deliverables in accordance with Statement of Requirements			
Item Number	Description	Delivery Date	Firm Price (£) Ex VAT -Total
1	Provision of Pre-Recorded Interview Candidate Assessment and Group Planning Exercise Candidate Assessment – Contract Period 1	28 November 2022 – 31 March 2023	
2	Provision of Pre-Recorded Interview Candidate Assessment and Group Planning Exercise Candidate Assessment – Contract Period 2	01 April 2023 – 31 March 2024	
3	Provision of Pre-Recorded Interview Candidate Assessment and Group Planning Exercise Candidate Assessment – Contract Period 3	01 April 2024 – 31 March 2025	
4	Option 1 - Provision of Pre-Recorded Interview Candidate Assessment and Group Planning Exercise Candidate Assessment – Contract Period 4 (Optional)	01 April 2025 – 31 March 2026	
			Contract Maximum Limit of Liability
			£3,333,333.32

Item Number	Consignee Address (XY code only)
All	HM Naval Base Portsmouth
Item Number	Payment Schedule
All	Payments will be made in respects of each candidate completing a PRI or a PRI and GPE

**Candidate Pricing Schedule**



Redacted under FOIA Section 43, Commercial interests

All prices stated are firm prices, to be paid in £ (GBP/Pounding Sterling), not subject to any increase or exchange rates.

The contract value will be a limit of liability under which the Authority shall be entitled to purchase any goods and/or services listed at the firm prices set, dependent on Authority requirements.

The Firm Price set for each item shall be the total maximum price the Contractor shall charge for the delivery of the goods/services covered within that item. This shall include, but not be limited to:

- Any direct or indirect costs
- Any labour costs or personnel salaries, pensions or contributions
- Any costs for manufacture or provision of goods/services
- Any costs for delivery to the Authority
- Any fuel costs
- Any related travel and subsistence
- Any packaging
- Any import costs or charges
- Any implementation or exit costs
- Any sub-contractor costs
- Any IT or system related costs
- Any costs required to provide Authority access to systems or accounts



## Schedule 3 - Contract Data Sheet

<b>General Conditions</b>
<b>Condition 2 – Duration of Contract:</b>  The Contract expiry date shall be: 31 March 2025
<b>Condition 4 – Governing Law:</b>  Contract to be governed and construed in accordance with:  English Law <input checked="" type="checkbox"/>  Scots Law <input type="checkbox"/> clause 4.d shall apply  Solicitors or other persons based in England and Wales (or Scotland if Scots Law applies) irrevocably appointed for Contractors without a place of business in England (or Scotland, if Scots Law applies) in accordance with clause 4.g (if applicable) are as follows:
<b>Condition 7 – Authority's Representatives:</b>  The Authority's Representatives for the Contract are as follows:  Commercial: Commercial Officer as per Appendix - Addresses and Other Information  Project Manager: as per Appendix - Addresses and Other Information
<b>Condition 18 – Notices:</b>  Notices served under the Contract shall be sent to the following address:  Authority: Commercial Officer  Contractor: Contract Manager  Notices can be sent by electronic mail? <input checked="" type="checkbox"/>
<b>Condition 19.a – Progress Meetings:</b>  The Contractor shall be required to attend the following meetings:  To be arranged if and when required unless already detailed in Statement of Requirements.
<b>Condition 19.b – Progress Reports:</b>  The Contractor is required to submit the following Reports:  To be arranged if and when required unless already detailed in Statement of Requirements.

<p><b>Supply of Contractor Deliverables</b></p>
<p><b>Condition 20 – Quality Assurance:</b></p> <p>Is a Deliverable Quality Plan required for this Contract? <input type="checkbox"/></p> <p>If required, the Deliverable Quality Plan must be set out as defined in AQAP 2105 and delivered to the Authority (Quality) within Business Days of Contract Award. Once agreed by the Authority the Quality Plan shall be incorporated into the Contract. The Contractor shall remain at all times solely responsible for the accuracy, suitability and applicability of the Deliverable Quality Plan.</p> <p><b>Other Quality Assurance Requirements:</b></p> <p>N/A</p>
<p><b>Condition 21 – Marking of Contractor Deliverables:</b></p> <p>Special Marking requirements:</p> <p>N/A</p>
<p><b>Condition 23 - Supply of Data for Hazardous Substances, Mixtures and Articles in Contractor Deliverables:</b></p> <p>A completed Schedule 6 ((Hazardous and Non-Hazardous Substances, Mixture or Articles Statement), and if applicable, UK REACH Article 31 compliant Safety Data Sheet(s) are to be provided by e-mail with attachments in Adobe PDF or MS WORD format to:</p> <p>a) The Authority's Representative (Commercial)</p> <p>b) Defence Safety Authority – <a href="mailto:DESEngSfty-QSEPSEP-HSISMulti@mod.gov.uk">DESEngSfty-QSEPSEP-HSISMulti@mod.gov.uk</a></p> <p>to be Delivered no later than one (1) month prior to the Delivery Date for the Contract Deliverable or by the following date:</p>
<p><b>Condition 24 – Timber and Wood-Derived Products:</b></p> <p>A completed Schedule 7 (Timber and Wood-Derived Products Supplied under the Contract: Data Requirements) is to be provided by e-mail with attachments in Adobe PDF or MS WORD format to the Authority's Representative (Commercial)</p> <p>to be Delivered by the following date:</p>
<p><b>Condition 25 – Certificate of Conformity:</b></p> <p>Is a Certificate of Conformity required for this Contract? <input type="checkbox"/></p> <p>Applicable to Line Items:</p> <p>If required, does the Contractor Deliverables require traceability throughout the supply chain? <input type="checkbox"/> (tick as appropriate)</p> <p>Applicable to Line Items:</p>

**Condition 27.b – Delivery by the Contractor:**

The following Line Items are to be Delivered by the Contractor:

All lines in Schedule 2 - Schedule of Requirements

Special Delivery Instructions:

**Condition 27.c - Collection by the Authority:**

The following Line Items are to be Collected by the Authority:

None

Special Delivery Instructions:

Consignor details (in accordance with 28.c.(4)):

Line Items: Address:

Line Items: Address:

Consignee details (in accordance with condition 23):

Line Items: Address:

Line Items: Address:

**Condition 29 – Rejection:**

The default time limit for rejection of the Contractor Deliverables is thirty (30) days unless otherwise specified here:

The time limit for rejection shall be Business Days.

**Condition 31 – Self-to-Self Delivery:**

Self-to-Self Delivery required? ☐ (tick as appropriate)

If required, Delivery address applicable:

**Pricing and Payment****Condition 34 – Contract Price:**

All Schedule 2 line items shall be FIRM Price other than those stated below:

Line Items Clause 46. refers

**Termination****Condition 41 – Termination for Convenience:**

The Notice period for terminating the Contract shall be twenty (20) days unless otherwise specified here:

The Notice period for termination shall be Business Days

**Other Addresses and Other Information** *(forms and publications addresses and official use information)*

See Annex A to Schedule 3 (DEFFORM 111)

DEFFORM 111  
(Edn 07/21)

## Appendix - Addresses and Other Information

**8. Public Accounting Authority:**

1. Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets In Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD  
☎ 44 (0) 161 233 5397
2. For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD  
☎ 44 (0) 161 233 5394

**9. Consignment Instructions:**

The items are to be consigned as follows:

As detailed in Schedule of Requirements

**3. Packaging Design Authority:**

Organisation and point of contact:

(where no address is shown please contact the Project Team in Box 2)

**4. (a) Supply/Support Management Branch or Order Manager Branch/Name:**

As per box 2



(b) U.I.N.

**10. Transport.** The appropriate Ministry of Defence Transport Offices are:

A. **DSCOM**, DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH

Air Freight Centre

IMPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943  
EXPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943

Surface Freight Centre

IMPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946  
EXPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946

**B. JSCS**

JSCS Helpdesk ☎ 01869 256052 (option 2, then option 3); JSCS Fax No 01869 256837  
Users requiring an account to use the MOD Freight Collection Service should contact UKStratCom-DefSp-RAMP@mod.gov.uk in the first instance

**5. Drawings/Specifications are available from:****6. Intentionally Left Blank****7. Quality Assurance Representative:**

Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.

AQAPS and DEF STANs are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit <http://dstan.gateway.isg-r.r.mil.uk/index.html> [intranet] or <https://www.dstan.mod.uk/> [extranet, registration needed]

**11. The Invoice Paying Authority:**

Ministry of Defence ☎ 0151-242-2000  
DBS Finance  
Walker House, Exchange Flags Fax: 0151-242-2809  
Liverpool, L2 3YL **Website is:**  
<https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing>

**12. Forms and Documentation are available through \*:**

Ministry of Defence, Forms and Pubs Commodity Management  
PO Box 2, Building C16, C Site  
Lower Arncott  
Bicester, OX25 1LP (Tel. 01869 256197 Fax: 01869 256824)  
**Applications via fax or email:** [Leidos-FormsPublications@teamleidos.mod.uk](mailto:Leidos-FormsPublications@teamleidos.mod.uk)

**\* NOTE**

1. Many **DEFCONs** and **DEFFORMs** can be obtained from the MOD Internet Site: <https://www.aof.mod.uk/aofcontent/tactical/toolkit/index.htm>
2. If the required forms or documentation are not available on the MOD Intranet site requests should be submitted through the Commercial Officer named in Section 1.

Redacted under FOIA Section 40, Personal Information

## **Schedule 4 - Contract Change Control Procedure (i.a.w. clause 6.b)**

### **Authority Changes**

1. The Authority shall be entitled to propose any change to the Contract (a "Change") or (subject to Clause 2) Changes in accordance with this Schedule 4.
2. Nothing in this Schedule shall operate to prevent the Authority from specifying more than one Change in any single proposal, provided that such changes are related to the same or similar matter or matters.

### **Notice of Change**

3. If the Authority wishes to propose a Change or Changes, it shall serve a written notice (an "Authority Notice of Change") on the Contractor.
4. The Authority Notice of Change shall set out the Change(s) proposed by the Authority in sufficient detail to enable the Contractor to provide a written proposal (a "Contractor Change Proposal") in accordance with clauses 7 to 9 (inclusive).
5. The Contractor may only refuse to implement a Change or Changes proposed by the Authority, if such change(s):
  - a. would, if implemented, require the Contractor to deliver any Contractor Deliverables under the Contract in a manner that infringes any applicable law relevant to such delivery; and/or
  - b. would, if implemented, cause any existing consent obtained by or on behalf of the Contractor in connection with their obligations under the Contract to be revoked (or would require a new necessary consent to be obtained to implement the Change(s) which, after using reasonable efforts, the Contractor has been unable to obtain or procure and reasonably believes it will be unable to obtain or procure using reasonable efforts); and/or
  - c. would, if implemented, materially change the nature and scope of the requirement (including its risk profile) under the Contract;

and:

  - d. the Contractor notifies the Authority within 10 (ten) Business Days (or such longer period as shall have been agreed in writing by the parties) after the date of the Authority Notice of Change that the relevant proposed Change or Changes is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c providing written evidence for the Contractor's reasoning on the matter; and
  - e. further to such notification:
    - (1) either the Authority notifies the Contractor in writing that the Authority agrees, or (where the Authority (acting reasonably) notifies the Contractor that the Authority disputes the Contractor's notice under Clause 5.d) it is determined in accordance with Condition 40 (Dispute Resolution), that the relevant Change(s) is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c; and
    - (2) (where the Authority either agrees or it is so determined that the relevant Change(s) is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c) the Authority fails to make sufficient adjustments to the relevant Authority Notice of Change (and issue a revised Authority Notice of Change) to remove the Contractor's grounds for refusing to implement the relevant Change under Clauses 5.a, 5.b and/or 5.c within 10 (ten) Business Days (or such longer period as shall have been agreed in writing by the parties) after:

As at Contract Commencement

- i) the date on which the Authority notifies in writing the Contractor that the Authority agrees that the relevant Change(s) is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c); or
- ii) the date of such determination.

6. The Contractor shall at all times act reasonably, and shall not seek to raise unreasonable objections, in respect of any such adjustment.

**Contractor Change Proposal**

7. As soon as practicable, and in any event within:

- a. (where the Contractor has not notified the Authority that the relevant Change or Changes is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c in accordance with Clause 5) fifteen (15) Business Days (or such other period as the Parties agree (acting reasonably) having regard to the nature of the Change(s)) after the date on which the Contract shall have received the Authority Notice of Change; or
- b. (where the Contractor has notified the Authority that the relevant Change or Changes is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c in accordance with Clause 5 and:

(1) the Authority has agreed with the Contractor's conclusion so notified or it is determined under Condition 40 (Dispute Resolution) that the relevant Change(s) is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c and the Authority has made sufficient adjustments to the relevant Authority Notice of Change (and issued a revised Authority Notice of Change(s)) to remove the Contractor's grounds for refusing to implement the relevant Change(s) under Clauses 5.a, 5.b and/or 5.c) fifteen (15) Business Days (or such other period as the parties shall have agreed (both parties acting reasonably) having regard to the nature of the Change(s)) after the date on which the Contractor shall have received such revised Authority Notice of Change; or

(2) the Authority has disputed such conclusion and it has been determined in accordance with Condition 40 (Dispute Resolution) that the relevant Change(s) is/are not a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c) fifteen (15) Business Days (or such other period as the parties shall have agreed (both parties acting reasonably) having regard to the nature of the Change(s)) after the date of such determination,

the Contractor shall deliver to the Authority a Contractor Change Proposal. For the avoidance of doubt, the Contractor shall not be obliged to deliver to the Authority a Contractor Change Proposal where the Contractor notifies the Authority, and the Authority agrees or it is determined further to such notification in accordance with Clause 5, that the relevant Change or Changes is/are a Change(s) falling within the scope of Clauses 5.a, 5.b and/or 5.c.

8. The Contractor Change Proposal shall comprise in respect of each and all Change(s) proposed:

- a. the effect of the Change(s) on the Contractor's obligations under the Contract;
- b. a detailed breakdown of any costs which result from the Change(s);
- c. the programme for implementing the Change(s);
- d. any amendment required to this Contract as a result of the Change(s), including, where appropriate, to the Contract Price; and
- e. such other information as the Authority may reasonably require.

9. The price for any Change(s) shall be based on the prices (including rates) already agreed for the Contract and shall include, without double recovery, only such charges that are fairly and properly attributable to the Change(s).

#### **Contractor Change Proposal – Process and Implementation**

10. As soon as practicable after the Authority receives a Contractor Change Proposal, the Authority shall:

- a. evaluate the Contractor Change Proposal; and
- b. where necessary, discuss with the Contractor any issues arising (and (in relation to a Change(s) proposed by the Authority) following such discussions the Authority may modify the Authority Notice of Change) and the Contractor shall as soon as practicable, and in any event not more than ten (10) Business Days (or such other period as the Parties shall have agreed in writing) after receipt of such modification, submit an amended Contractor Change Proposal.

11. As soon as practicable after the Authority has evaluated the Contractor Change Proposal (amended as necessary) the Authority shall:

- a. either indicate its acceptance of the Change Proposal by issuing a DEFFORM 10B in accordance with Condition 6 (Formal Amendments to the Contract), whereupon the Contractor shall promptly sign and return to the Authority the DEFFORM 10B indicating their unqualified acceptance of such amendment in accordance with, and otherwise discharge their obligations under, such Condition and implement the relevant Change(s) in accordance with such proposal; or
- b. serve Notice on the Contractor rejecting the Contractor Change Proposal and withdrawing (where issued in relation to a Change or Changes proposed by the Authority) the Authority Notice of Change (in which case such notice of change shall have no further effect).

12. If the Authority rejects the Contractor Change Proposal, it shall not be obliged to give its reasons for such rejection.

13. The Authority shall not be liable to the Contractor for any additional work undertaken or expense incurred in connection with the implementation of any Change(s), unless a Contractor Change Proposal has been accepted by the Authority in accordance with Clause 11.a and then subject only to the terms of the Contractor Change proposal so accepted.

#### **Contractor Changes**

14. If the Contractor wishes to propose a Change or Change(s), they shall serve a Contractor Change Proposal on the Authority. Such proposal shall be prepared and reviewed in accordance with and otherwise be subject to the provisions of Clauses 8 to 13 (inclusive).



## **Schedule 8 - Acceptance Procedure (i.a.w. condition 28)**

The Implementation Period shall commence on the Effective Date. In the period between the Effective Date and the Service Commencement Date, the Contractor shall carry out all the activities required to assume responsibility for the delivery of the Services in accordance with the details set out in the Implementation section of the Statement of Requirement.

The Implementation Activities shall be completed within the Implementation Period. If any of the Implementation Activities have not been satisfied or waived on or before the Service Commencement Date this Contract may be terminated from such date and no payment will be due by the Authority for any Services provided by the Contractor and such failure shall be deemed to be a Contractor Default.

The Contractor is to achieve full Cyber Risk compliance by the dates stated in the Cyber Implementation Plan. Failure to achieve full compliance by this date will mean the Contract may be terminated from such date and no payment will be due by the Authority for any Services provided by the Contractor and such failure shall be deemed to be a Contractor Default.

## Schedule 9 – Publishable Performance Information - Key Performance Indicator Data Report (i.a.w. Condition 12)

KPI's not currently due for publishing as contract value currently below threshold for publishing. Should the threshold for publishing change during the duration of the contract this table will be updated and KPI's will be published.

KPI Description*	Rating Thresholds	Frequenc y of Measure	Quarter and Year*	Average for Reporting Period	Rating*	Comment*
Candidate PRI invitations to be sent within 2 working days of the RN passing candidate details to the Supplier. Subject to the candidate contact details being correct.	Good*: 99.1-100% of invites were issued within 2 working days of RITS notification.	Monthly				
	Approaching Target: 95-99% of invites were issued within 2 working days of RITS notification.					
	Requires Improvement: 91-94% of invites were issued within 2 working days of RITS notification.					
	Inadequate: 0-90% of invites were issued within 2 working days of RITS notification.					
All PRIs are scored by the Supplier within 7 days of completion by the candidate.	Good*: 100% of PRIs were scored within 7 days of completion.	Monthly				
	Approaching Target: 95-99.9% of PRIs were scored within 7 days of completion.					
	Requires Improvement: 91-94% of PRIs were scored within 7 days of completion.					
	Inadequate: 0-90% of PRIs were scored within 7 days of completion.					
Candidates complete a GPE within 21 days of their PRI scoring if they have passed their PRI.	Good*: 99-100% of GPEs were completed within 21 days of successful PRI.	Monthly				
	Approaching Target: 95-98.9% of GPEs were completed within 21 days of successful PRI.					

	Requires Improvement: 91-94% of GPEs were completed within 21 days of successful PRI.					
	Inadequate: 0-90% of GPEs were completed within 21 days of successful PRI.					
Confirmation of a candidate's GPE date and time and the means to access their GPE (ie. An email link or the link to the relevant portal) to be sent to the candidate at least 48 hours prior to their GPE.	Good*: 100% of GPE invitations were sent within 48 hours prior to allocated GPE.	Monthly				
	Approaching Target: 95-99% of GPE invitations were sent within 48 hours prior to allocated GPE.					
	Requires Improvement: 91-94% of GPE invitations were sent within 48 hours prior to allocated GPE.					
	Inadequate: 0-90% of GPE invitations were sent within 48 hours prior to allocated GPE.					
Live technical support facility, and online chat, operated during agreed working hours to resolve queries prior to PRI and before and during the GPE.	Good*: 99-100% of queries were resolved (either before and/or during the live assessments).	Monthly				
	Approaching Target: 95-98.9% of queries were resolved (either before and/or during the live assessments).					
	Requires Improvement: 91-94% of queries were resolved (either before and/or during the live assessments).					
	Inadequate: 0-90% of queries were resolved (either before and/or during the live assessments).					
Supplier assessments available for moderation by AIB staff on random sample basis.	Good*: 100% of assessments available for moderation.	Monthly				
	Approaching Target: 99.5-100% of assessments available for moderation.					

	Requires Improvement: 98-99.5% of assessments available for moderation.					
	Inadequate: 0-97.9% of assessments available for moderation.					
Candidate scores available on the Supplier portal and accessible by the AIB within one working day following each stage of completion (PRI and GPE).	Good*: 100% of scores available on Supplier portal within one working day of candidate's assessment.	Monthly				
	Approaching Target: 95-99% of scores available on Supplier portal within one working day of candidate's assessment.					
	Requires Improvement: 91-94% of scores available on Supplier portal within one working day of candidate's assessment.					
	Inadequate: 0-90% of scores available on Supplier portal within one working day of candidate's assessment.					
Candidate experience survey results are positive or neutral.	Good*: 95-100% of feedback was positive or neutral.	Monthly				
	Approaching Target: 85-94.9% of feedback was positive or neutral.					
	Requires Improvement: 80-84% of feedback was positive or neutral.					
	Inadequate: 0-79% of feedback was positive or neutral.					
Supplier provides customer with 1 month of notice for all scheduled maintenance.	Good*: 100% of notifications with 1 month notice.	Monthly				
	Approaching Target: 98-99% of notifications with 1 month notice.					
	Requires Improvement: 95-97.9% of notifications with 1					

	month notice.					
	Inadequate: Less than 95% of notifications with 1 month notice.					
The solution to have no more than 4 hours of cumulative unplanned periods of unavailability of the Supplier's system, including the portal, PRI or GPE platforms across any 90-day rolling period.	Good*: No more than 4 hours of cumulative unplanned periods of unavailability across any 90-day rolling period.	Monthly				
	Approaching Target: No more than 6 hours of cumulative unplanned periods of unavailability across any 90-day rolling period.					
	Requires Improvement: No more than 8 hours of cumulative unplanned periods of unavailability across any 90-day rolling period					
	Inadequate: More than 8 hours of cumulative unplanned periods of unavailability across any 90-day rolling period.					

\*Publishable fields. Please note, of the four Rating Thresholds, only the 'Good' threshold is published.

Please see the [DEFFORM 539B Explanatory Notes](#) for guidance on completing the KPI Data Report.

All Service Levels will be monitored through the monthly reporting process.

If any individual KPI is not met (receiving a rating of Inadequate) in any individual month (i.e. month 1), 5% of the payments due to the Contractor for that month will be withheld by the Authority. If all KPI's are met (receiving a rating of Good, Approaching Target or Requires Improvement) in the following month (i.e. month 2), this withheld amount will then be paid to the Contractor. If all KPI's are not met (any receiving a rating of Inadequate) in the following month (i.e. month 2), the withheld amount will be deducted and not paid to the Contractor.

If any individual KPI is not met (receiving a rating of Inadequate) three or more times in any rolling 12-month period (i.e. month 1, month 5 and month 11), 5% of the payments due to the Contractor for the relevant month, in which the third or more failure occurred (i.e. month 11), will be deducted by the Authority and will not be paid to the Contractor.

If multiple KPI's are not met (receiving a rating of Inadequate) in any month (i.e. KPI 1 and KPI 4 both in month 5), 5% of the payments due to the Contractor for the month will be deducted by the Authority and will not be paid to the Contractor.

In the event that the Authority considers that a KPI has been failed due to circumstances outside of the control of the Contractor, the Authority may choose not to implement a withhold or deduction.

If the Contractor is continuously receiving Inadequate rating, the Authority reserves the right to consider this a Material Breach in delivery of the services.

## Schedule 10 – Statement of Requirements

### Introduction

To modernise candidate assessment for officer recruitment for the Royal Navy (RN), Royal Marines (RM), Royal Navy and Royal Marines Reserve Forces (Reserve Forces) and Royal Fleet Auxiliary (RFA).

Initially, to develop the technical solution for hosting and operating an online, two stage candidate assessment process, comprising of a Pre-Recorded Interview (PRI) and then a Group Planning Exercise (GPE). The Royal Navy Admiralty Interview Board (AIB) require the Supplier to assess from a minimum of approximately 3150 to a maximum of 3500 candidates for PRI and from a minimum of approximately 2200 to a maximum of 2600 candidates for GPE per year, with a relative proportion of this figure from the start of service delivery until the end of March 2023. Hosting refers to the PRI video recordings and the 'live' management of candidates during the GPE exercise. Operating includes PRI and GPE candidate assessment, internal quality control and reporting feedback on candidates from both PRI and GPE. Both the PRI and the GPE act as a filter to select out unsuitable candidates to go on to the next stage of assessment and selection.

The Authority has already developed a set of PRI questions and initial GPE content to form the initial assessments within the supplier's technical solution at the start of contract operation. The ongoing requirement is for collaboration between supplier project manager and occupational psychologists, AIB staff and military occupational psychologists to continuously develop and improve the PRI question bank and GPE assessment content and delivery over the whole contract period. The aim of this new process is to deliver a higher capacity approach than the RN has historically managed, with a quicker timeline for processing candidates through their application and assessment process. Once a PRI is sent to a candidate, they should have seven days to complete it, seven days for it to be assessed and scored and then they should complete their GPE within 21 days of the PRI scoring, taking the process to a total of six weeks at most from the point at which candidate data is transferred from AIB to the Supplier.

The contract will run until 31 March 2025 with a 6 month extension option until 30 September 2025 and a further 6 month extension option until 31 March 2026.

### Background

The requirements in the Statement of Requirement are to be read in conjunction with the Requirements Catalogue. 20220805-AIB-OA-ReqCat-v1-OSC.

The Royal Navy's Admiralty Interview Board (AIB) in Gosport, near Portsmouth, has for over 100 years conducted officer candidate assessments in person for those applying to the RN, RM, Reserve Forces and RFA. In 2005 the assessments became competency-based and were conducted over a 36-hour period at a dedicated facility in HMS SULTAN. Candidates are predominantly civilian applicants (known as Direct Entrant candidates), but also include serving RN and RFA ratings and RM other ranks (all known as in-service candidates) who have applied to commission. Approximately 7000 officer applications are received annually, with peaks at certain times of the year and from certain geographical locations. The historic AIB had a processing capacity of up to 950 candidates per year to select approximately 450 RN officers, 70 RM officers and a smaller number of Reserve Forces and RFA officers.

As a result of the Covid-19 pandemic, the in-person AIB Assessment Centre moved rapidly online. Commencing in May 2020, the sole method of assessing officers was through a virtual competency-based interview. While regarded as an acceptable interim solution, the competency-based interview did not fully assess all the competencies required.

The rudimentary success and efficiency of moving from a traditional face to face (F2F) assessment

to a virtual assessment, provided an opportunity to use a permanent digital solution. Researching other areas of government and public sector employers, e.g., Civil Service, NHS, Police, Ministry of Justice, the success of a permanent, commercially supported, multi-stage, virtual assessment process was evident.

During 2021 the AIB worked with military occupational psychologists, partner consultants and companies to develop a two-stage, virtual officer assessment. This comprised of an online PRI assessment, with a pre-determined series of questions for the candidate to answer. The candidate responses were assessed and those who passed were put forward to the GPE. The GPE was carried out virtually, with four candidates in each exercise. Candidates were provided with a situation, objectives, and information via an online candidate portal. As part of the assessment, they were awarded private study time, prior to a group discussion where candidates had to collectively develop a plan to meet the objectives. They were then given an opportunity to brief the plan, in whatever format they chose. A facilitator was on screen and gave the candidates information on how the assessment would run, providing instructions and supervision. Each candidate was assessed by an individual assessor, who remained off screen and on mute throughout. A phone number was available for candidates to call if they had technical issues during the assessment.

A member of the AIB team acted as moderator and was present during each GPE. The RN Moderator co-marked a candidate alongside one of the contracted assessors. A period of deliberation resulted in a final mark being awarded. Scores for each candidate were put onto an online software system, with evidence of the candidate's performance. The responsibility for informing the candidate of their result was passed back to the AIB team. Selection decisions were made by the wider Recruitment and Attraction (R&A) organisation. Dependent on the entry branch requirements, which fluctuate each year, passing the AIB does not necessarily mean being offered a place at Britannia Royal Naval College (BRNC) or Commando Training Centre Royal Marines (CTCRM).

Alongside the commercial Proof of Concept (POC), the RN has been developing two additional assessments that will, once fully developed, be undertaken by candidates prior to the commercial PRI and GPE. The future, four stage assessment process will consist of a Defence Aptitude Assessment (DAA)<sup>1</sup>, Situational Judgement Test (SJT)<sup>2</sup>, PRI and GPE. The DAA and SJT will filter 7000 candidates down to approximately 3150 per year to undertake the PRI, from which approximately 2200 will be selected to undertake the GPE. Until introduction of the SJTs, the DAA will be used to filter down to a minimum of 3150 for the PRI. Each stage of the assessment process acts as a filter to select out candidates to ensure the best candidates move forward to the next assessment stage.

Moving to a modern, virtual assessment process will enable the RN to continue to compete as a world class employer in an increasingly challenging recruitment market. The new generation of applicants expect the candidate experience to be a mobile friendly and fast one. The aim is to meet these expectations with a new digital, multistage assessment process, ensuring a fair, objective, evidence-based assessment of all candidates. Moving to a digital process will allow the RN to process a larger volume of candidates, which will enable selection of the most talented and potentially most diverse candidates. Returning to the historic F2F AIB would incur significant workforce generation costs and require reinstatement of a dedicated facility. This has not been ruled out but it is beyond the scope of this contract.

## Requirement

The Supplier needs to be on contract by 12 Oct 2022.

A two-part pilot scheme for PRI and GPE needs to be completed:

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<sup>1</sup> The DAA is a General Mental Aptitude (GMA) test.

<sup>2</sup> The SJTs are currently being developed by military occupational psychologists and are expected to be used in the assessment process in approximately 2023.



Part 1 (PRI) needs to be completed and approved by AIB by 18 Nov 2022;  
Part 2 (GPE) completed and approved by AIB by 25 Nov 2022;  
The commencement of active PRI assessments must be by 28 Nov 2022;  
The commencement of active GPE assessments by 12 Dec 2022.

Candidate: the candidate as described in the process, for the purpose of billing is:

1. On successful submission of a PRI by a candidate
2. On successful completion of a GPE by a candidate

Supplier cannot bill for a candidate if they are sent a PRI link but do not complete it. Supplier cannot bill for a candidate who signs up for a GPE but either, drops out of their own volition, or attends but cannot complete it because of connectivity issues. So 'successful completion of GPE' would mean, if they dropped out and had to reschedule twice, and completed it on the 3rd attempt, then the RN would still pay for the cost per head of a GPE for that candidate once.

The Supplier is required to provide all licences required for their solution, including any required for the RN users, within the cost of the contract.

The first requirement is for a two-stage, virtual assessment process comprising a PRI and GPE to be delivered as per the above dates.

The second requirement is for the continual development of the PRI and GPE through the course of the contract, to ensure it remains relevant to assessing the requirements of officers joining the RN and RM. There must be flexibility in reviewing and tailoring PRI questions for different cohorts, such as those joining different specialisations of the RN, RM and RNR. This also applies to in-service candidates<sup>3</sup> who are currently serving. The development of different question sets, and the formulation of a question bank must be carried out in consultation with the AIB. Final approval rests with the AIB. The associated marking criteria must also be reviewed and agreed accordingly, in collaboration with supplier and military Occupational Psychologists and AIB staff. A minimum of a quarterly meeting between AIB and the Supplier would be required to discuss progress, review feedback, review the collaboration process and agree dates for delivery of amendments to the extant PRI. Agreed amendments to the PRI will be made on a minimum of a 3 monthly basis or as deemed necessary by AIB.

There must be flexibility in reviewing and developing the GPE scenarios, format, candidate information, assessment process, marking scheme and candidate survey questionnaire to ensure it remains relevant to the RN R&A officer requirements. This is particularly relevant in a changing, post-pandemic, social and recruitment context. The development of different group assessments must be conducted collaboratively with the AIB, with final approval resting with the AIB. The associated marking criteria must also be reviewed and agreed accordingly, in collaboration with supplier and military Occupational Psychologists and AIB staff. A minimum of a quarterly meeting between AIB and the Supplier would be required to discuss progress, review feedback, review the collaboration process and agree dates for delivery of amendments to the initial GPE. Agreed amendments to the GPE will be made on a minimum of a 3 monthly basis or as deemed necessary by AIB.

AIB will send the Supplier the necessary candidate information (name, URN, Service, branch of preference, email address) to enable them to contact the candidate. AIB reserves the right to amend the type of candidate data sent to the Supplier during the course of the contract. From that point the Supplier is to provide an online portal, so that RN can always monitor the progress of candidates. Candidate status, assessment stage, scores and evidence must be made available in the Supplier portal, so the AIB staff can view and download the information to enable data transfer to RITS within one working day of the exercise. AIB staff will download the scores and evidence for

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<sup>3</sup> Also known as Upper Yardman (UY), Corps Commission (CC), Senior Upper Yardman (SUY), Senior Corps Commission (SCC) and Warrant Officers (WO).

each candidate and manually transfer the information to RITS.

The Supplier shall work with the AIB to identify if any measures should be introduced to the assessment process to take account of candidates with known Specific Learning Difficulties (SpLDs.)

#### **Pre-Recorded Interview:**

The PRI is an online automated video interview to assess a candidate's motivation to join the RN; awareness of what to expect in training and their chosen role; and their ability to communicate and influence (oral communication).

The supplier will be required to provide the following:

1. Host online pre-recorded interviews and send the PRI link (valid for seven days), to candidates. Candidate details will be sent to the supplier from the RN Recruitment Information Technology System (RITS). The supplier then has two working days to send the candidate a link to their PRI. There will be different question sets for direct entrants, in-service and Reserve Forces candidates. The questions to be used initially have been designed by the AIB staff and military occupational psychologists. The series of interview questions assess motivation, awareness, and oral communication. Once developed, there should be a facility for the Supplier to host the question banks to enable different questions to be used as agreed between AIB staff and the supplier.
2. A candidate will present a form of photo identification (driving licence/passport) to the screen to prove who they are. The Supplier must use this to confirm the identity of the candidate.
3. PRI to be accessible by candidates via any device which is video conference capable. (Eg. Mobile phone, tablet, laptop, computer) using the operating systems of Android, IOS, Edge and Google Chrome (this list is not exhaustive.) Candidates should be able to undertake the PRI at any time of day, 7 days a week, and from any location with internet access. Further detail is provided in the requirements catalogue.
4. The PRI is to present the candidate with a pre-scripted question set. The candidate must be informed of the process and timings before they commence. PRI must be an uninterrupted process. Candidate cannot pause and complete at different times. The interview consists of 8 questions: four on motivation and four on awareness. Each question appears as text on screen only as the candidate reaches the question, i.e., not all visible at once at the start. The PRI should include an unscored practice question for the candidate at the start. The candidate should be able to play this back and review it so they can see how they present on screen. Each question is visible to the candidate for 30 seconds prior to recording starting automatically, or the candidate can start recording within the 30 seconds if they wish. Recording time is two minutes and the candidate should have the facility to have two attempts to answer each question, with a review function available to the candidate after the first attempt. The candidate must be able to see how much recording time they have used / have left to go as they record their answer. After review, the candidate should be able to submit the first recording or record a second attempt at the answer. The candidate does not have the ability to review the second attempt.
5. Interviews to be assessed and scored by professionally qualified staff. Scoring system designed by AIB personnel. Training on the specifics of the scoring system and the Behaviourally Anchored Rating Scales (BARS) will be provided to the supplier by the RN and/or by an RN designated external training consultant. Scores to be digitally loaded to Supplier portal on the day of scoring. The scoring system consists of 12 elements in three competency areas: four motivation questions; four awareness questions; four oral communication competencies assessed across the eight questions. For each candidate,

the supplier is to provide a score from 1 - 4 for each of the 12 elements, plus a total score for each of the three competency areas, plus an overall score.

6. AIB retain responsibility for the scoring system, though it can be reviewed collaboratively with the Supplier's Occupational Psychologist(s). If the scoring scheme is amended by AIB during the course of the contract, the Supplier will receive AIB training as designated to ensure all assessor staff are competent in the amended scoring system.
7. The recorded interview should be able to be reviewed by multiple assessors at any time. AIB personnel to be able to moderate supplier scoring by watching and independently scoring a selection of PRIs. This will be at the discretion of the AIB, with every PRI being available to them for moderation. Moderation is to take place prior to the AIB team extracting the scores from the Supplier portal. Therefore, the portal must have the ability for the assessor and moderator to add their scores separately, prior to submitting a final score. The system must show which assessors have been moderated and by whom. The final score is input only once deliberations (if required) have taken place (between Assessor and Moderator) and will be the final score accepted by the RN. Moderation schedule to be agreed between the AIB and supplier in advance of assessments taking place. The AIB retain the final decision on scoring.
8. For the purposes of quality assurance any personnel, as nominated by the AIB, shall be provided access to the supplier portal, as requested by the AIB. This is likely to include Military Occupational Psychologists and our partner, external training consultants. As per the Data Protection Impact Assessment (DPIA), all data is owned by the MoD.
9. Provide Occupational Psychologists to work collaboratively with AIB staff and military Occupational Psychologists to facilitate continuous monitoring and development of the PRI. This will include, but is not limited to, the development of the PRI question bank and reviewing and improving the candidate experience.
10. The PRI to have a candidate survey at the end of the assessment, designed by supplier Occupational Psychologists and agreed by AIB, to provide feedback in support of PRI development.
11. The PRI is to be stored on the supplier server for the duration of the recruitment cycle as designated by the AIB, for a maximum of 18 months (but may be shortened during the contract). At the 18-month point, the supplier is responsible for deleting all PRI data in accordance with the DPIA.

### **Group Planning Exercise:**

The GPE is a group discussion exercise initially designed by military Occupational Psychologists. The intent is for up to three different GPE scenarios to be designed by the AIB and provided to the supplier at the start of the contract, with the supplier developing further GPE scenarios through the contract duration. The exercise assesses candidates on: problem solving; teamwork; influence; confidence and resilience; and oral communication.

The supplier will be required to provide the following:

1. Candidates successful at PRI to be digitally loaded to a GPE by the supplier from the details sent to the supplier from AIB; the GPE should be within 21 days of PRI scoring. A GPE is to be four candidates, possibly more if a suitable hosting and facilitating design is agreed between supplier and AIB Staff and the supplier's ability to score more than four candidates is proven. A supplier assessor should only have one candidate to assess and score. This would be part of the collaborative development of the GPE, reviewed at a minimum of three-monthly intervals. A four candidate GPE should be able to run with three

if one drops out or cannot join on the day. If two candidates drop out, all four candidates should be offered another GPE slot at the earliest opportunity.

2. Supplier to issue link to join GPE to candidates by email at least 48 hours before their scheduled GPE.
3. Host and facilitate GPEs, conduct an identity check of each candidate and assess each candidate during the GPE. The GPE has been designed with 15 minutes of independent reading of briefing material prior to the discussion then 20 minutes of group analysis and discussion. The candidates then present their results. Each candidate is assessed by an individual assessor.
4. The Supplier must also be capable of supporting the following elements of the GPE though the implementation of this will be determined by the RN once on contract: Candidates to be given a minimum of 10 minutes to meet in a virtual room, unassessed, and have an opportunity to 'break the ice' between them. Facilitator presence required to guide candidates through ice breaker. After the presentation of the group results, each Candidate is directed into their own digital room and given 2 minutes to collect their notes and thoughts. The candidate then presents their plan to the assessor. Assessor asks questions to determine greater understanding of the reasoning and decision making of the candidate. This assessor may be a different one to the assessor in the discussion phase. The assessor then asks the candidate some pre-set questions, which have set answers. This phase lasts 10 minutes. Assessors deliberate with other assessors as required to reliably determine the score of each candidate.
5. The AIB Moderator has the ability to move between digital rooms during the assessment.
6. The supplier should be able to host, facilitate and assess candidates using all provided GPE scenarios. The aim being to ensure that candidates can not anticipate which scenario will be used and that if a candidate is returning to be assessed after previously being unsuccessful, they do not undertake the same scenario. Supplier must maintain a record of candidate's names and ensure they identify any individuals returning for a second assessment and ensure they are assessed in a different scenario from their previous GPE.
7. GPE to be assessed and scored by suitably qualified supplier staff, with an allocation of one assessor per candidate. Scoring system designed by AIB personnel. Training on the specifics of the scoring system and BARS will be provided to the supplier by AIB personnel and the AIB external training consultant.
8. Scores and evidence are to be digitally loaded to Supplier portal by the supplier, on the day of scoring. The scoring system is based on the assessment of multiple competencies. Each competency will be awarded an individual score, as well as an overall GPE assessment score. AIB retain responsibility for the scoring system, though it can be reviewed collaboratively with the Supplier's Occupational Psychologists. If the scoring scheme is amended by AIB during the contract, the Supplier must accept AIB designated training to ensure all assessor staff are competent in the amended scoring system.
9. Provide facility for a minimum of one AIB staff member to join the GPE to moderate candidate assessment. In moderation, the AIB staff member will assess candidates using the same scoring system as the Supplier's assessors. There must be the ability for the AIB moderator to discuss the assessment outcomes with the Supplier assessor on completion. If there is a discrepancy in scoring, the RN moderator's decision is final. The moderation process is to be agreed collaboratively with the Supplier and AIB. If there is a difference in approach, AIB has the final decision.
10. Scores and evidence are to be made available in the Supplier portal to enable the AIB team to view and download the information to transfer it to RITS within one working day of the

GPE. Evidence to endorse the score awarded is to be comprehensive and detailed, providing examples of candidate participation and objective evidence when assessed against the BARS.

11. Provide a minimum of one Occupational Psychologist to work with AIB staff and military Occupational Psychologists to continuously monitor the performance of the GPE, develop the exercises and improve the experience for the candidates.
12. The GPE is to have a candidate survey at the end of the assessment, designed by supplier Occupational Psychologists and agreed by AIB, to provide feedback in support of GPE development and meet candidate satisfaction KPIs.
13. The supplier is to develop further GPE scenarios through the contract duration to enhance the variety of assessed GPE scenarios undertaken by candidates. Within the initial 6 months of the contract period, the supplier is to develop a minimum of 3 new assessment scenarios with associated scoring and marking schemes for use in GPE, with a further minimum of 6 new scenarios developed by the supplier between months 6-18 of the contract. All new scenarios must be reviewed for their suitability by AIB prior to implementation, with AIB retaining the final decision on implementation of new assessment material. Supplier-developed scenarios will only be considered towards the totals required if they are accepted into use by AIB.

### **Training Requirements**

1. To support the initial training of AIB personnel, military Occupational Psychologists, and any AIB training contractor to use the PRI and GPE technology and provide training aids.
2. All Supplier staff in a candidate facing role, with live interaction with candidates are to have the requisite Disclosure and Barring Service (DBS) or Enhanced DBS check if required in accordance with Government guidelines. The associated cost is to be borne by the Supplier.
3. The data integration solution shall have a training function so that RN personnel can be trained on the software functionality and assessment process in a training environment prior to being involved with live assessments.
4. All Supplier staff involved in the assessments in any capacity (e.g., assessing, facilitating, hosting) must receive training as specified by the AIB at any time during the contract. This training shall include, but shall not be limited to, practical application of the scoring system and assessment criteria, awareness and understanding of the branches, specialisations and training pipelines of officers joining the RN, RM, Reserve Forces and Royal Fleet Auxiliary Service. Assessors must all have a full working knowledge of the Group Planning Exercises and the viable solutions.
5. Supplier to provide a brief introductory audio-visual introduction (e.g., Video clip) to explain to candidates how the GPE will function, so they are prepared in advance and know what to expect. The RN will own all rights to this brief and will be able to use it as required.
6. Supplier to work with AIB to provide a brief audio-visual demonstration of the PRI and GPE assessment process which can be used to demonstrate to wider RN personnel what this part of the assessment includes, two weeks prior to commencement of Service delivery. The RN will own all rights to this brief and will be able to use it as required.

### **Technical Requirements**

1. The Supplier is required to provide a portal which is available 24 hours, 7 days a week, where AIB staff can view any candidate's status. Within the portal there must be the ability

for AIB staff to view: a candidate's name; URN; branch or preference; if they have been sent their PRI link; when their PRI was submitted; the PRI score; the assessor evidence for the PRI score; the candidate's GPE booking date; GPE score; GPE evidence. The AIB must have the ability to copy and paste data and readily download scores and evidence so they can be manually transferred into RITS by the AIB staff. There must be an ability for multiple candidate data to be downloaded at the same time. There must be the ability for AIB staff to indicate on the portal that they have taken the data from the portal (e.g., a tick box to indicate the PRI candidate data has been taken, a tick box to indicate the GPE data has been taken.) There must be an ability for the data fields in the portal to be amended during the course of the contract if AIB require additional data fields to be displayed or removed.

2. Technical solution for the GPE is to be as user friendly and accessible as reasonably practicable via a single digital interface.
3. The Group Planning Exercise software must have protection so that candidates can not copy, save or print screen the information on the screen.
4. A professional, corporate electronic background must be provided for all Supplier staff who have live interaction with candidates. This must have the RN logo prominently included. Staff must also wear professional, smart clothing.
5. AIB will need administrator rights to the Supplier system.
6. There will be a requirement for the supplier to be able to work with the AIB to aid in the development of the PRI and GPE from the initial concept. Development may include, but not be limited to: PRI questions, style of delivery, scoring system, timings and presentation; GPE scenarios and content, style of delivery, timings, numbers in attendance; assessment criteria and moderation criteria.
7. Supplier must provide a business continuity plan to AIB, prior to 31 Oct 22, in case of technical faults and staff unavailability. This must include plans for maintaining a PRI and GPE assessment in cases where there are specific software faults, malware attacks, connectivity issues, staff illness, physical damage to supplier infrastructure, national lockdowns as a minimum.
8. The data integration solution shall have representative test environments (RTE) available to enable testing as developments are made during the lifetime of the contract.
9. The supplier solution must be capable of using Application Programming Interface (API) functionality between the supplier software and RITS. The supplier is responsible for the costs of maintaining any software and any software updates required to meet the security aspects of the contract. The supplier must supply, maintain and support an API through the life of the contract, if it is used, ensuring it evolves with new software and platform requirements and upgrades with emergent technology, which candidates may use, over the lifetime of the contract. If an API is used later in the contract, the transfer of scores and evidence on to RITS must be managed via the API.
10. The quality of the connection / data processing capability needs to be high enough to ensure PRIs are operated seamlessly without connection failures and that at least four candidates can be online on a GPE at the same time, along with the necessary assessing and facilitating staff.
11. A technical support facility, for candidates to contact in the event of technical difficulty in accessing or completing the PRI or GPE:

- a) It must be available for a minimum of the daytime working hours that GPE assessments are being run, for candidates to contact in the event of technical difficulty in accessing or completing the GPE.
- b) This is required to take the form of availability via an online chat service.
- c) E-mail enquiries must be responded to within 2 working days of receipt, noting that those with a requirement for resolution before that timeframe must be prioritised for immediate response.
- d) Information about this technical support facility must be made available to candidates outside daytime working hours so they know how and when they can gain technical support when they do conduct their PRI or GPE.
- e) Technical support must be made available to candidates so they can ask any technical questions prior to commencing their PRI or GPE.
- f) The technical support must include the ability for a candidate to conduct a pre-call system test. This must be available for the candidate to conduct at least 24 hours prior to GPE to ensure technical quality is appropriate, so they can liaise with the Supplier in advance if there are problems to resolve.

12. Supplier responsibilities in terms of the service delivery of assessments include:

- a) To notify the Customer about all scheduled maintenance with at least 1 month notice.
- b) To manage change requests. (Change definition: The addition, modification or removal of anything that could have an impact on an IT Service.)
- c) To manage Incidents. (Incident Definition: An unplanned interruption to, or a reduction in the quality of a service.)
- d) To notify the Customer of the instigation of the Business Continuity Plan .
- e) Timeframe to make system available if it becomes unavailable for any reason.

13. Further technical detail is available in the Requirements Catalogue. (See Annex A)

## **Deliverables**

Supplier must provide an implementation plan to AIB within one week of commencement of contract, demonstrating the route to full service delivery by 28 Nov 22.

Candidates will be made available to conduct their PRI in a continuous flow throughout the year. The Supplier must be able to adjust the capacity of PRI and GPE to accommodate surges at particular times<sup>4</sup> of the year. At the start of the contract there will be a backlog of candidates who require assessment, therefore for the first three months of assessments, AIB will prioritise candidates for PRI and GPE. GPEs should take place for candidates who are successful at PRI within 21 days of their PRI assessment. The PRI and GPE assessment process should take no more than 6 weeks for a candidate.

Supplier must send links to PRI and links to access GPE to candidates. A link to the PRI must be sent to a candidate within 48 hours of the Supplier receiving the Candidate data from AIB. Once a PRI is sent to a candidate, they should have seven days to complete it, seven days for it to be assessed and scored and then they should complete their GPE within 21 days of the PRI scoring,

The supplier to provide training to Authority staff on how to access and use the supplier's technical solution. This must be provided prior to 14 Nov 22 and must be provided as required by AIB as refreshed training and for any new joiners to AIB throughout the duration of the contract.

The supplier will be required to provide a survey for candidates to comment on ease of use and quality of experience. Supplier to produce a weekly feedback report to customer detailing the

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<sup>4</sup> For example, additional/ prioritised places may be required for certain branches at certain points of the year, e.g., RNR candidates from Jan-May each year ahead of their selection weekend, or Mar – May each year for the Medical Direct Entrants ahead of the Jun Final Selection Boards. This will not exceed the outlined numbers for overall assessment.

feedback from the candidate surveys. The survey questions are to be designed by the supplier but must be approved by the AIB, AIB has the final decision on the questions asked of candidates and these can be amended at any point as required by the AIB. As a minimum, candidates to be asked: did they have sufficient information prior to the assessment; did they understand what they had to do during the assessment; were they able to perform at the best of their ability during the assessment; were they treated fairly during the assessment; did they have a positive or negative experience during the assessment.

The supplier will be required to provide a technical support facility for candidates to contact in the event of technical issues accessing or completing the assessments. Supplier to produce a weekly technical issue and resolution report to customer. Report to include each technical issue from each candidate raising an issue and whether it was resolved and how. If not resolved, it must detail what action was taken.

The supplier will be required to provide the AIB staff access to all the recorded raw data (including all marking and feedback data) to its full extent within one working day of a data request having been made. All data is owned by MoD.

In accordance with the privacy statement candidates will have agreed to during their recruitment process, the supplier must have the ability to:

1. Cease processing of personal data on request by the RN.
2. Pass a copy of any personal data provided to the AIB, and for this to be provided in a structured, commonly used and machine-readable format, in order that the RN meets its obligations for data privacy rights.

## **Milestones**

The Supplier needs to be on contract by 12 Oct 2022. A two-part pilot scheme for PRI and GPE needs to be completed. Part 1 (PRI) needs to be completed and approved by AIB by 18 Nov 2022 and part 2 (GPE) completed and approved by AIB by 25 Nov 2022. The commencement of active PRI assessments must be by 28 Nov 22 and for GPE assessments by 12 Dec 2022.

Supplier to work with AIB to provide a brief audio-visual demonstration of the PRI and GPE assessment process which can be used to demonstrate to potential candidates and to current RN personnel what this part of the assessment includes 2 weeks prior to commencement of Service delivery.

There is a requirement for the Supplier to develop new group assessments, to improve on the initial scenarios provided for the start of the contract. Associated scoring and marking schemes may also require adjustment. This would be conducted collaboratively with the AIB, with AIB having the final decision on changes and implementation. New group exercise assessments would be required to be ready for review, with a training and implementation plan in place, 6 months from the start of contract.

## **Location**

The solution is to be online and accessible from any location with internet connection.

## **Acronyms**

AIB. Admiralty Interview Board.



BARS - Behaviourally Anchored Rating Scales.

DE – Direct Entrant. A civilian applicant to be an officer in the Royal Navy, Royal Marines, Reserve Forces or Royal Fleet Auxiliary.

DPIA – Data Protection Impact Assessment.

GPE – Group Planning Exercise. The second commercially supported stage of the candidate assessment process.

ORCE – Observe, Record, Classify, Evaluate. Assessment methodology.

PRI – Pre-Recorded Interview. The first commercially supported stage of the candidate assessment process.

Reserve Forces. Royal Naval Reserves and Royal Marine Reserves.

RITS – Recruitment Information Technology System. The system for candidate management, designed by Pega on behalf of the Royal Navy and Royal Air Force.

RM – Royal Marines

RN – Royal Navy

R&A. Recruitment and Attraction. The RN organisation responsible for all recruitment into the Royal Navy, Royal Marines, Reserves and Royal Fleet Auxiliary.

## **Governance**

Supplier to provide a dedicated project manager.

Supplier to contribute to design and development meetings on a minimum of a 3 monthly basis.

Supplier to communicate with customer online and in person regularly and as appropriate to ensure smooth running of solution.

Supplier to produce a weekly report to customer including technical issue and resolution report, candidate usage and candidate survey feedback.

There is a requirement for a regular contract management meeting between AIB and the supplier, with a frequency of a minimum of fortnightly, in order to discuss, review and collaborate on any elements of the assessment process including moderation. Periodicity of the meeting to be reviewed at the 3-month point.

Customer to conduct moderation for at least 10% of candidates for both PRI and GPE.

Supplier staff, in application of the contract, must comply at all times with the following legislation:

Human Rights Act 1998  
Equality Act 2010  
Children Act 1989

The data integration solution shall ensure the storage of personal data is compliant with Data Protection Act 2018 and is GDPR compliant.

The data integration solution shall be compliant with MOD Information Management Policy.

## **Acceptance**

There must be a user trial prior to acceptance, carried out by the supplier with the ability for the AIB to review. User test must include, but is not limited to, mock candidate journey from invitation through to conducting PRI, supplier scoring of interviews and RN moderation of supplier scoring. In addition, a mock candidate journey from invitation through to GPE, a full GPE run-through, supplier scoring of GPE and RN moderation of GPE supplier scoring. Survey process by mock candidates. Process must be assessed to exceed minimum viable product requirements in accordance with the requirements catalogue.

## **Performance Management**

The quality of the supplier assessments is critical and needs to be aligned with AIB staff assessments. Scores and evidence collated by assessors will need to be regularly monitored by the supplier. Scoring tolerance levels (i.e., the tolerated difference between supplier assessor and RN moderator scores) and subsequent actions to be taken (if tolerance levels are exceeded) will need to be agreed prior to pilot period. Any inaccurate scorings or poor assessment methods, identified either by the supplier or AIB staff, will need to be discussed with the AIB and actions subsequently agreed and rectified by the supplier.

All supplier provided assessors must apply the standards set by the AIB and engage in the moderation process.

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## **Government Furnished Assets**

Nil

## **Security**

1. The Security Aspects Letter (SAL) is issued to contractors and lists the protectively marked assets and the required levels of personnel security clearances. The contractor is required to confirm in writing that they understand and will implement the terms of the SAL or clause. The SAL is the legal instrument under which a UK contractor may be prosecuted under the Official Secrets Act. A SAL will be issued to the contractor with the ITT or contract document.
2. All supplier staff involved with the contract are to hold a valid Security Clearance.
3. The data integration solution shall implement measures to prevent either accidental or unauthorised disclosure of data or information.
4. The Supplier shall comply with MOD security principles, standards and policies.
5. The data integration solution shall limit access and be capable of managing permissions for authorised users, processes acting on behalf of authorised users, and devices (including other systems) through-life.

## **Personal Data**

A DPIA has been conducted. A cyber risk assessment has been conducted, reference: 898261817

Supplier will provide AIB:

Full name of candidates, alongside unique identifier reference, alongside scores for PRI assessments.

Full name and assessor feedback comments about candidates in PRI, on which scores are based.

Full name and screen recording of candidates answering questions in a pre-recorded interview format.

Full name of candidates with scores from the GPE.

Full name of candidate alongside assessor feedback comments about candidates in GPE, on which scores are based.

Supplier will be provided with:

Full name to identify individual candidates.

Email address to contact candidate and send them a link to fulfil the online assessment.

Unique identifier reference to enable matching of score with RITS candidate record.

Specialisation or Branch of the Naval Service the candidate is applying to join.

Information in relation to data processing IAW DEF FORM 532 and PDAL

To note: Special Category personal data is not being categorised or collected but it may be presented by the candidate by default through the process of the screen recordings. This may include special category data on racial or ethnic origin; religious or philosophical beliefs; health data; sexual orientation/sex life (this list is not exhaustive.)

All collected and derived data and all associated documentation (e.g. marking and assessment notes) generated under the contract are owned and controlled by the MoD.

## **Quality & Standards**

Supplier Assessors will be suitably qualified and experienced HR specialists with experience of assessing candidates virtually (preferably CIPD qualified or equivalent professional body). Assessors to be trained by the Supplier in objective assessment including the Observe, Record, Classify, Evaluate (ORCE) methodology, Equal Opportunities and Unconscious Bias. Supplier is to provide Continuing Professional Development (CPD) opportunities to assessing staff to ensure their standards are maintained and they remain consistent and objective in their assessing.

Customer will provide Supplier Assessors with training on the Behaviourally Anchored Rating Scales (BARS) used for each exercise. Supplier to ensure all assessors attend this training. Monitoring of assessment.

- Supplier internal – Supplier to review and monitor the standard and consistency of assessor scoring on a weekly basis.
- AIB will monitor assessment scoring and report any discrepancies as part of their ongoing moderation and assurance practices.
- Supplier to review and investigate assessor discrepancies and provide AIB with a report on actions taken to rectify if appropriate. If customer requests an assessor is removed for consistently inaccurate assessment this must be actioned by supplier.
- Supplier to comply with RN Equality Assessment requirements, which is an RN process.

**Health & Safety**

N/A

**Environmental**

N/A

**TUPE**

N/A

**Implementation**

There is no existing contract. The Supplier needs to be on contract by 12 Oct 2022. A pilot scheme for PRI needs to be completed and approved by AIB by 18 Nov 2022 and a pilot scheme completed and approved by AIB for the GPE by 25 Nov 2022. The commencement of active PRI assessments must be by 28 Nov 22 and for GPE assessments by 12 Dec 2022.

The following must be met during the implementation period in order for the supplier to proceed to Service Commencement.

- Provision of audio-visual demonstration 2 weeks prior to service delivery for candidates and for RN personnel
- Provision of audio-visual demonstration of the PRI & GPE process used to demonstrate the assessment process to wider RN personnel what the process is.
- Pilot scheme of PRI and pilot scheme of GPE prior to service commencement
- 3 x new group planning exercises assessments with training and implementation plan 6 months from the service commencement.
- Supplier to produce a weekly technical issue and resolution report to customer.
- There is a requirement for a regular contract management meeting between AIB and the supplier, with a frequency of a minimum of fortnightly, in order to discuss, review and collaborate on any elements of the assessment process including moderation.
- Supplier to communicate with customer online and in person regularly and as appropriate to ensure smooth running of solution.
- Training

**Exit**

At the end of the contract, the supplier must ensure that all candidate scores and reports, produced as part of the delivery of the contract, have been received by the customer.

At the end of the contract the supplier will need to permanently erase any data and any personal data held on computer systems and servers. Data required for appeal purposes by the RN for up to 18 months after the end of the contract must be retained on a secure system and be available to AIB in case of appeal requests by candidates. That data must then be deleted on a monthly basis at the end of each 18-month point.

Final registration of candidates for the assessment process will be 1 month prior to the end of the contract period (anticipated 31 Mar 25).

**Software**

The supplier's technical solution must be capable of being compatible with the RN Recruitment Information Technology System (developed by Pega), through an Application Programming

Interface. That enables the transfer of candidate data to load candidates to assessments and the transfer of candidate scores to the customer. Supplier to comply with JSP 604 accreditation to be able to link to RITS by API.

Supplier will be required to provide technical updates and patches, within the cost of the contract, as required to ensure software remains capable of meeting cyber risk assessment requirements.

Supplier shall ensure software remains compatible with RITS to enable transfer of candidate data as required.

### **IPR or Other Rights**

Supplier shall aim to embed user guides within the technical solution IAW details within the Requirements Catalogue. Failing this the supplier shall make instruction manuals for the technical solution available for MOD use. MoD shall own IPR on the exercises including any subsequent design of the assessments and the results data from the assessments performed under the contract.

### **Annex A to Schedule 10 – Requirements Catalogue**



SSCL

20220805-AIB-OA-Rec

**Personal Data Particulars****DEFFORM 532****Edn 10/19**

<b>Data Controller</b>	<p>The Data Controller is the Secretary of State for Defence (the Authority).</p> <p>The Personal Data will be provided by:</p> <p>Head Recruit &amp; Attract</p> <p>People &amp; Training Directorate, Building 1/080, Jago Road, HMNB Portsmouth. PO1 3LU</p>
<b>Data Processor</b>	<p>The Data Processor is the Contractor.</p> <p>The Personal Data will be processed at:</p> <p>TBC</p>
<b>Data Subjects</b>	<p>The Personal Data to be processed under the Contract concern the following Data Subjects or categories of Data Subjects:</p> <p>Individuals who have expressed an interest to join the Naval Service, who have completed an application form and are in the Naval recruiting process. This will include personnel who are already members of the Armed Forces as well as civilians.</p>
<b>Categories of Data</b>	<p>The Personal Data to be processed under the Contract concern the following categories of data:</p> <p>Candidate ID reference, candidate name, candidate email address. Screen recording of candidates.</p>
<b>Special Categories of data (if appropriate)</b>	<p>The Personal Data to be processed under the Contract concern the following Special Categories of data:</p> <p>No deliberate collection of Special Category Data, however, some special category data may be voluntarily provided by candidates in the process of the interview.</p>
<b>Subject matter of the processing</b>	<p>The processing activities to be performed under the contract are as follows:</p> <p>Personal data is required in order to load personnel onto a scheduled interview, which will be recorded. Personal data is required to load candidates on to a group exercise assessment. Personal data will be required for provision of assessment feedback.</p>

<b>Nature and the purposes of the Processing</b>	<p>The Personal Data to be processed under the Contract will be processed as follows:</p> <p>The passing of a name and email address is to enable identification and contact with candidates to enable them to take part in the assessment process. The recording of the candidates during a pre-recorded interview enables them to carry out part of the assessment in a flexible time frame, which can then be objectively and fairly assessed by the contractor.</p> <p>Unique candidate identifier to enable correct updating of RITS candidate record with interview and exercise score/result.</p>
<b>Technical and organisational measures</b>	<p>The following technical and organisational measures to safeguard the Personal Data are required for the performance of this Contract:</p> <p>An Official-Sensitive Security Aspects Letter. A Data Protection Impact Assessment has been carried out. All staff provided by the Contractor shall meet the security requirements of the Authority as stated in the Statement of Requirements, PQQ and Security Aspects Letter.</p> <p>Data is to be held for the minimum time necessary, laid out in the contract, and is to be deleted when no longer required. Data is owned by the MoD but held on the Supplier servers apart from when copies are required by MoD.</p>
<b>Instructions for disposal of Personal Data</b>	<p>The disposal instructions for the Personal Data to be processed under the Contract are as follows (where Disposal Instructions are available at the commencement of Contract): [please specify]</p> <p>To be determined at commencement of contract. There shall be a handover of documentation no later than 8 weeks before contract end date as stated in the Statement of Requirements. All data must be deleted no later than 18 months after contract end or earlier if requested by MoD.</p>
<b>Date from which Personal Data is to be processed</b>	<p>Where the date from which the Personal Data will be processed is different from the Contract commencement date this should be specified here: From 28 November 22</p>

The capitalised terms used in this form shall have the same meanings as in the General Data Protection Regulations.

**Schedule 11 – Notification of Intellectual Property Rights (IPR) Restrictions (i.a.w. Clause 7)****Part A – Notification of IPR Restrictions**

1. Contract Number <b>703671450</b>				
2. ID #	3. Unique Technical Data Reference Number / Label	4. Unique Article(s)* Identification Number / Label	5. Statement Describing IPR Restriction	6. Ownership of the Intellectual Property Rights
1			SSCL will utilise third party software products in order to deliver the service which are COTs third party software solutions, IPR to which will at all times remain vested in the software provider.	Sova
2			SSCL will utilise third party software products in order to deliver the service which are COTs third party software solutions, IPR to which will at all times remain vested in the software provider.	Shine
3			SSCL will utilise third party software products in order to deliver the service which are COTs third party software solutions, IPR to which will at all times remain vested in the software provider.	Tazio

\* Article(s), for the purpose of this form only, means part or the whole of any item, component or process which the Contractor is required under the Contract to supply or in connection with which it is required under the Contract to carry out any service and any other article or part thereof to the same design as that article.



## **Part B – System / Product Breakdown Structure (PBS)**

Not Applicable

This Contract shall come into effect on the date of signature by both parties.

**For and on behalf of the Contractor:**

	
Date	11/10/2022

**For and on behalf of the Secretary of State for Defence:**

	
Date	27 September 2022

**Redacted** under FOIA Section 40, Personal Information