



Salisbury NHSFT Managed Procurement Services URN/ Order Form – Apprenticeships Procurements

Employer Organisation Details Employer MUST complete	
Organisation Full Legal Name	NHS South, Central and West Commissioning Support Unit
Employer Address	Omega House, Southampton Road, Eastleigh, Hampshire, SO50 5PB
Employer Contact Name	Tiffany Jenkins / Rajinder Joshi
Employer Contact Email	██████████@nhs.net / ██████████@nhs.net
Contract Signatory Name	██████████
Contract Signatory Email	██████████@nhs.net

Education Provider Organisation Details Employer MUST complete	
Organisation Full Legal Name MUST match their DAS account	Arden University
Provider Address	Arden House Middlemarch Park Coventry CV3 4FJ
Provider Contact Name	██████████
Provider Contact Email	legal@arden.ac.uk

Employers – all GREEN sections on this form must be completed please. We cannot accept “tbc” etc instead of dates – the month of planned start is needed.					Salisbury NHSFT Use Only			
Apprenticeship Standard No *	Apprenticeship Standard Title Add pathway info if relevant – e.g. route for nursing or additional qualifications / content being requested	Funding Band Max	Estimated Number of Learners	Planned Learner Start Date (MM/YY)	URN Number	Allocated Date	New Contract or existing number	Framework or Higher Level (C) bid response
ST0480	Senior leader	£14,000	1	04/2024	10353-5254	26/03/2024	New Contract – 12.04.24 00	C1546.362

Employers : Please send a copy of this form to sft.commercial@nhs.net when your training provider is aware of your requirement. **DO NOT RETURN IN ANY FORMAT OTHER THAN WORD (NO PDFs PLEASE)** Apprenticeship Standard Numbers and Funding Band can be found at [IfATE Apprenticeship Search](#)

Providers : This Call-off is not valid until you receive an issued number via DocuSign and Employer Contract if one is not already in place. All subsequent enrolments are covered by Framework Terms & Conditions at all times, you **MUST NOT** issue your own Terms & Condition or ask employers to agree to your Terms in any documentation.

SIGNATURE FIELDS ARE COMPLETED VIA DOCUSIGN WHEN ISSUED – PLEASE DO NOT COMPLETE MANUALLY

Employer Signature	██████████	Date	15 April 2024	Provider Signature	██████████	Date	12 April 2024
--------------------	------------	------	---------------	--------------------	------------	------	---------------



S10353 – Apprenticeship Education Framework





Contract Agreement and Call Off

Note – This Employer / Provider Call Off contract is governed by the Framework Contract S10353 between the Provider and Framework Operator (Salisbury NHS Foundation Trust).

Contracting Authority (Employer)	NHS South, Central and West Commissioning Support Unit
Employer Contact Name	██████████
Employer Address	360 17 Marlborough Street, Bristol,
Employer Contact Email	██████████@nhs.net
Education Provider (Supplier)	Arden University
Supplier Contact Name	██████████
Supplier Address	Arden House Middlemarch Park Coventry CV3 4FJ
Supplier Contact Email	legal@arden.ac.uk
Salisbury Framework URN Number	10353-5254
<p>Please note – This Contract is NOT valid unless a URN number has been issued by Salisbury to both the Authority and the Supplier. This number will be inserted above at time of Contract Issue and a completed URN form will be issued to both Parties.</p> <p>The Supplier MUST be in receipt of a URN/Order Form bearing an issued URN Number for all cohorts enrolled under this contract.</p> <p>At all times the Framework Terms & Conditions published (S10353) will apply in addition to this document.</p> <p>ALL documentation issued by Suppliers MUST carry the Order Number allocated by Salisbury.</p> <p>Suppliers must NOT request contract changes from the Authority named. Any contract content enquiries must be sent to Salisbury as the framework operator, by email to sft.commercial@nhs.net</p>	

Contract Declaration



Both Parties confirm that they have read and understood the Framework Terms Contract issued as part of this Procurement, including the Provider responses and the Order of Precedence. Both Parties agree to be bound by those Contract terms.	
For the Contracting Authority (Employer)	For the Education Provider
	
Signatory Name: 	Signatory Name: 
Signatory Position: Deputy Director of People	Signatory Position: Chief Financial Officer
Date of Signature: 15 April 2024	Date of Signature: 12 April 2024

FRAMEWORK (EMPLOYER) TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES (CONTRACT VERSION)



The Authority	As detailed on the Contract Call Off form
The Supplier	As detailed on the Contract Call Off form
Type of Services	Provision of Apprenticeships under Framework S10353. If the URN begins 10353- then the contract covers all standards listed by the provider. If the URN begins 3xxxx- the contact covers solely the standards detailed in Schedule 6 and cannot be transferred to other Standards.
Start Date	Date of Student Placement
End Date	Student enrolments – up to 31 st March 2025 Apprentices - Date of Course Completion (including EPA) or Termination

This Contract is made on the date set out above subject to the terms set out in the schedules listed below (“**Schedules**”). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.

The Supplier shall supply to the Authority, and the Authority shall receive and authorise payment for, the Services on the terms of this Contract.

The Definitions in Schedule 2 apply to the use of all capitalised terms in this Contract.

Schedules

(External) Apprenticeship Funding Rules	As published by the Education & Skills Funding Agency at https://www.gov.uk/guidance/apprenticeship-funding-rules
(External) The Requirements of the relevant Apprenticeship Standard	As published by the Institute for Apprenticeships and Technical Education at https://www.instituteforapprenticeships.org/apprenticeship-standards/
Schedule 1	Key Provisions
Schedule 2	General Terms & Conditions
Schedule 3	Definitions & Interpretations
Schedule 4	Contract Key Performance Indicators
Schedule 5	Authority local Requirements, Terms or Service Specification (where issued)
Schedule 6	Supplier’s Response to ITT – added as a Docusign attachment, may be multiple documents
Schedule 7	Supplier’s Apprenticeship Agreement (added as a Docusign attachment where provided) and shall not overwrite any



	Term within the Framework Contract. Must not carry Learner Identifiable data (where issued)
--	---

Note

This is a Contract to provide the services detailed above and in line with tender documentation issued. This does not form a volume commitment nor imply any exclusivity to provide the services detailed during the lifetime of the Contract.

Student numbers are only confirmed at the time of individual student / cohort commencement.

Where multiple Contracting Authorities are listed as signatories, no joint liability is established between those Contracting Authorities. Each Authority forms an independent contractual relationship with the Supplier.

In all cases where Supplier documentation is enclosed as a Schedule, in the event of any conflict between the contents of those documents and these NHS Terms, the NHS Terms shall prevail.

Any documentation issued to Contracting Authorities by Suppliers outside of this Contract shall, in the event of a dispute, be secondary to the Terms of this Contract.

Apprenticeship Conditions or Regulations (Funding Rules) issued by the Education & Skills Funding Agency, and the shall have precedence at all times.

Contract content questions must only be directed to Salisbury NHSFT at sft.commercial@nhs.net

Apprenticeship Funding Rule questions should be directed to the Education & Skills Funding Agency : helpdesk@manage-apprenticeships.service.gov.uk

Telephone 08000 150 6000



Schedule 1

Key Provisions

Standard Key Provisions

1 Application of the Key Provisions

- 1.1 The standard Key Provisions at Clauses 1 to 26 of this Schedule 1 shall apply to this Contract.
- 1.2 Extra Key Provisions shall only apply to this Contract where such provisions are set out at the end of this Schedule 1.

2 Term

- 2.1 New Enrolments – This contract shall be valid for new learners to be enrolled with the Supplier up to 31st March 2025.
- 2.2 Learners on programme – This contract shall remain in force beyond the period in 2.1 whilst enrolled learners complete their Apprenticeship, including End Point Assessment.

3 Contract Managers – Not Used

4 Names and addresses for notices -See address on Order Form

- 4.1 Notices should be addressed to the Supplier contact on the order form unless an alternative has been provided by the Supplier in Schedule 7 (Supplier's Documentation).

5 Order of precedence

- 5.1 Should there be a conflict between any other parts of this Contract the order of priority for construction purposes shall be:

(External) Apprenticeship Funding Rules	As published by the Education & Skills Funding Agency at https://www.gov.uk/guidance/apprenticeship-funding-rules
(External) The Requirements of the relevant Apprenticeship Standard	As published by the Institute for Apprenticeships and Technical Education at https://www.instituteforapprenticeships.org/apprenticeship-standards/?
Schedule 1	Key Provisions
Schedule 2	General Terms & Conditions
Schedule 3	Definitions & Interpretations
Schedule 4	Contract Key Performance Indicators
Schedule 5	Authority local Requirements, Terms or Service Specification (where issued)



Schedule 6	Supplier's Response to ITT – added as a Docusign attachment, may be multiple documents
Schedule 7	Supplier's Apprenticeship Agreement (added as a Docusign attachment where provided) and shall not overwrite any Term within the Framework Contract. Must not carry Learner Identifiable data (where issued)

5.1.1 any other Authority documentation forming part of the Contract in the date order in which such documentation was created with the more recent documentation taking precedence over older documentation to the extent only of any conflict.

5.2 For the avoidance of doubt, the contents of any Authority documentation shall include, without limitation, the Authority's requirements in the form of its specification and other statements and requirements, the Supplier's responses, proposals and/or method statements to meet those requirements, and any clarifications to the Supplier's responses, proposals and/or method statements as included as part of Schedule 6. Should there be a conflict between these parts of the Specification, the order of priority for construction purposes shall be (1) the Authority's requirements; (2) any clarification to the Supplier's responses, proposals and/or method statements, and (3) the Supplier's responses, proposals and/or method statements.

5.3 Also for the avoidance of doubt, Suppliers will be required to provide any terms and conditions documents which they wish the Authority to sign, at bid stage. Only documentation supplied at bid stage will be included in this Contract, and subsequently submitted documents will not be signed by the Authority. In all cases, where conflict exists between these Framework Terms and the Supplier's documentation, provisions in these Terms shall take precedence unless statutory legislation applies. ESFA required documentation, such as ESFA compliant Training Plans and Cost Breakdowns, or subsequent ESFA required documents, shall be exempt from this requirement.

5.4 When issuing additional documents to Authorities (e.g. enrolment form, cost breakdown, or training plan) the Supplier **must** ensure the issued Salisbury order number is clear, and that such documentation does not include any reference to a Supplier's Terms & Conditions, or does not attempt to introduce any clause or cost contrary to the provisions of this Contract.

6 Application of TUPE at the commencement of the provision of Services

6.1 The Parties agree that at the commencement of the provision of Services by the Supplier, TUPE and the Cabinet Office Statement shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.

Optional Key Provisions

7 Implementation phase

7.1 Not applicable

8 Services Commencement Date

8.1 The Services Commencement Date shall be at the enrolment of each Learner up to and including 31st March 2025.



Salisbury Managed Procurement Services

9 Induction training

- 9.1 Where required by the Authority, the Supplier shall ensure that all Staff complete the Authority's induction training for those Staff attending the Authority's site. All Staff shall complete the training prior to the Actual Services Commencement Date (or immediately following the Services Commencement Date where this date is the date of this Contract) and all new Staff appointed throughout the Term shall also complete the training. The Supplier shall further ensure that all Staff complete any extra training that the Authority makes available to its own staff and notifies the Supplier in writing that it is appropriate for the Staff.
- 9.2 All Staff either attending Authority's site for training purposes, or training students in other locations (including the Supplier's own) shall hold current DBS clearance where requested by the Authority or where legally required (e.g. working with vulnerable adults).

10 Quality assurance standards

- 10.1 Education & Skills Funding Agency, Ofsted, Quality Assurance Agency for Higher Education, and Institute for Apprenticeship standards shall apply at all times.

11 Different levels and/or types of insurance

- 11.1 Insurance levels will be maintained commensurate with standard employer organisation requirements.

12 Assignment of Intellectual Property Rights in deliverables, materials and outputs

- 12.1 Each Party shall retain their own IP ownership in material they have originated. Where material is created and published jointly by the Parties a separate agreement will be required.

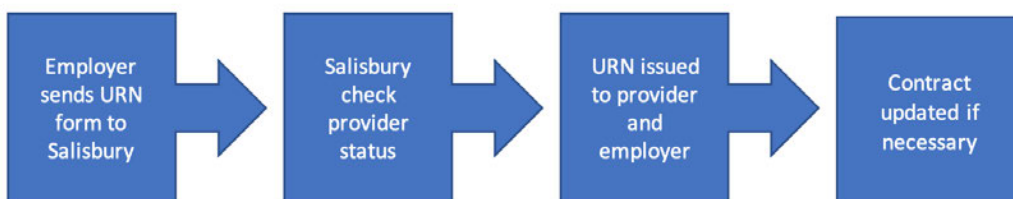
13 Ordering Process

- 13.1 The framework ordering process applies to all enrolments under this Contract. Where an employer omits to request an Order Number (URN) from Salisbury, the Supplier should do so and the obligation to report that Apprentice's enrolment remains.

First time with provider or new standard with existing provider



New enrolment / cohort with existing provider





Salisbury Managed Procurement Services

- 13.2 All Order Numbers are issued on URN forms by Salisbury via Docusign. When issued, both Authority (Apprentices' employer) and Supplier should sign the URN.
- 13.3 Contracts are also issued via Docusign – the Supplier may not amend or alter any issued Framework Contract. Suppliers may insert their own documentation (not related to a specific Apprentice) in the relevant allowed Schedule insertion via Docusign attachment.
- 13.4 Suppliers may not issue their own contracts or agreements to the Authority at any time, outside the process detailed in 13.3 above.
- 13.5 All enrolments under this Contract must be reported to Salisbury by the Supplier via an Enrolment Return which will be issued periodically by Salisbury.

14 Authority step-in rights

- 14.1 If the Supplier is unable to provide the Services then the Authority shall be entitled to exercise Step In Rights in line with selecting an alternative Supplier.

15 Grant of lease or licence

- 15.1 Not applicable

16 Guarantee

- 16.1 Not applicable

17 Data Processor & Data Controller

- 17.1 The Parties acknowledge that they are independent Data Controllers in respect of Personal Data Processed under this Contract.

18 Purchase Orders

- 18.1 Any sums not able to be recovered via the ESFA payment mechanism(s) shall only be paid where a valid Purchase Order was issued by the Authority **prior to** the Supplier delivering the service.
- 18.2 For clarity, the only exception to this is where the Authority falls out of Levy (ESFA guidance applies).
- 18.3 All other charges above the tendered price, including any chargeable resits only allowed after first free resit per exam/assessment), etc, **MUST** be agreed by Purchase Order with the Authority before they are incurred by the Authority and stated on the Order Form sent to Salisbury.

19 Monthly payment profile

- 19.1 The Authority shall be responsible for the Contract Price and shall pay the Contract Price to the Supplier to the extent that it is not payable by ESFA from the Authority's Digital Apprenticeship Service ("DAS") account in accordance with ESFA Funding Rules. No charges other than those detailed in the Apprenticeship Framework / Standards (and / or Tender Response) shall be payable unless by Authority issued Purchase Order in advance.



Salisbury Managed
Procurement Services

- 19.2 The Supplier must fulfill all its student registration obligations within 14 days of the Authority completing all its enrolment obligations. If the Supplier is not able to do this, then the Supplier must notify the Authority within five days of student commencement, and the Authority shall have the right to move the student to an alternative Supplier.
- 19.3 Should the Supplier not comply with 19.2 above, with reference to claiming payments via the ESFA's DAS account, the following shall apply :
- 19.3.1 Payments not claimed from the Authority within 60 days of the Authority completing all its obligations in relation to the Digital Apprenticeship Service Account, shall become the responsibility of the Provider and shall not be authorised by the Authority, and
- 19.3.2 Where a provider's delay in claiming payment following the completion of steps required in 19.3.1 means that the funds in the Employer's DAS account are no longer available, due to "sunset" reclamation by ESFA, the Provider shall fund the apprentices' training directly for the period concerned, and shall not attempt to reclaim from the Authority.
- 19.3.3 The provisions of clause 19.3 shall not apply where the reason for the delay is not created by the Supplier.

20 Termination for convenience

- 20.1 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier at any time on three month's written notice. This contract does not imply any form of exclusivity to provide the services listed.

21 Right to terminate following a specified number of material breaches

- 21.1 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of this Contract in circumstances where it is served with a valid Breach Notice having already been served with at least one previous valid Breach Notices within the last twelve (12) calendar month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal). The twelve (12) month rolling period is the twelve (12) months immediately preceding the date of the first Breach Notice.
- 21.2 For the avoidance of doubt, a Supplier experiencing a reduced Ofsted rating during the lifetime of this Contract from that declared at tender stage, shall constitute an immediate breach. If the rating falls to Inadequate, the Contract may be terminated immediately should the Supplier be unable to claim ESFA payments. For other grade changes, the Authority may terminate if they wish or may agree an Improvement Plan with the Supplier.

22 Expert Determination

- 22.1 Not used in connection with this Contract.

23.0 Not used

24.0 Not used

25.0 Not used

26 Charges and Payments



Salisbury Managed
Procurement Services

- 26.1 With the exception of the Authority falling out of Levy, the Authority shall pay the Charges to the Supplier to the extent that the Charges have not been recovered by the Supplier from the ESFA only where such payment outside the Apprenticeship Levy has been agreed, and confirmed by the Authority by issuing a Purchase Order prior to the activity
- 26.2 The Supplier shall send invoices in respect of the portion of the Contract Price to the Authority at the frequency set out in the relevant Apprenticeship Programme. The Authority shall pay such invoices within thirty (30) days of receipt or such longer period as may be agreed.
- 26.3 Subject to the Authority providing the bank account details of the company or other legal person that employs the relevant Apprentice, the Supplier shall pay to the Authority any Incentive Payments received from the ESFA on behalf of the Authority within thirty (30) days of receipt or such other timescale as may be specified in the Funding Rules.
- 26.4 Where for any reason the ESFA requires the Supplier to return any Incentive Payments or any other payment, the Authority shall pay to the Supplier an amount equal to the sum required to be returned. The Supplier shall notify the Authority of any requirement to return payments to the ESFA and the Authority shall pay such amount to the Supplier within thirty (30) days of such notice.
- 26.5 All sums payable by or to the Supplier or the Authority are exclusive of VAT. In the case of any VAT payable, the VAT shall be due thirty (30) days after receipt by the receiving party of a valid VAT invoice.
- 26.6 Without prejudice to the rights of either party under this agreement, any sums outside Levy payments that remain unpaid after their due date shall bear interest at the rate of four per cent (4%) above the Bank of England base rate from time to time.
- 26.7 The Supplier will not, under any circumstances, be allowed to recover consequential loss of future or anticipated earnings from the Authority where an Apprentice has withdrawn from the programme (for example, ESFA completion payments), and in all circumstances will not attempt to levy any form of additional charge, cost, penalty payment, or similar, and must not attempt to write such ability into any form of documentation provided to the Authority.
- 26.8 The Supplier shall not, as part of any enrolment or onboarding process, as the Authority to provide financial information such as the Authority's bank details, and shall not seek any form of Direct Debit or Continuous Payment Authority from the Authority.
- 26.9 The Supplier shall not, at any time, following receipt of an order form or contract, request the Authority to use an alternative form of contract or induce the Authority to cancel the Order / Contract and then contract directly with the Supplier.
- 26.10 The Supplier shall apply these Terms to all enrolments subsequent to the Order Form / Contract issue up to the end of the Framework Contract period, regardless of whether a new order number has been provided by Salisbury.

27 Authority Obligations

- 27.1 Subject always to compliance with the ESFA Funding Rules, the Authority shall:
 - 27.1.1 from the commencement of the relevant Apprenticeship Programme, employ and pay the Apprentice in accordance with the Law, agreed employment terms and conditions for the duration of the relevant Apprenticeship Programme which shall be not less than the period set out in the relevant Apprenticeship Programme (subject to earlier termination of this agreement in accordance with its terms and/or the Apprentice's employment contract);
 - 27.1.2 promptly do all acts and not omit to do any thing reasonably requested of the Authority by the Supplier for the purposes of the Supplier's:
 - (a) compliance with the Funding Rules; and
 - (b) obtaining any payment to which it may be entitled under the Funding Rules;
 - 27.1.3 enter into and procure that each Apprentice enters into:
 - (a) an Apprenticeship Agreement (this Contract only); and
 - (b) a commitment statement or training plan as required by the Funding Rules,
 Each of which must be in place for the entire length of the Apprenticeship and meet the requirements of the Funding Rules and made available to the Supplier on request;



Salisbury Managed
Procurement Services

- 27.1.4 provide such training and/or carry out such actions as are assigned to the Authority in the Apprenticeship Programme and in any event support each Apprentice in their learning and development to the reasonable satisfaction of the Supplier;
- 27.1.5 notify in writing the Supplier of any Break in Learning;
- 27.1.6 confirm promptly on request by providing signed declarations to the Supplier:
 - (a) each Apprentice's eligibility for apprenticeship funding;
 - (b) any eligibility for 16-18 year old incentive payments (if applicable);
 - (c) the average number of employees employed by the Authority in the three years immediately preceding the first day of an Apprenticeship and (if applicable) the Authority's eligibility for small Authority incentive payment;
 - (d) any other matters on which the Supplier requires written evidence that is in the possession of the Authority in order for the Supplier to comply with the Funding Rules;
 - (e) the address or addresses where the Apprentice shall be carrying out their working hours; and
 - (f) whether learning support is available to support Apprentices with additional learning needs,
- 27.1.7 ensure, and on request confirm, that:
 - (a) the Apprentice is employed for a suitable number of hours per week and that training both on and off the job is included in those hours of employment;
 - (b) the funding for the Apprenticeship is not used to pay the apprentice's wages;
 - (c) the Apprentice is enabled to complete the Apprenticeship within their working hours and make available time for the Apprentice to be able to complete the Apprenticeship Programme including:
 - (i) permitting the time stated in the current ESFA Funding Rules of each Apprentice's employed hours to be used for off-the-job training;
 - (ii) releasing the Apprentice to the Supplier for undertaking such training and courses with the Supplier as set out in the Apprentice Proposal;
 - (iii) providing the Apprentice the use of equipment necessary to enable the Apprentice to fulfil training objectives;
 - (iv) cooperating with the Supplier to arrange for any necessary End-Point Assessment and allowing the Apprentice to attend the same
 - (v) Provide additional off the job paid hours for the completion of English and Maths functional skills up to level 2 if the apprentice is unable to provide compliant evidence of previous achievement.
- 27.1.8 comply with the terms of any agreement between the Authority and the ESFA;
- 27.1.9 comply with any Mandatory Policies that shall have been specified by the Authority at the time of Tender, or as may be required by an Authority as part of their general business
- 27.2 To secure an efficient working relationship between the Supplier and the Authority and to protect the interests of the Apprentice, the Authority shall:
 - 27.2.1 cooperate in good faith with the Supplier and any Subcontractor and/or Apprentice Assessment Organisation to enable the successful delivery and completion of each Apprenticeship;
 - 27.2.2 where indicated in the Contract Particulars that the Supplier will be providing on-line administrative tasks, provide to the Supplier on request all necessary log-in information to enable the Supplier to access the Authority's Digital Account for the purposes of confirming the Funding available in respect of an Apprentice and uploading on behalf of the Authority information required pursuant to the Funding Rules relating to the Apprentice, the Apprenticeship Programme and/or other relevant matters;
 - 27.2.3 allow the Supplier, it's staff, auditors, contractors or agents, including the Supplier's Representative, access to the Apprentice, the Authority's premises and any relevant records or documents, including health and safety records, to allow the Supplier to comply with the Supplier's obligations under this agreement. Such access shall be as reasonably agreed between the parties or on reasonable notice from the Supplier;
 - 27.2.4 promptly notify the Supplier in writing when it becomes aware or develops a reasonable suspicion that the Apprentice wishes to withdraw from the Apprenticeship;
 - 27.2.5 immediately notify the Supplier if the Apprentice informs the Authority that they no longer wish to continue with the Apprenticeship; and
 - 27.2.6 appoint an Authority's Representative and promptly notify the Supplier of any change of the Authority's Representative from time to time.



28 Criteria required at all times

28.1 The Supplier shall, at all times during the life of this contract, maintain the following :

- 28.1.1 Registration on the Register of Approved Training Providers managed by the Education and Skills Funding Agency
- 28.1.2 Registration, where required, on the Register of End Point Assessment Organisations
- 28.1.3 Respond to any Mandatory Update on the Salisbury Framework for the Provision of Apprenticeships (S10353) including updating pass/fail criteria
- 28.1.4 Where the Supplier has been inspected / visited by Ofsted, the following shall apply :
 - Full Inspection Outcome – Rating shall be Grade 2 or above
 - Monitoring Visit Outcome – Rating shall be Reasonable Progress or Significant Progress.
- 28.1.5 Any change in the Supplier's Ofsted rating shall be communicated to Salisbury immediately.
- 28.1.6 Any Supplier falling below the criteria in 28.1.4 above will be suspended from the Framework. Existing contracts shall remain valid, and the obligation to report all enrolments shall continue.
- 28.1.7 Following suspension from the Framework, the Supplier shall not be entitled to re-apply until the opening window following receipt of an Ofsted outcome which meets the criteria in 28.1.4
- 28.1.8 Suppliers without an Ofsted visit may be required to demonstrate Apprenticeship Completion rates in excess of the national average across all offered Apprenticeships.
- 28.1.9 The Supplier shall comply with all commitments, offers and requirements made within the original Tender Specification, either for general Framework contracts, or higher-level profession specific procurements as detailed in Schedule 6 of this contract.



Schedule 2

General Terms and Conditions

Contents

1. Provision of Services
2. Premises, locations and access
3. Cooperation with third parties
4. Use of Authority equipment
5. Staff and Lifescience Industry Accredited Credentialing Register
6. Business continuity
7. The Authority's obligations
8. Contract management
9. Price and payment
10. Warranties
11. Intellectual property
12. Indemnity
13. Limitation of liability
14. Insurance
15. Term and termination
16. Consequences of expiry or early termination of this Contract
17. Staff information and the application of TUPE at the end of the Contract
18. Complaints
19. Sustainable development
20. Electronic services information
21. Change management
22. Dispute resolution
23. Force majeure
24. Records retention and right of audit
25. Conflicts of interest and the prevention of fraud
26. Equality and human rights
27. Notice
28. Assignment, novation and Sub-contracting
29. Prohibited Acts
30. General



1 Provision of Services

- 1.1 The Authority appoints the Supplier and the Supplier agrees to provide the Services:
 - 1.1.1 promptly and in any event within any time limits as may be set out in this Contract;
 - 1.1.2 in accordance with all other provisions of this Contract;
 - 1.1.3 with reasonable skill and care and in accordance with any quality assurance standards as set out in the Key Provisions and/or the Specification and Tender Response Document;
 - 1.1.4 in accordance with the Law and with Guidance;
 - 1.1.5 in accordance with Good Industry Practice;
 - 1.1.6 in accordance with the Policies; and
 - 1.1.7 in a professional and courteous manner.

In complying with its obligations under this Contract, the Supplier shall, and shall procure that all Staff shall, act in accordance with the NHS values as set out in the NHS Constitution from time to time.
- 1.2 The Supplier shall comply with the Implementation Requirements (if any) in accordance with any timescales as may be set out in the Specification and Tender Response Document., Without limitation to the foregoing provisions of this Clause 1.2 of this Schedule 2, the Supplier shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan. If the Implementation Plan is an outline plan, the Supplier shall, as part of implementation, develop the outline plan into a full plan and agree this with the Authority. Once this is agreed, the Supplier shall comply with the full Implementation Plan.
- 1.3 The Supplier shall commence delivery of the Services on the Services Commencement Date.
- 1.4 The Supplier shall comply fully with its obligations set out in the Specification and Tender Response Document, including without limitation the KPIs.
- 1.5 The Supplier shall ensure that all relevant consents, authorisations, licences and accreditations required to provide the Services are in place at the Actual Services Commencement Date and are maintained throughout the Term.
- 1.6 If the Services, or any part of them, are regulated by any regulatory body, the Supplier shall ensure that at the Actual Services Commencement Date it has in place all relevant registrations and shall maintain such registrations during the Term. The Supplier shall notify the Authority forthwith in writing of any changes to such registration or any other matter relating to its registration that would affect the delivery or the quality of Services.
- 1.7 The Supplier shall notify the Authority forthwith in writing:
 - 1.7.1 of any pending inspection of the Services, or any part of them, by a regulatory body immediately upon the Supplier becoming aware of such inspection; and
 - 1.7.2 of any failure of the Services, or any part of them, to meet the quality standards required by a regulatory body, promptly and in any event within two (2) Business Days of the Supplier becoming aware of any such failure. This shall include without limitation any informal feedback received during or following an inspection raising concerns of any nature regarding the provision of the Services.



Salisbury Managed
Procurement Services

- 1.8 Following any inspection of the Services, or any part of them, by a regulatory body, the Supplier shall provide the Authority with a copy of any report or other communication published or provided by the relevant regulatory body in relation to the provision of the Services.
- 1.9 Upon receipt of notice pursuant to Clause 1.7 of this Schedule 2 or any report or communication pursuant to Clause 1.8 of this Schedule 2, the Authority shall be entitled to request further information from the Supplier and/or a meeting with the Supplier, and the Supplier shall cooperate fully with any such request.
- 1.10 Where applicable, the Supplier shall implement and comply with the Policies on reporting and responding to all incidents and accidents, including serious incidents requiring investigation, shall complete the Authority's incident and accident forms in accordance with the Policies and provide reasonable support and information as requested by the Authority to help the Authority deal with any incident or accident relevant to the Services. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing forthwith upon (a) becoming aware that any serious incidents requiring investigation and/or notifiable accidents have occurred; or (b) the Supplier's Contract Manager having reasonable cause to believe any serious incidents and/or notifiable accidents requiring investigation have occurred. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing within forty eight (48) hours of all other incidents and/or accidents that have or may have an impact on the Services.
- 1.11 Should the Authority be of the view, acting reasonably, that the Supplier can no longer provide the Services, then without prejudice to the Authority's rights and remedies under this Contract, the Authority shall be entitled to exercise its Step In Rights if the Key Provisions refer to the Authority having such rights under this Contract.
- 1.12 The Supplier shall be relieved from its obligations under this Contract to the extent that it is prevented from complying with any such obligations due to any acts, omissions or defaults of the Authority. To qualify for such relief, the Supplier must notify the Authority promptly (and in any event within five (5) Business Days) in writing of the occurrence of such act, omission, or default of the Authority together with the potential impact on the Supplier's obligations.

2 Premises, locations and access

- 2.1 The Services shall be provided at such Authority premises and at such locations within those premises, as may be set out in the Specification and Tender Response Document or as otherwise agreed by the Parties in writing (" **Premises and Locations**").
- 2.2 Subject to the Supplier and its Staff complying with all relevant Policies applicable to such Premises and Locations, the Authority shall grant reasonable access to the Supplier and its Staff to such Premises and Locations to enable the Supplier to provide the Services.
- 2.3 Subject to Clause 2.4 of this Schedule 2, any access granted to the Supplier and its Staff under Clause 2.2 of this Schedule 2 shall be non-exclusive and revocable. Such access shall not be deemed to create any greater rights or interest than so granted (to include, without limitation, any relationship of landlord and tenant) in the Premises and Locations. The Supplier warrants that it shall carry out all such reasonable further acts to give effect to this Clause 2.3 of this Schedule 2.
- 2.4 Where, in order to provide the Services, the Supplier requires any greater rights to use or occupy any specific Premises and Locations over and above such reasonable access rights granted in accordance with Clause 2.2 and Clause 2.3 of this Schedule 2, such further rights shall be limited to any rights granted to the Supplier by the Authority in accordance with any licence and/or lease entered into by the Supplier in accordance with the Key Provisions.
- 2.5 Where it is provided for by a specific mechanism set out in the Specification and Tender Response Document, the Authority may increase, reduce or otherwise vary the Premises and Locations in accordance with such mechanism subject to the provisions of any licence or lease entered into by the Parties as referred to at Clause 2.4 of this Schedule 2. Where there is no such specific mechanism set out in the Specification and Tender Response Document, any variations to the Premises and Locations where the Services are to be provided shall be agreed by the Parties in



accordance with Clause 21 of this Schedule 2. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.

3 Cooperation with third parties

- 3.1 The Supplier shall, as reasonably required by the Authority, cooperate with any other service Suppliers to the Authority and/or any other third parties as may be relevant in the provision of the Services.

4 Use of Authority equipment

- 4.1 Unless otherwise set out in the Specification and Tender Response Document or otherwise agreed by the Parties in writing, any equipment or other items provided by the Authority for use by the Supplier:

- 4.1.1 shall be provided at the Authority's sole discretion;
- 4.1.2 shall be inspected by the Supplier in order that the Supplier can confirm to its reasonable satisfaction that such equipment and/or item is fit for its intended use and shall not be used by the Supplier until it has satisfied itself of this;
- 4.1.3 must be returned to the Authority within any agreed timescales for such return or otherwise upon the request of the Authority; and
- 4.1.4 shall be used by the Supplier at the Supplier's risk and the Supplier shall upon written request by the Authority reimburse the Authority for any loss or damage relating to such equipment or other items caused by the Supplier (fair wear and tear exempted).

5 Staff and Lifescience Industry Accredited Credentialing Register

- 5.1 Subject to the requirements of this Contract and any Law, the Supplier shall be entirely responsible for the employment and conditions of service of Staff. The Supplier shall ensure that such conditions of employment are consistent with its obligations under this Contract.
- 5.2 The Supplier will employ sufficient Staff to ensure that it complies with its obligations under this Contract. This will include, but not be limited to, the Supplier providing a sufficient reserve of trained and competent Staff to provide the Services during Staff holidays or absence.
- 5.3 The Supplier shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Tender Response Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Supplier shall be subject to the prior written approval of the Authority, such approval not to be unreasonably withheld or delayed.
- 5.4 The Supplier shall ensure that all Staff are aware of, and at all times comply with, the Policies.
- 5.5 The Supplier shall:
- 5.5.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
 - 5.5.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
 - 5.5.3 ensure all Staff have the qualifications to carry out their duties;
 - 5.5.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Supplier's expense) in respect of the Staff; and



Salisbury Managed
Procurement Services

- 5.5.5 ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health or any relevant regulatory body or any industry body in relation to such Staff.
- 5.6 The Supplier shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Authority's staff, patients, service users or visitors at risk unless otherwise agreed in writing with the Authority.
- 5.7 The Supplier shall ensure that all potential Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
 - 5.7.1 are questioned concerning their Convictions; and
 - 5.7.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Supplier engages the potential staff or persons in the provision of the Services.
- 5.8 The Supplier shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier's cost and expense.
- 5.9 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority's prior written consent if:
 - 5.9.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 5.7.1 of this Schedule 2;
 - 5.9.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 5.7.2 of this Schedule 2; or
 - 5.9.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier in accordance with Clause 5.7.2 of this Schedule 2.
- 5.10 In addition to the requirements of Clause 5.7 to Clause 5.9 of this Schedule 2, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier:
 - 5.10.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
 - 5.10.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
 - 5.10.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person.
- 5.11 The Supplier shall ensure that the Authority is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any



regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person. The Supplier shall only be entitled to continue to engage or employ such member of Staff with the Authority's written consent and with such safeguards being put in place as the Authority may reasonably request. Should the Authority withhold consent the Supplier shall remove such member of Staff from the provision of the Services forthwith.

- 5.12 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in Clause 5.7 to Clause 5.11 of this Schedule 2 have been met.
- 5.13 The Authority may at any time request that the Supplier remove and replace any member of Staff from the provision of the Services, provided always that the Authority will act reasonably in making such a request. Prior to making any such request the Authority shall raise with the Supplier the Authority's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable resolution. The Authority shall be under no obligation to have such prior discussion should the Authority have concerns regarding patient or service user safety.
- 5.14 Unless otherwise confirmed by the Authority in writing, the Supplier shall ensure full compliance (to include with any implementation timelines) with any Guidance issued by the Department of Health and Social Care and/or any requirements and/or Policies issued by the Authority (to include as may be set out as part of any procurement documents leading to the award of this Contract) in relation to the adoption of, and compliance with, any scheme or schemes to verify the credentials of Supplier representatives that visit Authority premises (to include use of the Lifescience Industry Accredited Credentialing Register). Once compliance with any notified implementation timelines has been achieved by the Supplier, the Supplier shall, during the Term, maintain the required level of compliance in accordance with any such Guidance, requirements and Policies.

6 Business continuity

- 6.1 The Supplier shall use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside the Authority's business continuity plan where relevant to the provision of the Services. The Supplier shall also ensure that its Business Continuity Plan complies on an ongoing basis with any specific business continuity requirements, as may be set out in the Specification and Tender Response Document.
- 6.2 Throughout the Term, the Supplier will ensure its Business Continuity Plan provides for continuity during a Business Continuity Event. The Supplier confirms and agrees such Business Continuity Plan details and will continue to detail robust arrangements that are reasonable and proportionate to:
 - 6.2.1 the criticality of this Contract to the Authority; and
 - 6.2.2 the size and scope of the Supplier's business operations,
 regarding continuity of the provision of the Services during and following a Business Continuity Event.
- 6.3 The Supplier shall test its Business Continuity Plan at reasonable intervals, and in any event no less than once every twelve (12) months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Supplier's business operations. The Supplier shall promptly provide to the Authority, at the Authority's written request, copies of its Business Continuity Plan, reasonable and proportionate documentary evidence that the Supplier tests its Business Continuity Plan in accordance with the requirements of this Clause 6.3 of this Schedule 2 and reasonable and proportionate information regarding the outcome of such tests. The Supplier shall provide to the Authority a copy of any updated or revised Business Continuity Plan within fourteen (14) Business Days of any material update or revision to the Business Continuity Plan.
- 6.4 The Authority may suggest reasonable and proportionate amendments to the Supplier regarding the Business Continuity Plan at any time. Where the Supplier, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Supplier will incorporate into the Business Continuity Plan all such suggestions made



by the Authority in respect of such Business Continuity Plan. Should the Supplier not incorporate any suggestion made by the Authority into such Business Continuity Plan it will explain the reasons for not doing so to the Authority.

6.5 Should a Business Continuity Event occur at any time, the Supplier shall implement and comply with its Business Continuity Plan and provide regular written reports to the Authority on such implementation.

6.6 During and following a Business Continuity Event, the Supplier shall use reasonable endeavours to continue to provide the Services in accordance with this Contract.

7 The Authority's obligations

7.1 Subject to the Supplier providing the Services in accordance with this Contract, the Authority will pay the Supplier for the Services in accordance with Clause 9 of this Schedule 2.

7.2 The Authority shall, as appropriate, provide copies of or give the Supplier access to such of the Policies that are relevant to the provision of the Services.

7.3 The Authority shall comply with the Authority's Obligations, as may be referred to in the Key Provisions.

7.4 The Authority shall provide the Supplier with any reasonable and proportionate cooperation necessary to enable the Supplier to comply with its obligations under this Contract. The Supplier shall at all times provide reasonable advance written notification to the Authority of any such cooperation necessary in circumstances where such cooperation will require the Authority to plan for and/or allocate specific resources in order to provide such cooperation.

8 Contract management

8.1 Each Party shall appoint and retain a Contract Manager who shall be the primary point of contact for the other Party in relation to matters arising from this Contract. Should the Contract Manager be replaced, the Party replacing the Contract Manager shall promptly inform the other Party in writing of the name and contact details for the new Contract Manager. Any Contract Manager appointed shall be of sufficient seniority and experience to be able to make decisions on the day to day operation of the Contract. The Supplier confirms and agrees that it will be expected to work closely and cooperate fully with the Authority's Contract Manager.

8.2 Each Party shall ensure that its representatives (to include, without limitation, its Contract Manager) shall attend review meetings on a regular basis to review the performance of the Supplier under this Contract and to discuss matters arising generally under this Contract. Each Party shall ensure that those attending such meetings have the authority to make decisions regarding the day to day operation of the Contract. Review meetings shall take place at the frequency specified in the Specification and Tender Response Document. Should the Specification and Tender Response Document not state the frequency, then the first such meeting shall take place on a date to be agreed on or around the end of the first month after the Commencement Date. Subsequent meetings shall take place at monthly intervals or as may otherwise be agreed in writing between the Parties.

8.3 Two weeks prior to each review meeting (or at such time and frequency as may be specified in the Specification and Tender Response Document) the Supplier shall provide a written contract management report to the Authority regarding the provision of the Services and the operation of this Contract. Unless otherwise agreed by the Parties in writing, such contract management report shall contain:

- 8.3.1 details of the performance of the Supplier when assessed in accordance with the KPIs since the last such performance report;
- 8.3.2 details of any complaints from or on behalf of patients or other service users, their nature and the way in which the Supplier has responded to such complaints since the last review meeting written report;
- 8.3.3 the information specified in the Specification and Tender Response Document;



Salisbury Managed
Procurement Services

- 8.3.4 a status report in relation to the implementation of any current Remedial Proposals by either Party; and
- 8.3.5 such other information as reasonably required by the Authority.
- 8.4 Unless specified otherwise in the Specification and Tender Response Document, the Authority shall take minutes of each review meeting and shall circulate draft minutes to the Supplier within a reasonable time following such review meeting. The Supplier shall inform the Authority in writing of any suggested amendments to the minutes within five (5) Business Days of receipt of the draft minutes. If the Supplier does not respond to the Authority within such five (5) Business Days the minutes will be deemed to be approved. Where there are any differences in interpretation of the minutes, the Parties will use their reasonable endeavors to reach agreement. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.
- 8.5 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority and, where requested to do so, the Supplier shall also provide such management information to another Contracting Authority, whose role it is to analyze such management information in accordance with UK government policy (to include, without limitation, for the purposes of analysing public sector expenditure and planning future procurement activities) ("**Third Party Body**"). The Supplier confirms and agrees that the Authority may itself provide the Third Party Body with management information relating to the Services purchased, any payments made under this Contract, and any other information relevant to the operation of this Contract.
- 8.6 Upon receipt of management information supplied by the Supplier to the Authority and/or the Third Party Body, or by the Authority to the Third Party Body, the Parties hereby consent to the Third Party Body and the Authority:
 - 8.6.1 storing and analysing the management information and producing statistics; and
 - 8.6.2 sharing the management information or any statistics produced using the management information with any other Contracting Authority.
- 8.7 If the Third Party Body and/or the Authority shares the management information or any other information provided under Clause 8.6 of this Schedule 2, any Contracting Authority receiving the management information shall, where such management information is subject to obligations of confidence under this Contract and such management information is provided direct by the Authority to such Contracting Authority, be informed of the confidential nature of that information by the Authority and shall be requested by the Authority not to disclose it to any body that is not a Contracting Authority (unless required to do so by Law).
- 8.8 The Authority may make changes to the type of management information which the Supplier is required to supply and shall give the Supplier at least one (1) month's written notice of any changes.
- 9 Price and payment**
- 9.1 The maximum Contract Price shall be calculated as set out in the Schedule 6 (Bid Response) and the actual Price shall be that entered by the Supplier on the Digital Apprenticeship Service Individual Learner Record (ILR) following any adjustments for prior learning/experience, and as approved by the Authority on that system.
- 9.2 The full content of the Apprenticeship Standard shall be delivered by the Supplier within the maximum funding band set by Ifate for the relevant standard. Funding band maximums can be located at <https://www.instituteofapprenticeships.org/apprenticeship-standards/?> and shall apply to the version of the Standard at the time of the Apprentice's enrolment.
- 9.3 At all times, the Supplier shall include, without additional charge to the Authority, the cost of any and every first resit, retake, assessment or other test/examination. This applies to every such test/examination, including End Point Assessment. For the avoidance of doubt, this will also include any complete module where the learner failing an exam or assessment has led to the requirement to retake.



Salisbury Managed
Procurement Services

- 9.4 Where the Supplier offers an additional cost option to the Authority, for example a residential school or content not written into the Apprenticeship Standard, the Supplier must not attempt to make such additional cost mandatory to the enrolment of the Apprentice or the completion of the Apprenticeship Standard.
- 9.5 Any additional costs following from Clause 9.4 above must be agreed with the Authority prior to Apprentice enrolment, and must be detailed on the Order Form submitted to Salisbury.
- 9.6 At all times, the Education & Skills Funding Agency Apprenticeship Funding Rules will apply. These can be found at <https://www.gov.uk/guidance/apprenticeship-funding-rules> and the version in force at the time of Apprentice Enrolment will apply.
- 9.7 Payment shall be made via the ESFA Digital Apprenticeship Service account in line with the ESFA Funding Rules.
- 9.8 Where the Authority is entitled to receive any sums (including, without limitation, any costs, charges or expenses) from the Supplier under this Contract, the Authority may invoice the Supplier for such sums. Such invoices shall be paid by the Supplier within 30 days of the date of such invoice.

10 Warranties

- 10.1 The Supplier warrants and undertakes that:
- 10.1.1 it has, and shall ensure its Staff shall have, and shall maintain throughout the Term, all appropriate licences and registrations with the relevant bodies to fulfil its obligations under this Contract;
 - 10.1.2 it has all rights, consents, authorisations, licences and accreditations required to provide the Services and shall maintain such consents, authorisations, licences and accreditations throughout the Term;
 - 10.1.3 it has and shall maintain a properly documented system of quality controls and processes covering all aspects of its obligations under this Contract and/or under Law and/or Guidance and shall at all times comply with such quality controls and processes;
 - 10.1.4 it shall not make any significant changes to its system of quality controls and processes in relation to the Services without notifying the Authority in writing at least twenty one (21) days in advance of such change (such notice to include the details of the consequences which follow such change being implemented);
 - 10.1.5 where any act of the Supplier requires the notification to and/or approval by any regulatory or other competent body in accordance with any Law and Guidance, the Supplier shall comply fully with such notification and/or approval requirements;
 - 10.1.6 receipt of the Services by or on behalf of the Authority and use of the deliverables or of any other item or information supplied or made available to the Authority as part of the Services will not infringe any third party rights, to include without limitation any Intellectual Property Rights;
 - 10.1.7 it will comply with all Law, Guidance, Policies and the Supplier Code of Conduct in so far as is relevant to the provision of the Services;
 - 10.1.8 it will provide the Services using reasonable skill and care and in accordance with Good Industry Practice and shall fulfil all requirements of this Contract using appropriately skilled, trained and experienced staff;
 - 10.1.9 unless otherwise set out in the Specification and Tender Response Document and/or as otherwise agreed in writing by the Parties, it has and/or shall procure all resources, equipment, consumables and other items and facilities required to provide the Services;



Salisbury Managed
Procurement Services

- 10.1.10 without limitation to the generality of Clause 10.1.7 of this Schedule 2, it shall comply with all health and safety processes, requirements safeguards, controls, and training obligations in accordance with its own operational procedures, Law, Guidance, Policies, Good Industry Practice, the requirements of the Specification and Tender Response Document and any notices or instructions given to the Supplier by the Authority and/or any competent body, as relevant to the provision of the Services and the Supplier's access to the Premises and Locations in accordance with this Contract;
- 10.1.11 without prejudice to any specific notification requirements set out in this Contract, it will promptly notify the Authority of any health and safety hazard which has arisen, or the Supplier is aware may arise, in connection with the performance of the Services and take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by such hazards;
- 10.1.12 any equipment it uses in the provision of the Services shall comply with all relevant Law and Guidance, be fit for its intended purpose and maintained fully in accordance with the manufacturer's specification and shall remain the Supplier's risk and responsibility at all times;
- 10.1.13 unless otherwise confirmed by the Authority in writing (to include, without limitation, as part of the Specification and Tender Response Document), it will ensure that any products purchased by the Supplier partially or wholly for the purposes of providing the Services will comply with requirements five (5) to eight (8), as set out in Annex 1 of the Cabinet Office Procurement Policy Note - Implementing Article 6 of the Energy Efficiency Directive (Action Note 07/14 3rd June 2014), to the extent such requirements apply to the relevant products being purchased;
- 10.1.14 it shall use Good Industry Practice to ensure that any information and communications technology systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs or code which might cause harm or disruption to the Authority's information and communications technology systems;
- 10.1.15 it shall: (i) comply with all relevant Law and Guidance and shall use Good Industry Practice to ensure that there is no slavery or human trafficking in its supply chains; and (ii) notify the Authority immediately if it becomes aware of any actual or suspected incidents of slavery or human trafficking in its supply chains;
- 10.1.16 it shall at all times conduct its business in a manner that is consistent with any anti-slavery Policy of the Authority and shall provide to the Authority any reports or other information that the Authority may request as evidence of the Supplier's compliance with this Clause 10.1.16 and/or as may be requested or otherwise required by the Authority in accordance with its anti-slavery Policy;
- 10.1.17 it will fully and promptly respond to all requests for information and/or requests for answers to questions regarding this Contract, the provision of the Services, any complaints and any Disputes at the frequency, in the timeframes and in the format as requested by the Authority from time to time (acting reasonably);
- 10.1.18 all information included within the Supplier's responses to any documents issued by the Authority as part of the procurement relating to the award of this Contract (to include, without limitation, as referred to in the Specification and Tender Response Document) and all accompanying materials is accurate;
- 10.1.19 it has the right and authority to enter into this Contract and that it has the capability and capacity to fulfil its obligations under this Contract;
- 10.1.20 it is a properly constituted entity and it is fully empowered by the terms of its constitutional documents to enter into and to carry out its obligations under this Contract and the documents referred to in this Contract;
- 10.1.21 all necessary actions to authorise the execution of and performance of its obligations under this Contract have been taken before such execution;



Salisbury Managed
Procurement Services

- 10.1.22 there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Supplier;
 - 10.1.23 there are no material agreements existing to which the Supplier is a party which prevent the Supplier from entering into or complying with this Contract;
 - 10.1.24 it has and will continue to have the capacity, funding and cash flow to meet all its obligations under this Contract; and
 - 10.1.25 it has satisfied itself as to the nature and extent of the risks assumed by it under this Contract and has gathered all information necessary to perform its obligations under this Contract and all other obligations assumed by it.
- 10.2 The Supplier warrants that all information, data and other records and documents required by the Authority as set out in the Specification and Tender Response Document shall be submitted to the Authority in the format and in accordance with any timescales set out in the Specification and Tender Response Document.
- 10.3 Without prejudice to the generality of Clause 10.2 of this Schedule 2, the Supplier acknowledges that a failure by the Supplier following the Actual Services Commencement Date to submit accurate invoices and other information on time to the Authority may result in the commissioner of health services, or other entity responsible for reimbursing costs to the Authority, delaying or failing to make relevant payments to the Authority. Accordingly, the Supplier warrants that, from the Actual Services Commencement Date, it shall submit accurate invoices and other information on time to the Authority.
- 10.4 The Supplier warrants and undertakes to the Authority that it shall comply with any eProcurement Guidance as it may apply to the Supplier and shall carry out all reasonable acts required of the Supplier to enable the Authority to comply with such eProcurement Guidance.
- 10.5 The Supplier warrants and undertakes to the Authority that, as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
- 10.5.1 notify the Authority in writing of such fact within five (5) Business Days of its occurrence; and
 - 10.5.2 promptly provide to the Authority:
 - (i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.
- 10.6 The Supplier further warrants and undertakes to the Authority that it will inform the Authority in writing immediately upon becoming aware that any of the warranties set out in Clause 10 of this Schedule 2 have been breached or there is a risk that any warranties may be breached.
- 10.7 Any warranties provided under this Contract are both independent and cumulative and may be enforced independently or collectively at the sole discretion of the enforcing Party.



Salisbury Managed
Procurement Services

11 Intellectual property

- 11.1 The Supplier warrants and undertakes to the Authority that either it owns or is entitled to use and will continue to own or be entitled to use all Intellectual Property Rights used in the development and provision of the Services and/or necessary to give effect to the Services and/or to use any deliverables, matter or any other output supplied to the Authority as part of the Services.
- 11.2 Unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document, the Supplier hereby grants to the Authority, for the life of the use by the Authority of any deliverables, material or any other output supplied to the Authority in any format as part of the Services, an irrevocable, royalty-free, non-exclusive licence to use such items in the course of the Authority's normal business operations. For the avoidance of doubt, unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document, the Authority shall have no rights to commercially exploit (e.g. by selling to third parties) any deliverables, matter or any other output supplied to the Authority in any format as part of the Services.

12 Indemnity

- 12.1 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings in respect of:

12.1.1 any injury or allegation of injury to any person, including injury resulting in death;

12.1.2 any loss of or damage to property (whether real or personal);

12.1.3 any breach of Clause 10.1.6 and/or Clause 11 of this Schedule 2; and/or

12.1.4 any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date;

that arise or result from the Supplier's negligent acts or omissions or breach of contract in connection with the performance of this Contract including the provision of the Services, except to the extent that such loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings have been caused by any act or omission by, or on behalf of, or in accordance with the instructions of, the Authority.

- 12.2 Liability under Clause 12.1.1 and 12.1.3 of this Schedule 2 shall be unlimited. Liability under Clauses 12.1.2 and 12.1.4 of this Schedule 2 shall be subject to the limitation of liability set out in Clause 13 of this Schedule 2.

- 12.3 In relation to all third party claims against the Authority, which are the subject of any indemnity given by the Supplier under this Contract, the Authority shall use its reasonable endeavours, upon a written request from the Supplier, to transfer the conduct of such claims to the Supplier unless restricted from doing so. Such restrictions may include, without limitation, any restrictions:

12.3.1 relating to any legal, regulatory, governance, information governance, or confidentiality obligations on the Authority; and/or

12.3.2 relating to the Authority's membership of any indemnity and/or risk pooling arrangements.

Such transfer shall be subject to the Parties agreeing appropriate terms for such conduct of the third party claim by the Supplier (to include, without limitation, the right of the Authority to be informed and consulted on the ongoing conduct of the claim following such transfer and any reasonable cooperation required by the Supplier from the Authority).

- 12.4 The Authority agrees to indemnify the Supplier, and to keep the Supplier indemnified, together with its officers, directors, employees and agents, against all actions, claims, proceedings and all damages, losses, costs and expenses (including any recovery in whole or in part of any sums received or due to be received from the ESFA) arising out of or



in connection with any breach, negligent performance or failure or delay in performance of this Agreement (including, without limitation any breach of clause 27 of the Key Provisions) by the Authority, its employees, agents or subcontractors.

13 Limitation of liability

13.1 Nothing in this Contract shall exclude or restrict the liability of either Party:

13.1.1 for death or personal injury resulting from its negligence;

13.1.2 for fraud or fraudulent misrepresentation; or

13.1.3 in any other circumstances where liability may not be limited or excluded under any applicable law.

13.2 Subject to Clauses 12.2, 13.1, 13.3 and 13.5 of this Schedule 2, the total liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall be limited in aggregate to the greater of: (a) five million GBP (£5,000,000); or (b) one hundred and twenty five percent (125%) of the total Contract Price paid or payable by the Authority to the Supplier for the Services.

13.3 There shall be no right to claim losses, damages and/or other costs and expenses under or in connection with this Contract whether arising in contract (to include, without limitation, under any relevant indemnity), tort, negligence, breach of statutory duty or otherwise to the extent that any losses, damages and/or other costs and expenses claimed are in respect of loss of production, loss of business opportunity or are in respect of indirect loss of any nature suffered or alleged. For the avoidance of doubt, without limitation, the Parties agree that for the purposes of this Contract the following costs, expenses and/or loss of income shall be direct recoverable losses (to include under any relevant indemnity) provided such costs, expenses and/or loss of income are properly evidenced by the claiming Party:

13.3.1 extra costs incurred purchasing replacement or alternative services;

13.3.2 costs associated with advising, screening, testing, treating, retreating or otherwise providing healthcare to patients;

13.3.3 the costs of extra management time; and/or

13.3.4 loss of income due to an inability to provide health care services,

in each case to the extent to which such costs, expenses and/or loss of income arise or result from the other Party's breach of contract, negligent act or omission, breach of statutory duty, and/or other liability under or in connection with this Contract.

13.4 Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to this Contract.

13.5 If the total Contract Price paid or payable by the Authority to the Supplier over the Term:

13.5.1 is less than or equal to one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with one million pounds (£1,000,000);

13.5.2 is less than or equal to three million pounds (£3,000,000) but greater than one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with three million pounds (£3,000,000);

13.5.3 is equal to, exceeds or will exceed ten million pounds (£10,000,000), but is less than fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be



replaced with ten million pounds (£10,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and fifteen percent (115%); and

- 13.5.4 is equal to, exceeds or will exceed fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with fifty million pounds (£50,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and five percent (105%).

- 13.6 Clause 13 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

14 Insurance

- 14.1 Subject to Clauses 14.2 and 14.3 of this Schedule 2 and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of Authority's liability, public liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by the NHS Litigation Authority or successor organisations.
- 14.2 Without limitation to any insurance arrangements as required by Law, the Supplier shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.
- 14.3 Provided that the Supplier maintains all indemnity arrangements required by Law, the Supplier may self insure in order to meet other relevant requirements referred to at Clauses 14.1 and 14.2 of this Schedule 2 on condition that such self insurance arrangements offer the appropriate levels of protection and are approved by the Authority in writing prior to the Commencement Date.
- 14.4 The amount of any indemnity cover and/or self insurance arrangements shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to determine the amount of indemnity and/or self insurance cover that will be adequate to enable it to satisfy its potential liabilities under this Contract. Accordingly, the Supplier shall be liable to make good any deficiency if the proceeds of any indemnity cover and/or self insurance arrangement is insufficient to cover the settlement of any claim.
- 14.5 The Supplier warrants that it shall not take any action or fail to take any reasonable action or (in so far as it is reasonable and within its power) permit or allow others to take or fail to take any action, as a result of which its insurance cover may be rendered void, voidable, unenforceable, or be suspended or impaired in whole or in part, or which may otherwise render any sum paid out under such insurances repayable in whole or in part.
- 14.6 The Supplier shall from time to time and in any event within five (5) Business Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Supplier pursuant to Clause 14 of this Schedule 2 and the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.

15 Term and termination

- 15.1 This Contract shall commence on the Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.
- 15.2 The Authority shall be entitled to extend the Term on one or more occasions by giving the Supplier written notice no less than three (3) months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Key Provisions.



Salisbury Managed
Procurement Services

15.3 In the case of a breach of any of the terms of this Contract by either Party that is capable of remedy (including, without limitation any breach of any KPI and, subject to Clause 9.6 of this Schedule 2, any breach of any payment obligations under this Contract), the non-breaching Party may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Party in breach the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Party in breach ("**Remedial Proposal**") before exercising any right to terminate this Contract in accordance with Clause 15.4 m(ii) of this Schedule 2. Such Remedial Proposal must be agreed with the non-breaching Party (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Party in breach in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Party in breach to:

15.3.1 put forward and agree a Remedial Proposal with the non-breaching Party in relation to the relevant default or breach within a period of ten (10) Business Days (or such other period as the non-breaching Party may agree in writing) from written notification of the relevant default or breach from the non-breaching Party;

15.3.2 comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be thirty (30) days unless otherwise agreed between the Parties); and/or

15.3.3 remedy the default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 15.4 (ii) of this Schedule 2, a material breach of this Contract by the Party in breach not remedied in accordance with an agreed Remedial Proposal.

15.4 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of any of the terms of this Contract which is:

(i) not capable of remedy; or

(ii) in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal.

15.5 The Authority may terminate this Contract forthwith by issuing a Termination Notice to the Supplier if:

15.5.1 the Supplier does not commence delivery of the Services by any Long Stop Date;

15.5.2 the Supplier, or any third party guaranteeing the obligations of the Supplier under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) otherwise than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;

15.5.3 the Supplier undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority;



15.5.4 the Supplier purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 28.1 of this Schedule 2; .

15.5.5 the warranty given by the Supplier pursuant to Clause 10.5 of this Schedule 2 is materially untrue, the Supplier commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 10.5 of this Schedule 2, or the Supplier fails to provide details of proposed mitigating factors as required by Clause 10.5 of this Schedule 2 that in the reasonable opinion of the Authority are acceptable.

15.6 If the Authority, acting reasonably, has good cause to believe that there has been a material deterioration in the financial circumstances of the Supplier and/or any third party guaranteeing the obligations of the Supplier under this Contract and/or any material Sub-contractor of the Supplier when compared to any information provided to and/or assessed by the Authority as part of any procurement process or other due diligence leading to the award of this Contract to the Supplier or the entering into a Sub-contract by the Supplier, the following process shall apply:

15.6.1 the Authority may (but shall not be obliged to) give notice to the Supplier requesting adequate financial or other security and/or assurances for due performance of its material obligations under this Contract on such reasonable and proportionate terms as the Authority may require within a reasonable time period as specified in such notice;

15.6.2 a failure or refusal by the Supplier to provide the financial or other security and/or assurances requested in accordance with Clause 15.6 of this Schedule 2 in accordance with any reasonable timescales specified in any such notice issued by the Authority shall be deemed a breach of this Contract by the Supplier and shall be referred to and resolved in accordance with the Dispute Resolution Procedure; and

15.6.3 a failure to resolve such breach in accordance with such Dispute Resolution Procedure by the end of the escalation stage of such process shall entitle, but shall not compel, the Authority to terminate this Contract in accordance with Clause 15.4(i) of this Schedule 2.

In order that the Authority may act reasonably in exercising its discretion in accordance with Clause 15.6 of this Schedule 2, the Supplier shall provide the Authority with such reasonable and proportionate up-to-date financial or other information relating to the Supplier or any relevant third party entity upon request.

15.7 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier where:

15.7.1 the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure;

15.7.2 the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract;

15.7.3 the Contract should not have been awarded to the Supplier in view of a serious infringement of obligations under European law declared by the Court of Justice of the European Union under Article 258 of the Treaty on the Functioning of the EU; or

15.7.4 there has been a failure by the Supplier and/or one its Sub-contractors to comply with legal obligations in the fields of environmental, social or labour Law. Where the failure to comply with legal obligations in the fields of environmental, social or labour Law is a failure by one of the Supplier's Sub-contractors, the Authority may request the replacement of such Sub-contractor and the Supplier shall comply with such request as an alternative to the Authority terminating this Contract under this Clause 15.7.4.

15.8 If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the rights of the Authority to terminate this Contract in accordance with Clause 15.5.2 to Clause 15.5.4 of



this Schedule 2 shall be deemed mutual termination rights and the Supplier may terminate this Contract by issuing a Termination Notice to the entity assuming the position of the Authority if any of the circumstances referred to in such Clauses apply to the entity assuming the position of the Authority.

- 15.9 Within three (3) months of the Commencement Date the Supplier shall develop and agree an exit plan with the Authority consistent with the Exit Requirements, which shall ensure continuity of the Services on expiry or earlier termination of this Contract. The Supplier shall provide the Authority with the first draft of an exit plan within one (1) month of the Commencement Date. The Parties shall review and, as appropriate, update the exit plan on each anniversary of the Commencement Date of this Contract. If the Parties cannot agree an exit plan in accordance with the timescales set out in this Clause 15.9 of this Schedule 2 (such agreement not to be unreasonably withheld or delayed), such failure to agree shall be deemed a Dispute, which shall be referred to and resolved in accordance with the Dispute Resolution Procedure.

16 Consequences of expiry or early termination of this Contract

- 16.1 Upon expiry or earlier termination of this Contract, the Authority agrees to pay the Supplier for the Services which have been completed by the Supplier in accordance with this Contract prior to expiry or earlier termination of this Contract, subject to funding drawdown via the ESFA DAS account,
- 16.2 Immediately following expiry or earlier termination of this Contract and/or in accordance with any timescales as set out in the agreed exit plan:
- 16.2.1 the Supplier shall comply with its obligations under any agreed exit plan;
 - 16.2.2 all data, excluding Personal Data, documents and records (whether stored electronically or otherwise) relating in whole or in part to the Services, including without limitation relating to patients or other service users, and all other items provided on loan or otherwise to the Supplier by the Authority shall be delivered by the Supplier to the Authority provided that the Supplier shall be entitled to keep copies to the extent that: (a) the content does not relate solely to the Services; (b) the Supplier is required by Law and/or Guidance to keep copies; or (c) the Supplier was in possession of such data, documents and records prior to the Commencement Date; and
 - 16.2.3 subject always to the requirements of the Data Protection Legislation and any requirements of the ESFA, any Personal Data Processed by the Supplier on behalf of the Authority shall be returned to the Authority or destroyed in accordance with the relevant provisions of the Data Protection Protocol.
- 16.3 The Supplier shall retain all data relating to the provision of the Services that are not transferred or destroyed pursuant to Clause 16.2 of this Schedule 2 for the period set out in Clause 24.1 of this Schedule 2.
- 16.4 The Supplier shall cooperate fully with the Authority or, as the case may be, any replacement supplier during any re-procurement and handover period prior to and following the expiry or earlier termination of this Contract. This cooperation shall extend to providing access to all information relevant to the operation of this Contract, as reasonably required by the Authority to achieve a fair and transparent re-procurement and/or an effective transition without disruption to routine operational requirements.
- 16.5 Immediately upon expiry or earlier termination of this Contract any licence or lease entered into in accordance with the Key Provisions shall automatically terminate.
- 16.6 The expiry or earlier termination of this Contract for whatever reason shall not affect any rights or obligations of either Party which accrued prior to such expiry or earlier termination.
- 16.7 The expiry or earlier termination of this Contract shall not affect any obligations which expressly or by implication are intended to come into or continue in force on or after such expiry or earlier termination.



Salisbury Managed
Procurement Services

17 Staff information and the application of TUPE at the end of the Contract

17.1 TUPE shall not apply under this Contract.

18 Complaints

18.1 To the extent relevant to the Services, the Supplier shall have in place and operate a complaints procedure which complies with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

18.2 Each Party shall inform the other of all complaints from or on behalf of patients or other service users arising out of or in connection with the provision of the Services within twenty four (24) hours of receipt of each complaint and shall keep the other Party updated on the manner of resolution of any such complaints.

19 Sustainable development

19.1 The Supplier shall comply in all material respects with applicable environmental and social and labour Law requirements in force from time to time in relation to the Services. Where the provisions of any such Law are implemented by the use of voluntary agreements, the Supplier shall comply with such agreements as if they were incorporated into English law subject to those voluntary agreements being cited in the Specification and Tender Response Document. Without prejudice to the generality of the foregoing, the Supplier shall:

19.1.1 comply with all Policies and/or procedures and requirements set out in the Specification and Tender Response Document in relation to any stated environmental and social and labour requirements, characteristics and impacts of the Services and the Supplier's supply chain;

19.1.2 maintain relevant policy statements documenting the Supplier's significant labour, social and environmental aspects as relevant to the Services being provided and as proportionate to the nature and scale of the Supplier's business operations; and

19.1.3 maintain plans and procedures that support the commitments made as part of the Supplier's significant labour, social and environmental policies, as referred to at Clause 19.1.2 of this Schedule 2.

19.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 19 of this Schedule 2.

20 Electronic services information

20.1 Where requested by the Authority, the Supplier shall provide the Authority the Services Information in such manner and upon such media as agreed between the Supplier and the Authority from time to time for the sole use by the Authority.

20.2 The Supplier warrants that the Services Information is complete and accurate as at the date upon which it is delivered to the Authority and that the Services Information shall not contain any data or statement which gives rise to any liability on the part of the Authority following publication of the same in accordance with Clause 20 of this Schedule 2.

20.3 If the Services Information ceases to be complete and accurate, the Supplier shall promptly notify the Authority in writing of any modification or addition to or any inaccuracy or omission in the Services Information.

20.4 The Supplier grants the Authority a perpetual, non-exclusive, royalty free licence to use and exploit the Services Information and any Intellectual Property Rights in the Services Information for the purpose of illustrating the range of goods and services (including, without limitation, the Services) available pursuant to the Authority's contracts from time to time. Subject to Clause 20.5 of this Schedule 2, no obligation to illustrate or advertise the Services Information is imposed on the Authority, as a consequence of the licence conferred by this Clause 20.4 of this Schedule 2.



Salisbury Managed
Procurement Services

- 20.5 The Authority may reproduce for its sole use the Services Information provided by the Supplier in the Authority's services catalogue from time to time which may be made available on any NHS communications networks in electronic format and/or made available on the Authority's external website and/or made available on other digital media from time to time.
- 20.6 Before any publication of the Services Information (electronic or otherwise) is made by the Authority, the Authority will submit a copy of the relevant sections of the Authority's services catalogue to the Supplier for approval, such approval not to be unreasonably withheld or delayed. For the avoidance of doubt the Supplier shall have no right to compel the Authority to exhibit the Services Information in any services catalogue as a result of the approval given by it pursuant to this Clause 20.6 of this Schedule 2 or otherwise under the terms of this Contract.
- 20.7 If requested in writing by the Authority, and to the extent not already agreed as part of the Specification and Tender Response Document, the Supplier and the Authority shall discuss and seek to agree in good faith arrangements to use any Electronic Trading System.

21 Change management

- 21.1 The Supplier acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Supplier shall not unreasonably withhold or delay its consent to any reasonable variation or addition to the Specification and Tender Response Document, as may be requested by the Authority from time to time.
- 21.2 Subject to Clause 21.3 of this Schedule 2, any change to the Services or other variation to this Contract shall only be binding once it has been agreed either: (a) in accordance with the Change Control Process if the Key Provisions specify that changes are subject to a formal change control process; or (b) if the Key Provisions make no such reference, in writing and signed by an authorised representative of both Parties.
- 21.3 Any change to the Data Protection Protocol shall be made in accordance with the relevant provisions of that protocol.

22 Dispute resolution

- 22.1 During any Dispute, including a Dispute as to the validity of this Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 22.2 In the case of a Dispute arising out of or in connection with this Contract the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and follow the procedure set out in Clause 22.3 of this Schedule 2 as the first stage in the Dispute Resolution Procedure.
- 22.3 Following the service of a Dispute Notice the Parties shall first seek to resolve the Dispute by convening a meeting between the Authority's Contract Manager and the Supplier's Contract Manager (together the "**Contract Managers**").
- 22.3.1 The meeting of the Contract Managers must take place within five (5) Business Days of the date of the Dispute Notice (the "**Dispute Meeting**").
- 22.3.2 The Contract Managers shall be given ten (10) Business Days following the date of the Dispute Meeting to resolve the Dispute.
- 22.3.3 The Contract Managers can agree to further meetings at higher levels within each Party's organisation, in addition to the Dispute Meeting, but such meetings must be held within a ten (10) Business Day timetable.
- 22.3.4 If at any point it becomes clear that the timetable set out cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the timetable. Any agreed extension to the timetable shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.



Salisbury Managed
Procurement Services

- 22.4 If the procedure set out in Clause 22.3 of this Schedule 2 above has been exhausted and fails to resolve such Dispute, as part of the Dispute Resolution Procedure, the Parties will attempt to settle it by mediation. The Parties, shall acting reasonably, attempt to agree upon a mediator. In the event that the Parties fail to agree a mediator within five (5) Business Days following the exhaustion of all levels of the escalation procedure at Clause 22.3 of this Schedule 2, the mediator shall be nominated and confirmed by the Centre for Effective Dispute Resolution, London.
- 22.5 The mediation shall commence within twenty eight (28) days of the confirmation of the mediator in accordance with Clause 22.4 of this Schedule 2 or at such other time as may be agreed by the Parties in writing. Neither Party will terminate such mediation process until each Party has made its opening presentation and the mediator has met each Party separately for at least one hour or one Party has failed to participate in the mediation process. After this time, either Party may terminate the mediation process by notification to the other Party (such notification may be verbal provided that it is followed up by written confirmation). The Authority and the Supplier will cooperate with any person appointed as mediator providing them with such information and other assistance as they shall require and will pay their costs, as they shall determine or in the absence of such determination such costs will be shared equally.
- 22.6 Nothing in this Contract shall prevent:
- 22.6.1 either Party taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
- 22.6.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party or that relates to the safety of patients and other service users or the security of Confidential Information, pending resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 22.7 Clause 22 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.
- 23 Force majeure**
- 23.1 Subject to Clause 23.2 of this Schedule 2 neither Party shall be liable to the other for any failure to perform all or any of its obligations under this Contract nor liable to the other Party for any loss or damage arising out of the failure to perform its obligations to the extent only that such performance is rendered impossible by a Force Majeure Event.
- 23.2 The Supplier shall only be entitled to rely on a Force Majeure Event and the relief set out in Clause 23 of this Schedule 2 and will not be considered to be in default or liable for breach of any obligations under this Contract if:
- 23.2.1 the Supplier has fulfilled its obligations pursuant to Clause 6 of this Schedule 2;
- 23.2.2 the Force Majeure Event does not arise directly or indirectly as a result of any wilful or negligent act or default of the Supplier; and
- 23.2.3 the Supplier has complied with the procedural requirements set out in Clause 23 of this Schedule 2.
- 23.3 Where a Party is (or claims to be) affected by a Force Majeure Event it shall use reasonable endeavours to mitigate the consequences of such a Force Majeure Event upon the performance of its obligations under this Contract, and to resume the performance of its obligations affected by the Force Majeure Event as soon as practicable.
- 23.4 Where the Force Majeure Event affects the Supplier's ability to perform part of its obligations under the Contract the Supplier shall fulfil all such contractual obligations that are not so affected and shall not be relieved from its liability to do so.



Salisbury Managed
Procurement Services

- 23.5 If either Party is prevented or delayed in the performance of its obligations under this Contract by a Force Majeure Event, that Party shall as soon as reasonably practicable serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to its failure to perform or any anticipated delay in performance of its obligations.
- 23.6 Subject to service of such notice, the Party affected by such circumstances shall have no liability for its failure to perform or for any delay in performance of its obligations affected by the Force Majeure Event only for so long as such circumstances continue and for such time after they cease as is necessary for that Party, using its best endeavours, to recommence its affected operations in order for it to perform its obligations.
- 23.7 The Party claiming relief shall notify the other in writing as soon as the consequences of the Force Majeure Event have ceased and of when performance of its affected obligations can be resumed.
- 23.8 If the Supplier is prevented from performance of its obligations as a result of a Force Majeure Event, the Authority may at any time, if the Force Majeure Event subsists for thirty (30) days or more, terminate this Contract by issuing a Termination Notice to the Supplier.
- 23.9 Following such termination in accordance with Clause 23.8 of this Schedule 2 and subject to Clause 23.10 of this Schedule 2, neither Party shall have any liability to the other.
- 23.10 Any rights and liabilities of either Party which have accrued prior to such termination in accordance with Clause 23.8 of this Schedule 2 shall continue in full force and effect unless otherwise specified in this Contract.

24 Records retention and right of audit

- 24.1 Subject to any statutory requirement, the Supplier shall keep secure and maintain for the Term and six (6) years afterwards, or such longer period as may be agreed between the Parties, full and accurate records of all matters relating to this Contract.
- 24.2 The Authority shall have the right to audit the Supplier's compliance with this Contract. The Supplier shall permit or procure permission for the Authority or its authorised representative during normal business hours having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records reasonably required to audit the Supplier's compliance with its obligations under this Contract.
- 24.3 Should the Supplier Sub-contract any of its obligations under this Contract, the Authority shall have the right to audit and inspect such third party. The Supplier shall procure permission for the Authority or its authorised representative during normal business hours no more than once in any twelve (12) months, having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records used in the performance of the Supplier's obligations under this Contract that are Sub-contracted to such third party. The Supplier shall cooperate with such audit and inspection and accompany the Authority or its authorised representative if requested.
- 24.4 The Supplier shall grant to the Authority or its authorised representative, such access to those records as they may reasonably require in order to check the Supplier's compliance with this Contract for the purposes of:
- 24.4.1 the examination and certification of the Authority's accounts; or
- 24.4.2 any examination pursuant to section 6(1) of the National Audit Act 1983 of the economic efficiency and effectiveness with which the Authority has used its resources.
- 24.5 The Comptroller and Auditor General may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to provide such oral and/or written explanations as they consider necessary. Clause 24 of this Schedule 2 does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Supplier under sections 6(3)(d) and 6(5) of the National Audit Act 1983.



Salisbury Managed
Procurement Services

- 24.6 The Supplier shall provide reasonable cooperation to the Authority, its representatives and any regulatory body in relation to any audit, review, investigation or enquiry carried out in relation to the subject matter of this Contract.
- 24.7 The Supplier shall provide all reasonable information as may be reasonably requested by the Authority to evidence the Supplier's compliance with the requirements of this Contract.

25 Conflicts of interest and the prevention of fraud

- 25.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff are placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The Supplier will disclose to the Authority full particulars of any such conflict of interest which may arise.
- 25.2 The Authority reserves the right to terminate this Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The actions of the Authority pursuant to this Clause 25.2 of this Schedule 2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall subsequently accrue to the Authority.
- 25.3 The Supplier shall take all reasonable steps to prevent Fraud by Staff and the Supplier (including its owners, members and directors). The Supplier shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- 25.4 If the Supplier or its Staff commits Fraud the Authority may terminate this Contract and recover from the Supplier the amount of any direct loss suffered by the Authority resulting from the termination.

26 Equality and human rights

- 26.1 The Supplier shall:
- 26.1.1 ensure that (a) it does not, whether as Authority or as Supplier of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an Authority or Supplier of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure its Staff do not unlawfully discriminate within the meaning of the Equality Legislation;
 - 26.1.2 in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Supplier shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and
 - 26.1.3 the Supplier shall impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Supplier by Clause 26 of this Schedule 2.
- 26.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 26 of this Schedule 2.

27 Notice

- 27.1 Subject to Clause 22.5 of Schedule 2, any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery



or by email to the person referred to in the Key Provisions or such other person as one Party may inform the other Party in writing from time to time.

27.2 A notice shall be treated as having been received:

- 27.2.1 if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or
- 27.2.2 if sent by first class recorded delivery mail on a normal Business Day, at 9.00 am on the second Business Day subsequent to the day of posting, or, if the notice was not posted on a Business Day, at 9.00 am on the third Business Day subsequent to the day of posting; or
- 27.2.3 if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery or has telephoned the recipient to inform the recipient that the email has been sent.

28 Assignment, novation and Sub-contracting

- 28.1 The Supplier shall not, except where Clause 28.2 of this Schedule 2 applies, assign, Sub-contract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Authority such consent not to be unreasonably withheld or delayed. If the Supplier Sub-contracts any of its obligations under this Contract, every act or omission of the Sub-contractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Authority as if such act or omission had been committed or omitted by the Supplier itself.
- 28.2 Notwithstanding Clause 28.1 of this Schedule 2, the Supplier may assign to a third party ("**Assignee**") the right to receive payment of any sums due and owing to the Supplier under this Contract for which an invoice has been issued. Any assignment under this Clause 28.2 of this Schedule 2 shall be subject to:
 - 28.2.1 the deduction of any sums in respect of which the Authority exercises its right of recovery under the ESFA Funding Rules,
 - 28.2.2 all related rights of the Authority in relation to the recovery of sums due but unpaid;
 - 28.2.3 the Authority receiving notification of the assignment and the date upon which the assignment becomes effective together with the Assignee's contact information and bank account details to which the Authority shall make payment;
 - 28.2.4 the provisions of Clause 9 of this Schedule 2 continuing to apply in all other respects after the assignment which shall not be amended without the prior written approval of the Authority; and
 - 28.2.5 payment to the Assignee being full and complete satisfaction of the Authority's obligation to pay the relevant sums in accordance with this Contract.
- 28.3 Any authority given by the Authority for the Supplier to Sub-contract any of its obligations under this Contract shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with this Contract.
- 28.4 Where the Supplier enters into a Sub-contract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such Sub-contract, unless otherwise agreed with the Authority in writing, which:



Salisbury Managed
Procurement Services

- 28.4.1 contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such Sub-contracting;
 - 28.4.2 contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with Law and Guidance and record keeping;
 - 28.4.3 contain a prohibition on the Sub-contractor Sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Authority (such approval not to be unreasonably withheld or delayed);
 - 28.4.4 contain a right for the Authority to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of this Contract;
 - 28.4.5 requires the Supplier or other party receiving services under the contract to consider and verify invoices under that contract in a timely fashion;
 - 28.4.6 provides that if the Supplier or other party fails to consider and verify an invoice in accordance with Clause 28.4.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 28.4.7 after a reasonable time has passed;
 - 28.4.7 requires the Supplier or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed;
 - 28.4.8 permitting the Supplier to terminate, or procure the termination of, the relevant Sub-contract in the event the Sub-contractor fails to comply in the performance of its Sub-contract with legal obligations in the fields of environmental, social or labour Law where the Supplier is required to replace such Sub-contractor in accordance with Clause 15.7.4 of this Schedule 2;
 - 28.4.9 permitting the Supplier to terminate, or to procure the termination of, the relevant Sub-contract where the Supplier is required to replace such Sub-contractor in accordance with Clause 28.5 of this Schedule 2; and
 - 28.4.10 requires the Sub-contractor to include a clause to the same effect as this Clause 28.4 of this Schedule 2 in any Sub-contract which it awards.
- 28.5 Where the Authority considers that the grounds for exclusion under Regulation 57 of the Public Contracts Regulations 2015 apply to any Sub-contractor, then:
- 28.5.1 if the Authority finds there are compulsory grounds for exclusion, the Supplier shall ensure, or shall procure, that such Sub-contractor is replaced or not appointed; or
 - 28.5.2 if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to ensure, or to procure, that such Sub-contractor is replaced or not appointed and the Supplier shall comply with such a requirement.
- 28.6 The Supplier shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed. Where the Authority pays the Supplier's valid and undisputed invoices earlier than thirty (30) days from verification in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant Sub-contractors within a comparable timeframe from verifying that an invoice is valid and undisputed.
- 28.7 The Authority shall upon written request have the right to review any Sub-contract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any Sub-contract within five



(5) Business Days of the date of a written request from the Authority. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of Sub-contracts.

28.8 The Authority may at any time transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract and the Supplier warrants that it will carry out all such reasonable further acts required to effect such transfer, assignment, novation, sub-contracting or disposal. If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the party assuming the position of the Authority shall not further transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract without the prior written consent of the Supplier, such consent not to be unreasonably withheld or delayed by the Supplier.

29 Prohibited Acts

29.1 The Supplier warrants and represents that:

29.1.1 it has not committed any offence under the Bribery Act 2010 or done any of the following ("**Prohibited Acts**"):

- (i) offered, given or agreed to give any officer or employee of the Authority any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining or performance of this or any other agreement with the Authority or for showing or not showing favour or disfavour to any person in relation to this or any other agreement with the Authority; or
- (ii) in connection with this Contract paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the Authority; and

29.1.2 it has in place adequate procedures to prevent bribery and corruption, as contemplated by section 7 of the Bribery Act 2010.

29.2 If the Supplier or its Staff (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the Supplier in relation to this or any other agreement with the Authority:

29.2.1 the Authority shall be entitled:

- (i) to terminate this Contract and recover from the Supplier the amount of any loss resulting from the termination;
- (ii) to recover from the Supplier the amount or value of any gift, consideration or commission concerned; and
- (iii) to recover from the Supplier any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence under the Bribery Act 2010;

29.2.2 any termination under Clause 29.2.1 of this Schedule 2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the Authority; and

29.2.3 notwithstanding the Dispute Resolution Procedure, any Dispute relating to:

- (i) the interpretation of Clause 29 of this Schedule 2; or
- (ii) the amount or value of any gift, consideration or commission,



shall be determined by the Authority, acting reasonably, and the decision shall be final and conclusive.

30 General

- 30.1 Each of the Parties is independent of the other and nothing contained in this Contract shall be construed to imply that there is any relationship between the Parties of partnership or of principal/agent or of Authority/employee nor are the Parties hereby engaging in a joint venture and accordingly neither of the Parties shall have any right or authority to act on behalf of the other nor to bind the other by agreement or otherwise, unless expressly permitted by the terms of this Contract.
- 30.2 Failure or delay by either Party to exercise an option or right conferred by this Contract shall not of itself constitute a waiver of such option or right.
- 30.3 The delay or failure by either Party to insist upon the strict performance of any provision, term or condition of this Contract or to exercise any right or remedy consequent upon such breach shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.
- 30.4 Any provision of this Contract which is held to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions of this Contract and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.
- 30.5 Each Party acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of this Contract and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the other Party for any misrepresentation or undertaking (whether made carelessly or not) or for breach of any warranty unless the representation, undertaking or warranty relied upon is set out in this Contract or unless such representation, undertaking or warranty was made fraudulently.
- 30.6 Each Party shall bear its own expenses in relation to the preparation and execution of this Contract including all costs, legal fees and other expenses so incurred.
- 30.7 The rights and remedies provided in this Contract are independent, cumulative and not exclusive of any rights or remedies provided by general law, any rights or remedies provided elsewhere under this Contract or by any other contract or document. In this Clause 30.7 of this Schedule 2, right includes any power, privilege, remedy, or proprietary or security interest.
- 30.8 Unless otherwise expressly stated in this Contract, a person who is not a party to this Contract shall have no right to enforce any terms of it which confer a benefit on such person except that a Successor and/or a Third Party may directly enforce any indemnities or other rights provided to it under this Contract. No such person shall be entitled to object to or be required to consent to any amendment to the provisions of this Contract.
- 30.9 This Contract, any variation in writing signed by an authorised representative of each Party and any document referred to (explicitly or by implication) in this Contract or any variation to this Contract, contain the entire understanding between the Supplier and the Authority relating to the Services to the exclusion of all previous agreements, confirmations and understandings and there are no promises, terms, conditions or obligations whether oral or written, express or implied other than those contained or referred to in this Contract. Nothing in this Contract seeks to exclude either Party's liability for Fraud. Any tender conditions and/or disclaimers set out in the Authority's procurement documentation leading to the award of this Contract shall form part of this Contract.
- 30.10 This Contract, and any Dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.



- 30.11 Subject to Clause 22 of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any Dispute or claim that arises out of or in connection with this Contract or its subject matter.
- 30.12 All written and oral communications and all written material referred to under this Contract shall be in English.
- 30.13 Use of NHS logo / NHS Organisations branding
- 30.13.1 The Supplier shall not copy or use on any promotional material, the NHS logo (“blue lozenge”) or the logo of any NHS organisation (for example, NHS trust). The NHS logo, including those of NHS organisations, is protected by law and consent is required from the Secretary of State for any supplier organisation to use or reproduce.
 - 30.13.2 Suppliers shall not approach NHS organisations to use their logo – authority to grant that is not devolved to those organisations.
 - 30.13.3 Where the Supplier believes it has a legitimate reason to use the NHS logo, prior written consent from the Secretary of State shall be obtained, via the NHS Brand Identity Team.
 - 30.13.4 All NHS Brand identity requirements, including the process for seeking consent to use, is located at <https://www.england.nhs.uk/nhsidentity/>
 - 30.13.5 Suppliers wishing to promote that they are on the Salisbury NHSFT Framework may request to use the Framework logo by contacting sft.commercial@nhs.net
- 30.14 Conduct of Suppliers in relation to Apprentices on Programme
- 30.14.1 The Supplier shall recognise that at all times, the Apprentice is an employee of the Authority. The Supplier shall not carry out any action which may affect the Apprentice’s employment status, including (but not limited to) :
 - (i) Suspending, removing or ceasing to provide teaching to the Apprentice without the Employer’s prior agreement, including removing learners for insufficient attendance, progress, or poor conduct
 - (ii) Extending course length, amending attendance days, or delaying the commencement of a programme without the prior agreement of the Authority
 - (iii) All and any change the Supplier may wish to make to either the Apprenticeship, the method or days of delivery, or days required to study must, in all cases, be agreed with the Authority prior to any change being made.
 - (iv) Where an Apprentice requires additional time or support to complete an Apprenticeship, for example beyond the Supplier’s normal time period for completion, the Supplier shall not make, or attempt to introduce, any cost or charge for so doing, and shall not cease delivery of training without the prior written agreement of the Authority.

Definitions

The definitions and interpretative provisions at Schedule 3 (Definitions and Interpretations) of the Contract shall also apply to this Protocol. Additionally, in this Protocol the following words shall have the following meanings unless the context requires otherwise:

“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Officer” and “Data Subject”	shall have the same meanings as set out in the GDPR;
“Data Subject Access Request”	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data.
“Personal Data Breach”	shall have the same meaning as set out in the GDPR;
“Protective Measures”	means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it;
“Protocol” or “Data Protection Protocol”	means this Data Protection Protocol;
“Sub-processor”	means any third party appointed to Process Personal Data on behalf of the Supplier related to this Contract.

1 DATA PROTECTION

- 1.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, both parties are independent data controllers.
- 1.2 The Supplier shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation.
- 1.3 The Supplier shall provide all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Authority, include:
 - 1.3.1 a systematic description of the envisaged Processing operations and the purpose of the Processing;
 - 1.3.2 an assessment of the necessity and proportionality of the Processing operations in relation to the Services;
 - 1.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 1.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 1.4 The Supplier shall, in relation to any Personal Data Processed in connection with its obligations under this Contract:
 - 1.4.1 process that Personal Data only in accordance with the terms of this Protocol, unless the Supplier is required to do otherwise by **Law**. **If it is so required the Supplier** shall promptly notify the Authority before Processing the Personal Data unless prohibited by Law;
 - 1.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Authority as appropriate to protect against a Data Loss Event having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - 1.4.3 ensure that :
 - (i) the Supplier's Personnel do not Process Personal Data except in accordance with this Contract);
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Supplier's duties under this Protocol;
 - (B) are subject to appropriate confidentiality undertakings with the Supplier or any Sub-processor;

- (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- 1.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Authority has been obtained and the following conditions are fulfilled:
 - (i) the Authority or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the GDPR or Article 37 of the Law Enforcement Directive (Directive (EU) 2016/680)) as determined by the Authority;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Authority in meeting its obligations); and
 - (iv) the Supplier complies with any reasonable instructions notified to it in advance by the Authority with respect to the Processing of the Personal Data;
- 1.4.5 at the written direction of the Authority, delete or return Personal Data (and any copies of it) to the Authority on termination or expiry of the Contract unless the Supplier is required by Law to retain the Personal Data.
- 1.5 Subject to Clause 1.6 of this Protocol, the Supplier shall notify the Authority immediately if it:
 - 1.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);
 - 1.5.2 receives a request to rectify, block or erase any Personal Data;
 - 1.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 1.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under this Contract;
 - 1.5.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 1.5.6 becomes aware of a Data Loss Event.
- 1.6 The Supplier's obligation to notify under Clause 1.5 of this Protocol shall include the provision of further information to the Authority in phases, as details become available.
- 1.7 Taking into account the nature of the Processing, the Supplier shall provide the Authority with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 1.5 of this Protocol (and insofar as possible within the timescales reasonably required by the Authority) including by promptly providing:
 - 1.7.1 the Authority with full details and copies of the complaint, communication or request;

- 1.7.2 such assistance as is reasonably requested by the Authority to enable the Authority to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 1.7.3 the Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 1.7.4 assistance as requested by the Authority following any Data Loss Event;
 - 1.7.5 assistance as requested by the Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Authority with the Information Commissioner's Office.
- 1.8 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this Protocol. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
 - 1.8.1 the Authority determines that the Processing is not occasional;
 - 1.8.2 the Authority determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - 1.8.3 the Authority determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 1.9 The Supplier shall allow for audits of its Processing activity by the Authority or the Authority's designated auditor.
- 1.10 The Supplier shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 1.11 Before allowing any Sub-processor to Process any Personal Data related to this Contract, the Supplier must:
 - 1.11.1 notify the Authority in writing of the intended Sub-processor and Processing;
 - 1.11.2 obtain the written consent of the Authority;
 - 1.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this Protocol such that they apply to the Sub-processor; and
 - 1.11.4 provide the Authority with such information regarding the Sub-processor as the Authority may reasonably require.
- 1.12 The Supplier shall remain fully liable for all acts or omissions of any Sub-processor.
- 1.13 The Authority may, at any time on not less than 30 Business Days' notice, revise this Protocol by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 1.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Authority may on not less than 30 Business Days' notice to the Supplier amend this Protocol to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 1.15 The Supplier shall comply with any further instructions with respect to Processing issued by the Authority by written notice.

- 1.16 Subject to Clauses 1.13, 1.14, and 1.15 of this Protocol, any change or other variation to this Protocol shall only be binding once it has been agreed in writing and signed by an authorised representative of both Parties.
- 1.17 The Supplier shall achieve compliance for all requirements in the relevant NHS Data Security & Protection Toolkit.
- 1.18 The Supplier shall complete and publish an annual information governance assessment using the NHS Data Security & Protection Toolkit.

Schedule 3**Definitions and Interpretations****1 Definitions**

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

“Actual Services Commencement Date”	means the date the Supplier actually commences delivery of the Services;
“Actuary”	means a Fellow of the Institute and Faculty of Actuaries;
“Authority”	means the authority named on the form of Contract on the first page;
“Authority’s Actuary”	means the Government Actuaries Department;
“Authority’s Obligations”	means the Authority’s further obligations, if any, referred to in the Key Provisions;
“Breach Notice”	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;
“Broadly Comparable”	means certified by an Actuary as satisfying the condition that there are no identifiable Eligible Employees who would overall suffer material detriment in terms of their future accrual of Pension Benefits under the scheme compared with the NHS Pension Scheme assessed in accordance with Annex A of Fair Deal for Staff Pensions;
“Business Continuity Event”	means any event or issue that could impact on the operations of the Supplier and its ability to provide the Services including an influenza pandemic and any Force Majeure Event;
“Business Continuity Plan”	means the Supplier’s business continuity plan which includes its plans for continuity of the Services during a Business Continuity Event;
“Business Day”	means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;
“Cabinet Office Statement”	the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;
“Change Control Process”	means the change control process, if any, referred to in the Key Provisions;
“Charges”	means any sum outside the Apprenticeship Levy which has been agreed between the parties at time of acceptance of the Supplier’s ITT response (Schedule 6), and/or confirmed by the Authority by issuing a Purchase Order prior to the activity.
“Commencement Date”	means the date of this Contract;

“Commercial Schedule”	means the document set out at Schedule 6
“Confidential Information”	<p>means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is:</p> <p>(a) Personal Data including without limitation which relates to any patient or other service user or his or her treatment or clinical or care history;</p> <p>(b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or</p> <p>(c) Policies and such other documents which the Supplier may obtain or have access to through the Authority’s intranet;</p>
“Contract”	means the form of contract at the front of this document and all schedules attached to the form of contract;
“Contracting Authority”	means any contracting authority as defined in regulation 3 of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;
“Contract Manager”	means for the Authority and for the Supplier the individuals specified in the Key Provisions; or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2;
“Contract Price”	means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract;
“Controller”	shall have the same meaning as set out in the GDPR;
“Convictions”	means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);
“Data Protection Legislation”	means (i) the Data Protection Act 1998 or, from the date it comes into force, the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; (ii) the GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Law as amended from time to time; and (iii) all applicable Law about the processing of personal data and privacy;
“Data Protection Protocol” or “Data Protection Toolkit”	means the NHS Data Security and Protection Toolkit self-assessment detailed at https://www.dsptoolkit.nhs.uk/
“Direction Letter”	means an NHS Pensions Direction letter issued by the Secretary of State in exercise of the powers conferred by section 7 of the Superannuation (Miscellaneous Provisions) Act 1967 and issued to the Supplier or a Sub-contractor of the Supplier (as appropriate) relating to the terms of

	participation of the Supplier or Sub-contractor in the NHS Pension Scheme in respect of the Eligible Employees;
“Dispute(s)”	means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
“Dispute Notice”	means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;
“Dispute Resolution Procedure”	means the process for resolving Disputes as set out in Clause 22 of Schedule 2.
“DOTAS”	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;
“Electronic System(s)”	Trading means such electronic data interchange system and/or world wide web application and/or other application with such message standards and protocols as the Authority may specify from time to time;
“Eligible Employees”	means each of the Transferred Staff who immediately before the Employee Transfer Date was a member of, or was entitled to become a member of, or but for their compulsory transfer of employment would have been entitled to become a member of, either the NHS Pension Scheme or a Broadly Comparable scheme as a result of their employment or former employment with an NHS Body (or other Authority which participates automatically in the NHS Pension Scheme) and being continuously engaged for more than 50% of their employed time with the Authority (in the case of Transferring Employees) or a Third Party (in the case of Third Party Employees) in the delivery of services the same as or similar to the Services. For the avoidance of doubt a member of Staff who is or is entitled to become a member of the NHS Pension Scheme as a result of being engaged in the Services and being covered by an “open” Direction Letter or other NHS Pension Scheme “access” facility but who has never been employed directly by an NHS Body (or other body which participates automatically in the NHS Pension Scheme) is not an Eligible Employee entitled to Fair Deal for Staff Pensions protection.
“Employee Transfer Date”	means the Transferred Staff’s first day of employment with the Supplier (or its Sub-contractor);
“Employment Liabilities”	means all claims, demands, actions, proceedings, damages, compensation, tribunal awards, fines, costs (including but not limited to reasonable legal costs), expenses and all other liabilities whatsoever;

“Environmental Regulations”	Shall mean any relevant legislation in force at the time, or subsequent to, the commencement date;
“eProcurement Guidance”	means the NHS eProcurement Strategy available via: http://www.gov.uk/government/collections/nhs-procurement together with any further Guidance issued by the Department of Health in connection with it;
“Equality Legislation”	means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;
“ESFA”	“ESFA” means the Education and Skills Funding Agency and any successor body
“ESFA Funding Rules”	“ESFA Funding Rules” means (a) the following ESFA publications as revised or replaced from time to time: (i) Apprenticeship funding and performance-management rules for Suppliers May 2017 to July 2018 Version 6; (ii) Apprenticeship funding: rules and guidance for Authorities May 2017 to July 2018; and (iii) Apprenticeship technical funding guide for starts from May 2017 Version 3; and (b) all other rules or guidance published by ESFA from time to time;
“Exit Requirements”	means the Authority’s exit requirements, as set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with during the Term and/or in relation to any expiry or early termination of this Contract;
“Fair Deal for Staff Pensions”	means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);
“FOIA”	shall mean the Freedom of Information Act 2000 or subsequent amendments;
“Force Majeure Event”	means any event beyond the reasonable control of the Party in question to include, without limitation: (a) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract; (b) acts of terrorism; (c) flood, storm or other natural disasters; (d) fire;

	<p>(e) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning;</p> <p>(f) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;</p> <p>(g) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen;</p> <p>(h) industrial action which affects the ability of the Supplier to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-contractor of the Supplier; and</p> <p>(i) a failure in the Supplier's and/or Authority's supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties;</p> <p>but excluding, for the avoidance of doubt, the withdrawal of the United Kingdom from the European Union and any related circumstances, events, changes or requirements;</p>
"Fraud"	means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;
GDPR	means the General Data Protection Regulation (Regulation (EU) 2016/679);
"General Anti-Abuse Rule"	<p>means</p> <p>(a) the legislation in Part 5 of the Finance Act 2013; and</p> <p>(b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;</p>
"Good Industry Practice"	means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced service Supplier engaged in the provision of services similar to the Services under the same or similar circumstances as those applicable to this Contract, including in accordance with any codes of practice published by relevant trade associations;
"Guidance"	means any applicable guidance, direction or determination and any policies, advice or industry alerts which apply to the Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health, Monitor, NHS England, the Medicines and Healthcare Products Regulatory

	Agency, the European Medicine Agency, the European Commission, the Care Quality Commission and/or any other regulator or competent body;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C-255/02 Halifax and others;
"HM Government Cyber Essentials Scheme"	means the HM Government Cyber Essentials Scheme as further defined in the documents relating to this scheme published at: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview ;
"Implementation Plan"	means the implementation plan, if any, referred to in the Key Provisions;
"Implementation Requirements"	means the Authority's implementation and mobilisation requirements (if any), as may be set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;
"Intellectual Property Rights"	means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;
"Interested Party"	means any organisation which has a legitimate interest in providing services of the same or similar nature to the Services in immediate or proximate succession to the Supplier or any Sub-contractor and who had confirmed such interest in writing to the Authority;
"Key Provisions"	means the key provisions set out in Schedule 1;
"KPI"	means the key performance indicators as set out in Schedule 4;
"Law"	<p>means any applicable legal requirements including, without limitation,:</p> <ul style="list-style-type: none"> (a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales; (b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument); (c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972; (d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales; (e) requirements set by any regulatory body as applicable in England and Wales; (f) any relevant code of practice as applicable in England and Wales; and

	(g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);
“Long Stop Date”	means the date, if any, specified in the Key Provisions;
“Losses”	all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law;
“Measures”	means any measures proposed by the Supplier or any Sub-contractor within the meaning of regulation 13(2)(d) of TUPE;
“NHS”	means the National Health Service;
“NHS Body”	has the meaning given to it in section 275 of the National Health Service Act 2006 as amended by section 138(2)(c) of Schedule 4 to the Health and Social Care Act 2012;
“NHS Pensions”	means NHS Pensions (being a division of the NHS Business Services Authority) acting on behalf of the Secretary of State as the administrators of the NHS Pension Scheme or such other body as may from time to time be responsible for relevant administrative functions of the NHS Pension Scheme, including the Pensions Division of the NHS Business Services Authority;
“NHS Pension Scheme”	means the National Health Service Pension Scheme for England and Wales, established pursuant to the Superannuation Act 1972 and governed by subsequent regulations under that Act including the NHS Pension Scheme Regulations;
“NHS Pension Scheme Arrears”	means any failure on the part of the Supplier or any Sub-contractor to pay Authority’s contributions or deduct and pay across employee’s contributions to the NHS Pension Scheme or meet any other financial obligations under the NHS Pension Scheme or any Direction Letter in respect of the Eligible Employees;
“NHS Pension Scheme Regulations”	means, as appropriate, any or all of the National Health Service Pension Scheme Regulations 1995 (SI 1995/300), the National Health Service Pension Scheme Regulations 2008 (SI 2008/653) and any subsequent regulations made in respect of the NHS Pension Scheme, each as amended from time to time;
“Occasion of Tax Non-Compliance”	means: <ul style="list-style-type: none"> (a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> (i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax

	<p>Authority under the DOTAS or any equivalent or similar regime; and/or</p> <p>(b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;</p>
“Order Form”	means the Order Form (or URN form) submitted by the Authority to Salisbury NHSFT which generates the Order Number for the cohort;
“Order Number”	means the framework order number issued by Salisbury NSHFT for a cohort. This will also become the contract number where a contract is issued for the first time for the particular requirement;
“Party”	means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;
“Pension Benefits”	any benefits (including but not limited to pensions related allowances and lump sums) relating to old age, invalidity or survivor’s benefits provided under an occupational pension scheme;
“Personal Data”	shall have the same meaning as set out in the GDPR;
“Policies”	means the policies, rules and procedures of the Authority as notified to the Supplier from time to time;
“Premature Retirement Rights”	rights to which any Transferred Staff (had they remained in the employment of an NHS Body or other Authority which participates automatically in the NHS Pension Scheme) would have been or is entitled under the NHS Pension Scheme Regulations, the NHS Compensation for Premature Retirement Regulations 2002 (SI 2002/1311), the NHS (Injury Benefits) Regulations 1995 (SI 1995/866) and section 45 of the General Whitley Council conditions of service, or any other legislative or contractual provision which replaces, amends, extends or consolidates the same from time to time;
“Premises and Locations”	has the meaning given under Clause 2.1 of Schedule 2;
“Process”	shall have the same meaning as set out in the GDPR. Processing and Processed shall be construed accordingly;
“Processor”	shall have the same meaning as set out in the GDPR;
“Purchase Order”	means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;
“Relevant Tax Authority”	means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;
“Remedial Proposal”	has the meaning given under Clause 15.3 of Schedule 2;
“Services”	means the services set out in this Contract (including, without limitation, the requirements of the Authority as issued to tenderers as part of the procurement process and the Supplier’s response to these requirements);

“Services Commencement Date”	means the date delivery of the Services shall commence as specified in the Key Provisions. If no date is specified in the Key Provisions this date shall be the Commencement Date;
“Services Information”	means information concerning the Services as may be reasonably requested by the Authority and supplied by the Supplier to the Authority in accordance with Clause 20 of Schedule 2 for inclusion in the Authority's services catalogue from time to time;
“Specification and Tender Response Document”	means the document set out in Schedule 6 as amended and/or updated in accordance with this Contract;
“Staff”	means all persons employed or engaged by the Supplier to perform its obligations under this Contract including any Sub-contractors and person employed or engaged by such Sub-contractors;
“Step In Rights”	means the step in rights, if any, referred to in the Key Provisions;
“Sub-contract”	means a contract between two or more suppliers, at any stage of remoteness from the Supplier in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract;
Sub-contractor	means a party to a Sub-contract other than the Supplier;
“Subsequent Transfer Date”	means the point in time, if any, at which services which are fundamentally the same as the Services (either in whole or in part) are first provided by a Successor or the Authority, as appropriate, giving rise to a relevant transfer under TUPE;
“Subsequent Transferring Employees”	means any employee, agent, consultant and/or contractor who, immediately prior to the Subsequent Transfer Date, is wholly or mainly engaged in the performance of services fundamentally the same as the Services (either in whole or in part) which are to be undertaken by the Successor or Authority, as appropriate;
“Successor”	means any third party who provides services fundamentally the same as the Services (either in whole or in part) in immediate or subsequent succession to the Supplier upon the expiry or earlier termination of this Contract;
“Supplier”	means the supplier named on the form of Contract on the first page;
“Supplier Code of Conduct”	means the code of that name published by the Government Commercial Function originally dated September 2017, as may be amended, restated, updated, re-issued or re-named from time to time;
“Supplier Personnel”	means any employee, agent, consultant and/or contractor of the Supplier or Sub-contractor who is either partially or fully engaged in the performance of the Services;
“Term”	means the term as set out in the Key Provisions;
“Termination Notice”	means a written notice of termination given by one Party to the other notifying the Party receiving the notice of the intention of the Party giving

	the notice to terminate this Contract on a specified date and setting out the grounds for termination;
“Third Party”	means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Transfer Date;
“Third Party Body”	has the meaning given under Clause 8.5 of Schedule 2;
“Third Party Employees”	means all those employees, if any, assigned by a Third Party to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;
“Transfer Date”	means the Actual Services Commencement Date;
“Transfer Option”	an option given to each Eligible Employee with either: (a) accrued rights in the NHS Pension Scheme; or (b) accrued rights in a Broadly Comparable scheme, as at the Employee Transfer Date, to transfer those rights to the Supplier’s (or its Sub-contractor’s) Broadly Comparable scheme or back into the NHS Pension Scheme (as appropriate), to be exercised by the Transfer Option Deadline, to secure year-for-year day-for-day service credits in the relevant scheme (or actuarial equivalent, where there are benefit differences between the two schemes);
“Transfer Option Deadline”	the first Business Day to fall at least three (3) months after the notice detailing the Transfer Option has been sent to each Eligible Employee;
“Transferred Staff”	means those employees (including Transferring Employees and any Third Party Employees) whose employment compulsorily transfers to the Supplier or to a Sub-contractor by operation of TUPE, the Cabinet Office Statement or for any other reasons, as a result of the award of this Contract;
“Transferring Employees”	means all those employees, if any, assigned by the Authority to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;
"TUPE"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law; and
“VAT”	means value added tax chargeable under the Value Added Tax Act 1994 or any similar, replacement or extra tax.

- 1.2 References to any Law shall be deemed to include a reference to that Law as amended, extended, consolidated, re-enacted, restated, implemented or transposed from time to time.
- 1.3 References to any legal entity shall include any body that takes over responsibility for the functions of such entity.

- 1.4 References in this Contract to a “Schedule”, “Appendix”, “Paragraph” or to a “Clause” are to schedules, appendices, paragraphs and clauses of this Contract.
- 1.5 References in this Contract to a day or to the calculation of time frames are references to a calendar day unless expressly specified as a Business Day.
- 1.6 Unless set out in the Supplier’s Bid Response (Schedule 6) as a chargeable item and subject to Clause 30.6 of Schedule 2, the Supplier shall bear the cost of complying with its obligations under this Contract.
- 1.7 The headings are for convenience only and shall not affect the interpretation of this Contract.
- 1.8 Words denoting the singular shall include the plural and vice versa.
- 1.9 Where a term of this Contract provides for a list of one or more items following the word “including” or “includes” then such list is not to be interpreted as an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.10 Where there is a conflict between the Supplier’s responses to the Authority’s requirements (the Supplier’s responses being set out in Schedule 6) and any other part of this Contract, such other part of this Contract shall prevail.
- 1.11 Where a document is required under this Contract, the Parties may agree in writing that this shall be in electronic format only.
- 1.12 Where there is an obligation on the Authority to procure any course of action from any third party, this shall mean that the Authority shall use its reasonable endeavours to procure such course of action from that third party.
- 1.13 Any guidance notes in grey text do not form part of this Contract.
- 1.14 Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice (“**Receiving Party**”) may ask the Party that issued the Breach Notice (“**Issuing Party**”) to provide any further information in relation to the subject matter of the Breach Notice that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.
- 1.15 Any terms defined as part of a Schedule or other document forming part of this Contract shall have the meaning as defined in such Schedule or document.

Schedule 4

Key Performance Indicators and Actions Required – applicable to this Contract.

Key Performance Indicators (KPI)

Service Performance Indicator (Description)	Frequency	Measure	SERVICE LEVEL PERFORMANCE MEASURE			CONSEQUENCE
			Service Level Pass GREEN	Service Level Warning AMBER	Service Level Fail RED	
Provision of support and cooperation to the Authority to achieve learner outcomes	Monthly	Trust Staff	> 98% achieved	50% - 97% achieved	< 50% achieved	Action plan to move back to Green within one month.
Provide the Authority with regular reporting information to include: <ul style="list-style-type: none"> Progress of learners (actual v's on target) Notification of learners who have not passed and plans to support them Attendance records for all taught sessions 	Monthly	Trust Staff	> 98% achieved	50% - 97% achieved	< 50% achieved	Action plan to move back to Green within one month.
Provide the Authority with results of the mid and end point student evaluations and the actions put in place by the Supplier to address concerns/issues highlighted within the responses.	Quarterly	Trust Staff	> 98% achieved	50% - 97% achieved	< 50% achieved	Action plan to move back to Green within one month.
Attend Contract Management Meetings	Quarterly where requested	Trust Staff	> 98% achieved	50% - 97% achieved	< 50% achieved	Action plan to move back to Green within jointly agreed specified timescales

Key Performance Indicators – Supplier Performance and Timescales

KPI	Title	Description	Requirement
P001	Response to Queries	Respond to an Employer or Apprentice query – acknowledgment of query	Two working days
P002	Query Resolution	Resolve query to Employer’s satisfaction	Five working days or provide explanation for longer timescale
P003	Contract Turnaround	Return signed contract to Employer (DocuSign)	Ten working days from date of receipt from Salisbury
P004	DAS Cohort Addition	Apprentice added / agreed on DAS by Supplier	Ten working days and in all cases prior to Apprentice commencing on programme
P005	Tripartite Meetings	Authority (employer), Supplier and Apprentice tripartite meetings	Must not exceed ESFA timescale or 12 weeks, whichever is the lesser

Schedule 5 (where used)

Authority local Specifications, Terms, or Conditions

Requirements specific to the named Authority where issued to the Supplier. This Schedule may not always be used.

Document added as DocuSign attachment where issued.

Schedule 6

Supplier's Framework or ITT response

Document added as DocuSign attachment. Please note where a Supplier has been awarded on a Higher Level procurement (ITT reference starting C.....) the commitments within that bid will automatically apply to all enrolments. Framework response bids (Salisbury reference starting 10.....) may only be used where a Higher Level award to the Supplier has not been made.

Please note this Schedule is included separately within the DocuSign envelope which constitutes this Contract.



10353 Arden
University MARCH 20

Schedule 7

Provider Apprenticeship Agreement (embedded document). Contents of this Schedule shall not amend, supersede, or overrule any Term in the preceding Schedules or the Framework Contract, and shall not impose any charge on the employer above the Ifate funding band for the Apprenticeship. Any agreed additional costs (such as external exam fees) must be listed on the URN Order Form prior to enrolment.

Document added as DocuSign attachment.



National Apprenticeship Framework

S/10353

All Apprenticeship Standards

Note - all content of this document, including all worksheets, scoring mechanism, and content is © Salisbury NHS Foundation Trust 2020. All rights reserved.

The following organisation is invited to Tender

Arden University
OFSTED RATING
This Framework is only open to bidders who (a) have an Ofsted rating of Good or Outstanding, or (b) have received a Monitoring Visit with a report of at least Reasonable or Significant Progress (if a visit has taken place)
Ofsted Ratings MUST relate to Apprenticeship delivery
Providers who have not yet received an Ofsted visit or report may still apply but may be asked for further Quality data if required.
SELECT OFSTED RATING FROM DROPDOWN BELOW
No Ofsted

PROVIDER NAME	Arden University
	Bidder name MUST match exactly to your registered name on RoATP / RoEPAO. This MUST also match EXACTLY your registration name on Bravo.
UK PRN Number (issued by ESFA)	UKPRN: 10005451
Organisation	Arden University
Registered Address	Arden House, Middlemarch Park, Coventry, CV3 4FJ
Contact Name	
Contact Email	@arden.ac.uk
Contact Telephone	7535140278

Pass/Fail Questions
Bidders must agree to the following questions by selecting "Agree" in the Response column. These criteria are not negotiable and will be a contractual obligation under the Framework.

		Response Dropdown
Q0001	Ofsted Rating - Providers must list their Ofsted rating above. Where this changes at any time, the Provider MUST inform Salisbury immediately.	Agree
Q0002	Module Resit Costs - Providers MUST include at least one retake per module without additional charge on all Apprenticeships offered	Agree
Q0003	EPA Resit Costs - Providers MUST include at least one resit at EPA stage without additional charge on all Apprenticeships offered (regardless of EPAO appointed)	Agree
Q0004	Bidders MUST be willing to work with Employers to set entry requirements rather than rely on their own previous entry requirements for BSc programmes. This MUST recognise experiential learning as well as academic history including previous health related qualifications at levels 2 and 3 including but not limited to health-related apprenticeships, NVQs, BTECS and T-levels, and which recognises equivalent international qualifications, in order to ensure a wide range of candidates are able to apply for the apprenticeship. University providers must not rely on UCAS points as entry criteria.	Agree

RESPONSES TO THIS ITT MUST BE RECEIVED BY THE TRUST VIA THE BRAVO PROCUREMENT PORTAL CLOSE DATE

- 1 Insert the bidding organisation's name in the top yellow highlighted box above. It will promulgate through the spreadsheet from there.
- 2 You MUST NOT EDIT any columns or rows other than areas highlighted for Bidder Responses
- 3 Where drop-down boxes are provided, you MUST only use those. Bidders changing dropdowns or entering text will not be evaluated.
- 4 The following definitions are used for Delivery Method - your MUST answer in compliance with these definitions :
ATTENDANCE is defined as where the learner is required to attend the Bidder's premises for all of "off the job" element of the Apprenticeship
BLENDED is defined as where part of the "off the job" learning is at the Bidder's premises, and part self study or online delivery
FULLY ONLINE is defined as where the entire "off the job" learning is online or media delivered
FLYING FACULTY is defined as where the Apprentice remains at their workplace for the "off the job" element and the training provider visits that workplace to support or assess the Apprentice

You must select your delivery region from the drop-down boxes. If any element of the learning requires the Apprentice to travel to your location, you
5 CANNOT claim national delivery - in that case you must select an ATTENDANCE delivery method and only select the region in which you are based.
- 6 Your PRICE must per per learner, including End Point Assessment, where offering an Apprenticeship standard.
- 7 QUALITY MEASURE DATA must only be entered numerically - no text - and Retention Rates MUST only be entered as a percentage

[illegible][illegible]

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100

Arden University Provider & Employer Agreement Terms and Conditions

1. Definitions and Interpretation

1.1. The definitions and rules of interpretation in this clause apply to the Agreement:

Accountability Statement means the “Apprenticeship Accountability Statement” published by the Department for Education that sets out the roles and responsibilities of the various regulatory bodies responsible for regulating Apprenticeships;

Additional Payment means payments made available to the Employer and paid to the Training Provider on the Employer’s behalf by the ESFA such as the additional payment for 16 to 18 year olds and eligible 19 to 24 year olds;

Affiliate means in relation to a party, any person that directly or indirectly controls, is controlled by, or is under direct or indirect common control with, that party from time to time;

Apprentice means a person who works under an Apprenticeship Agreement entered into with the Employer;

Apprenticeship means the training and end-point assessment for an employee as part of a job with an accompanying skills development programme;

Apprenticeship Agreement means (a) an approved English apprenticeship agreement; or (b) an apprenticeship agreement within the meaning given in section 32 or section A1(4) of the Apprenticeship, Skills, Children and Learning Act 2009 as it applies in relation to England;

Apprenticeship Programme means a programme of training to be provided by or through the Training Provider as set out in the APC;

Apprenticeship Programme Completion Date means the date on which the last Apprentice provided with training under the relevant APC (a) successfully completes the relevant End-Point Assessment (including following any resits or retakes necessary for such successful completion) or (b) withdraws (or is withdrawn by the Training Provider) from the Apprenticeship or (c) is deemed to have failed the Apprenticeship as defined in the EPA Assessment Plan or Approved Apprenticeship Standard;

Approved Apprenticeship Standard has the meaning given in the Apprenticeships, Skills, Children and Learning Act 2009;

Break in Learning means a period of time during an Apprenticeship Programme in which the Apprentice is not participating in work with the Employer, nor undertaking any training or learning with the Training Provider and where at the time of notification the Apprentice intends to resume participation in the Apprenticeship at some point in the future. By way of example only, this may be due to illness, pregnancy or other reason which makes them temporarily unable to continue with the Apprenticeship;

Bribery Act means the Bribery Act 2010 and any subordinate legislation made under that Act, as updated from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation;

Business Days means any day from Monday to Friday excluding any public holiday when the banks of London are open for business;

Charges means the full cost of the Services as set out in the relevant APC including the cost of any resits pursuant payable to clause 5.1.9;

Commencement Date means the agreement date of the signed Arden University Provider & Employer Agreement between the parties;

Contract of Service has the meaning defined in clause 5.1.1 which shall constitute a “contract of service” as referred to in the Funding Rules;

Data Controller has the meaning set out under the Data Protection Legislation;

Data Processor has the meaning set out under the Data Protection Legislation;

Data Protection Legislation means (a) all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR and the Data Protection Act 2018 as amended from time to time, and (b) all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data and the guidance and codes of practice issued by the relevant data protection or supervisory authority applicable to a party;

Data Subject has the meaning set out in the Data Protection Legislation;

Employer Charges means the eligible, evidenced cost to the Employer of providing the part of the training allocated to it in an Apprenticeship Programme;

Employer’s Digital Account means the part of the ESFA’s Apprenticeship service which shows the amount of Funding available to the Employer to spend on the training of Apprentices and information associated with this spend;

Employer’s Representative means the person stated as the Employer’s representative in the Arden University Provider & Employer Agreement or notified to the Training Provider from time to time;

End-Point Assessment (EPA) means the assessment (and any resits of that assessment) of the Apprentice’s knowledge, skills and behaviours carried out by an End-Point Assessment Organisation at the end of the training to confirm that the Apprentice has met the requirements of any relevant Approved Apprenticeship Standard;

End-Point Assessment Organisation (EPAO) means any organisation on the Register of End-Point Assessment Organisations which is contracted by the Training Provider to carry out End-Point Assessment except where the Apprenticeship relates to an Integrated Degree Apprenticeship in which case the End-Point Assessment Organisation may be the Training Provider;

EPA Assessment Plan means the scheme of assessment approved by the Institute for Apprenticeships and Technical Education in relation to an Approved Apprenticeship Standard which EPAOs use to develop assessment tools and deliver EPAs;

ESFA means the Secretary of State for Education, acting through the Education and Skills Funding Agency, an executive agency of the Department for Education;

ESFA Contingency means the action following change in employer, apprentice or training provider circumstances set out in the relevant paragraphs of the Funding Rules;

ESFA Contingency Event means each scenario described in each ESFA Contingency;

Event of Insolvency means, in respect of a party, where:

- (a) a party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;

- (b) a party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors;
- (c) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of a party (being a company);
- (d) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over a party (being a company);
- (e) the holder of a qualifying floating charge over the assets of a party (being a company) has become entitled to appoint or has appointed an administrative receiver;
- (f) a person becomes entitled to appoint a receiver over the assets of a party or a receiver is appointed over the assets of a party;
- (g) a creditor or encumbrancer of a party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of a party's assets and such attachment or process is not discharged within 14 days;
- (h) any event occurs, or proceeding is taken, with respect to a party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in (a) to (g) (inclusive);

Force Majeure means any circumstance not within a party's reasonable control including, without limitation, acts of God, flood, or other natural disaster; epidemic or pandemic; terrorist attack, civil war, civil commotion or riots, war; any law or any action taken by government or public authority; fire; and any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on clause 18, or companies in the same group as that party).

Funding means the funding paid to the Training Provider on behalf of the Employer towards the cost of training and End-Point Assessment in accordance with the Agreement;

Funding Rules means the Apprenticeship Funding rules for employers, employers-providers and main providers, as applicable to this Agreement and as published by the ESFA as revised and amended from time to time;

Integrated Standard is an Approved Apprenticeship Standard in which the End-Point Assessment is incorporated into the main learning aim (usually a degree or other full higher education qualification) as defined in the Funding Rules;

Intellectual Property Rights means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, utility models, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites;

Mandatory Documents means:

- (a) the Apprenticeship Training Plan;
- (b) the Apprenticeship Agreement;
- (c) the Contract of Service;

- (d) any documents required by the Training Provider to confirm eligibility for an Apprenticeship Programme;

Mandatory Policies means (a) the Safeguarding and Prevent Policy found at <https://arden.ac.uk/about-us/our-policies-standards>, and (b) the mandatory policies included within the Apprenticeship software system used by the Training Provider.

OfS means the Office for Students or such other statutory or non-statutory body responsible for regulating the higher education sector from time to time and all matters currently assigned to the OfS under the Accountability Statement;

Ofsted means the Office for Standards in Education, Children's Services and Skills or such other statutory or non-statutory body responsible for carrying out its functions from time to time (including but not limited to the regulation of the further education sector, teacher training in the higher education sector and all matters assigned to it under the Accountability Statement);

Personal Data has the meaning set out the Data Protection Legislation;

QAA UK Quality Code means the code published by the QAA which sets out the expectations that all providers of UK higher education are required to meet;

Quality Assurance Agency for Higher Education (QAA) means the Quality Assurance Agency for Higher Education, with company number 03344784 or such other statutory or non-statutory body responsible for carrying out its functions from time to time (including but not limited to monitoring and improving quality in the higher education sector and all matters assigned to it under the Accountability Statement);

Sanctions means any sanction, including but not limited to, economic or financial sanctions or trade embargoes, that is imposed, administered or enforced from time to time by (a) the United States government (including, without limitation, OFAC), or (b) the United Nations Security Council, or (c) the European Union, or (d) His Majesty's Treasury of the United Kingdom; or (e) any other governmental authority;;

Sanctioned Person means, at any time, (a) any person listed in any Sanctions-related list of designated persons maintained by the United States government (including, without limitation, OFAC), the United Nations Security Council, the European Union, His Majesty's Treasury of the United Kingdom, or any other governmental authority, or (b) any person controlled by any such person;

Services means the provision of training and on-programme assessment to Apprentices in respect of the Apprenticeship Programmes, as further detailed in the APC;

Subcontractor means a person or organisation selected by the Employer and the Training Provider to deliver part of the training on behalf of the Training Provider under the Agreement (and where the Employer is selected to deliver some of the training on behalf of the Training Provider under the Agreement, they will also be considered to be a Subcontractor whilst undertaking that delivery);

Training Provider's Representative means the person stated as the Training Provider's representative in the Arden University Provider & Employer Agreement or notified to the Employer from time to time;

Unfunded Charges means such parts of the Charges that have not been recovered from the ESFA for any reason other than the default of the Training Provider;

VAT means value added tax at the rate prevailing at the time of the relevant supply charged in accordance with the provisions of the Value Added Tax Act 1994;

- 1.2. Clause and Schedule headings do not affect the interpretation of the Agreement.
- 1.3. References to clauses and Schedules are (unless otherwise provided) references to the clauses and Schedules of the Agreement.
- 1.4. Unless the context otherwise requires, words in the singular shall include the plural and in the plural include the singular.
- 1.5. A reference to a statute or statutory provision or the Funding Rules is a reference to it as amended, extended or re-enacted from time to time.
- 1.6. A reference to a statute or statutory provision shall include all subordinate legislation made from time to time.
- 1.7. Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.8. Words or phrases defined in the Funding Rules shall have the same meaning in the Agreement.
- 1.9. A reference to a person includes firms, partnerships and corporations and their successors and permitted assignees or transferees.
- 1.10. If there is any conflict between the Training Provider's policies (including the Mandatory Policies), standards, and codes and the Employer's policies, standards, and codes, the Training Provider's policies, standards and codes shall prevail.

2. Commencement and Duration

- 2.1. The Agreement shall commence on the Commencement Date and shall continue until the Apprenticeship Programme Completion Date, unless terminated earlier in accordance with clause 8.
- 2.2. The Employer may request provision of the Services from the Training Provider by agreeing an APC with the Employer pursuant to clause 3.
- 2.3. The Training Provider shall provide the Services from the date specified in the relevant APC.

3. Apprenticeship Programme Confirmation ("APC")

- 3.1. Each APC shall be agreed in the following manner:
 - 3.1.1. the Employer shall ask, in writing, the Training Provider to provide the Services and provide the Training Provider with as much information as the Training Provider reasonably requests in order to prepare a draft APC;
 - 3.1.2. following receipt of the information requested from the Employer, the Training Provider shall, as soon as reasonably practicable either:
 - 3.1.2.1. inform the Employer that it declines to provide the requested Services; or
 - 3.1.2.2. provide the Employer with a draft APC.
 - 3.1.3. if the Training Provider provides the Employer with a draft APC pursuant to clause 3.1.2.2 the Training Provider and the Employer shall discuss and agree that draft APC; and
 - 3.1.4. both parties shall sign the draft APC when it is agreed.
- 3.2. Once an APC has been agreed and signed in accordance with 3.1.4, no amendment shall be made to it except in accordance with clause 21.4.
- 3.3. Each APC shall be part of the Agreement and shall not form a separate contract to it.

4. Training Provider Obligations

- 4.1. The Training Provider shall deliver the Services to the Employer:

- 4.1.1. in accordance with the Agreement and for the duration as set out in the relevant APC;
- 4.1.2. using reasonable skill and care;
- 4.1.3. in compliance with the Funding Rules;
- 4.1.4. in compliance with the law and associated codes and guidance from time to time in force;
- 4.1.5. in compliance with the quality codes, guidance and requirements issued by the OfS, the QAA (including the QAA UK Quality Code) and/or Ofsted (as the case may be).
- 4.2. The Training Provider shall enter into written agreements with all relevant:
 - 4.2.1. Subcontractors; and
 - 4.2.2. End-Point Assessment Organisations (except where the Apprenticeship relates to an Integrated Standard and the Training Provider is the End-Point Assessment Organisation).
- 4.3. Where a Subcontractor is used by the Training Provider to deliver all or part of the Services, the Training Provider shall monitor the quality of the delivery of the Services by the Subcontractor through such means as it considers appropriate including regular meetings, audits and observations of teaching, learning and assessment.
- 4.4. Subject to the Employer fulfilling the obligations set out in clause 5, the Training Provider shall use its reasonable endeavours to recover sums in respect of the Charges from the ESFA.
- 4.5. The Training Provider reserves the right to:
 - 4.5.1. decline the provision of Services to the Employer if a prospective Apprentice is a Sanctioned Person; and
 - 4.5.2. stop the provision of Services to the Employer if a current Apprenticeship is found to be a Sanctioned Person.

5. Employer Obligations

- 5.1. The Employer shall:
 - 5.1.1. from the commencement of the relevant APC until completion of the relevant End-Point Assessment (including any resits or retakes necessary for such successful completion) or the Apprentice's withdrawal from the Apprenticeship Programme, employ and pay the Apprentice in accordance with the law, and agreed employment terms and conditions (a **Contract of Service**);
 - 5.1.2. promptly do all acts and not omit to do anything reasonably requested of the Employer by the Training Provider for the purposes of the Training Provider:
 - 5.1.2.1. complying with the Funding Rules;
 - 5.1.2.2. obtaining any payment to which it or the Employer may be entitled under the Funding Rules; and
 - 5.1.2.3. complying with the quality codes and guidance issued by OfS, QAA and/or Ofsted (as the case may be);
 - 5.1.3. enter into and procure that each Apprentice enters into:
 - 5.1.3.1. a Contract of Service;
 - 5.1.3.2. an Apprenticeship Agreement; and
 - 5.1.3.3. an Apprenticeship training plan (previously known as the commitment statement) ("Apprenticeship Training Plan"),

each of which must be in place for the entire length of the Apprenticeship, must meet the requirements of the Funding Rules and a copy must be made available to the Training Provider promptly on request;

- 5.1.4. provide such training and/or carry out such actions as are assigned to the Employer with due skill, care and attention and in any event support each Apprentice in their learning and development to the reasonable satisfaction of the Training Provider;
- 5.1.5. promptly notify the Training Provider in writing of any Break in Learning;
- 5.1.6. confirm promptly on request by providing signed declarations and copies to the Training Provider of:

- 5.1.6.1. each Apprentice's eligibility for Apprenticeship funding;
- 5.1.6.2. (if applicable) any eligibility for Additional Payments for an Apprentice who is between 16-18 years old;
- 5.1.6.3. (if applicable) any eligibility for Additional Payments for an Apprentice who is between 19-24 years old who has been a Child in Care or with an Education, Health and Care plan;
- 5.1.6.4. (if applicable) any eligibility for care leavers bursary Additional Payments;
- 5.1.6.5. the average number of employees employed by the Employer in the three hundred and sixty-five (365) days immediately preceding the first day of an Apprenticeship; and
- 5.1.6.6. (if applicable) the Employer's eligibility for small employer Additional Payments;
- 5.1.6.7. any other matters on which the Training Provider requires written evidence that is in the possession of the Employer in order for the Training Provider to comply with the Funding Rules;
- 5.1.6.8. the address or addresses where the Apprentice shall be carrying out their working hours;
- 5.1.6.9. whether learning support is available to support Apprentices with additional learning needs;
- 5.1.6.10. compliance with state aid law;
- 5.1.6.11. the number of contracted working hours for which each Apprentice is employed;
- 5.1.7. ensure, and on request confirm in writing to the Training Provider, that:
 - 5.1.7.1. the Apprentice is employed for a minimum of 30 hours per week and that training both on and off the job is included in those hours of employment or where the Apprentice is employed for less than 30 hours per week the duration of the Apprenticeship has been extended proportionately in accordance with the Funding Rules;
 - 5.1.7.2. the funding for the Apprenticeship is not used to pay the Apprentice's wages;
 - 5.1.7.3. the Apprentice is enabled to complete the Apprenticeship within their working hours and that time is made available to the Apprentice to be able to complete the Apprenticeship Programme including:
 - (a) permitting a minimum of 6 hours per week to be used for off-the-job training (including permitting each Apprentice to attend any rearranged training). Such hours shall be adjusted in accordance with the Funding Rules for part time employees;
 - (b) releasing the Apprentice to the Training Provider for undertaking such training and courses with the Training Provider as set out in the relevant APC including the Apprenticeship Programme;
 - (c) providing the Apprentice with the use of equipment necessary to enable the Apprentice to fulfil training objectives; and
 - (d) cooperating with the Training Provider to arrange for any necessary End-Point Assessment and allowing the Apprentice to attend the same;
- 5.1.8. comply with the terms of any agreement between the Employer and the ESFA;
- 5.1.9. where not paid for by Funding, provide payment for retakes for qualifications or End-Point Assessment required by the Approved Apprenticeship Standard and not to ask for contribution from the Apprentice for the same;
- 5.1.10. comply with the Training Provider's policies as notified to the Employer including the Mandatory Policies;
- 5.1.11. provide the Apprentice with appropriate support and supervision on the job to carry out their job role;
- 5.1.12. work with the Training Provider to ensure each Apprentice who is on an Apprenticeship Programme achieves their minimum entitlement to 6 hours per week

- off-the-job training over the duration of their Apprenticeship, accepting that from time to time the agreed training schedule may be disrupted unintentionally by either party; and
- 5.1.13. return all completed and signed Mandatory Documents by the date notified by the Training Provider. Failure to provide the Mandatory Documents by this date may (at the Training Provider's discretion) result in the commencement date of the Apprenticeship being postponed.
 - 5.2. To secure an efficient working relationship between the Training Provider and the Employer and to protect the interests of the Apprentice, the Employer shall:
 - 5.2.1. cooperate in good faith with the Training Provider and any Subcontractor and/or End-Point Assessment Organisation to enable the successful delivery and completion of each Apprenticeship, including (where applicable) entering into written agreement with the Training Provider and/or the Subcontractor where subcontracting is taking place;
 - 5.2.2. where indicated in the APC that the Training Provider will be providing on-line administrative tasks, provide to the Training Provider on request all necessary log-in information to enable the Training Provider to access the Employer's Digital Account for the purposes of (a) confirming the Funding available in respect of an Apprentice and (b) uploading on behalf of the Employer information required pursuant to the Funding Rules relating to the Apprentice, the Apprenticeship Programme and/or other relevant matters;
 - 5.2.3. allow the Training Provider, its staff, auditors, contractors or agents, including the Training Provider's Representative, access to the Apprentice, the Employer's premises and any relevant records or documents, including health and safety records, to allow the Training Provider to comply with the Training Provider's obligations under the Agreement. Such access shall be as reasonably agreed between the parties or on reasonable notice from the Training Provider;
 - 5.2.4. promptly notify the Training Provider in writing when it becomes aware or develops a reasonable suspicion that the Apprentice wishes to withdraw from the Apprenticeship;
 - 5.2.5. immediately notify the Training Provider if the Apprentice is made redundant and provide to the Training Provider a copy of the redundancy notice; and
 - 5.2.6. appoint an Employer's Representative and promptly notify the Training Provider of any change of the Employer's Representative from time to time.
 - 5.3. In relation to End-Point Assessment:
 - 5.3.1. the Employer shall provide to the Training Provider all relevant information about the Apprentice to enable End-Point Assessment to occur;
 - 5.3.2. the Employer acknowledges that the Funding Rules require the Training Provider to arrange End-Point Assessments and the Employer shall not enter into any contract or other arrangement with an End-Point Assessment Organisation for the provision of the same.
 - 5.4. The Employer warrants that the Employer Charges (where applicable) represent the actual cost of delivering the training allocated to it in the Apprenticeship Programme and no profit element is included the Employer Charges.
 - 5.5. Where the Employer has identified the prospective Apprentices be included in the Apprenticeship Programme, the Training Provider may assess each prospective Apprentice's ability to successfully complete their Apprenticeship, with particular regard to the academic requirements. Where the Training Provider, using their educational expertise, believes that a prospective Apprentice will be unable to successfully complete their Apprenticeship, the Training Provider may either suggest an alternative training programme or require the Employer to the withdraw the Apprentice for selection for the Apprenticeship Programme.

6. Charges and Payments

- 6.1. The Employer shall be responsible for the Charges and shall pay the Charges to the Training Provider to the extent that the Charges (whether in whole or in part) have not been or cannot be (e.g. for non-levy payers) recovered by the Training Provider from the ESFA.
- 6.2. The Training Provider shall send invoices in respect of the Unfunded Charges to the Employer on a monthly basis. The Employer shall pay such invoices within thirty (30) days of receipt or such longer period as may be agreed.
- 6.3. Subject to the Employer providing the bank account details of the company or other legal person that employs the relevant Apprentice, the Training Provider shall pay to the Employer any Additional Payments received from the ESFA on behalf of the Employer within sixty (60) days of receipt or such other timescale as may be specified in the Funding Rules.
- 6.4. Where for any reason the ESFA requires the Training Provider to return any Additional Payments or any other payment, the Employer shall pay to the Training Provider an amount equal to the sum required to be returned. The Training Provider shall notify the Employer of any requirement to return payments to the ESFA and the Employer shall pay such amount to the Training Provider within thirty (30) days of such notice.
- 6.5. All sums payable under the Agreement are exclusive of VAT.
- 6.6. Without prejudice to the rights of either party under the Agreement, any sums that remain unpaid after their due date shall bear interest at the rate of two per cent (2%) a year above the Bank of England base rate from time to time, or at two per cent (2%) a year for any period when the base rate is below 0%.
- 6.7. Without prejudice to any other rights of remedy available to it, the Training Provider may suspend delivery of the Services if payments are not received from the Employer in accordance with this clause 6. If sums due remain unpaid for more than 30 days after the Employer has been notified in writing to make such payment then the Training Provider may terminate the Agreement with immediate effect by giving written notice to the Employer.
- 6.8. Unless agreed otherwise between the parties in writing, the Training Provider's training cost is subject to Recognised Prior Learning ("RPL").

7. ESFA Contingencies

- 7.1. The parties shall take all necessary steps to give effect to the ESFA Contingencies in the event of an ESFA Contingency Event occurring. For the avoidance of doubt, giving effect to the ESFA Contingencies shall not constitute a breach of the Agreement.

8. Termination

- 8.1. The Agreement may be terminated by mutual agreement in writing and signed by the parties.
- 8.2. The Agreement may be terminated by either party by giving the other party 3 months' written notice.
- 8.3. Without prejudice to any rights that have accrued under the Agreement or any of its rights or remedies, either party may at any time terminate the Agreement or any part of it with immediate effect by giving written notice to the other party if:
 - 8.3.1. the other party commits a material breach of any term of the Agreement and (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
 - 8.3.2. the other party repeatedly breaches any of the terms of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of the Agreement;
 - 8.3.3. the other party suffers an Event of Insolvency;
 - 8.3.4. the other party suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of its business; or
 - 8.3.5. the other party's funding agreement with the ESFA is terminated.
- 8.4. Without prejudice to any rights that have accrued under the Agreement or any of its rights or remedies available to it, the Training Provider may terminate the Agreement with immediate effect by giving written notice to the Employer if:
 - 8.4.1. the circumstances described in clause 6.7 arise; or

- 8.4.2. in the Training Provider's reasonable opinion, the Employer does anything which brings or could bring the Training Provider into disrepute, or does anything which damages or could damage the reputation and goodwill of the Training Provider or acts in a way that is materially adverse to the interests of the Training Provider.
- 8.5. If the Training Provider ceases to be an ESFA approved training provider (so indicated at the date of the Arden University Provider & Employer Agreement by being listed on the Register of Apprenticeship Training Providers) then the provisions of clause 9.5 shall apply.

9. Consequences of Termination

- 9.1. Other than as set out in the Agreement, neither party shall have any further obligation to the other under the Agreement after its termination.
- 9.2. Any provision of the Agreement which expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Agreement, including clause 1, clause 5.1.2, clause 5.2.3, clause 7, clause 9, clause 10 to clause 16 and clause 21, shall remain in full force and effect.
- 9.3. Termination or expiry of the Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement which existed at or before the date of termination or expiry.
- 9.4. On termination (for any reason) or expiry of the Agreement:
 - 9.4.1. the Employer shall immediately pay to the Training Provider all Charges due at the date of termination or expiry pursuant to all APCs;
 - 9.4.2. to the extent that the Employer has paid the Charges pursuant to clause 9.4.1 and the Training Provider recovers funding from the ESFA in respect of those Charges, the Training Provider shall, provided that the Employer does not owe any other sums to the Training Provider, reimburse the Employer those sums paid pursuant to clause 9.4.1;
 - 9.4.3. each party shall promptly return to the other any equipment, documents, information or materials owned by the other party (or a third party) and used in connection with the Services; and
 - 9.4.4. each party shall cooperate in good faith to ensure that no Apprentice is materially disadvantaged by the termination or expiry of the Agreement.
- 9.5. If the Training Provider ceases to be an ESFA approved training provider, then:
 - 9.5.1. except where the Employer has identified a new provider to transfer its Apprentices to as an ESFA Contingency Event, the Agreement shall continue in full force and effect in respect of Apprentices who have started their Apprenticeship prior to the date on which the Training Provider ceased to be an ESFA approved training provider; and
 - 9.5.2. the Agreement shall terminate in respect of any person who was due to become an Apprentice on or after the date on which the Training Provider ceased to be an ESFA approved training provider and the Training Provider shall, if requested by the Employer, use its reasonable endeavours to assist such persons in their transition to another training provider.

10. Liabilities

- 10.1. Neither party excludes or limits liability to the other party for:
 - 10.1.1. fraud or fraudulent misrepresentation;
 - 10.1.2. death or personal injury caused by negligence;
 - 10.1.3. a breach of any obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - 10.1.4. any matter for which it would be unlawful for the parties to exclude liability.
- 10.2. Subject to clause 10.1, neither party shall in any circumstances be liable to the other whether in contract, tort (including for negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, for:

- 10.2.1. any loss (whether direct or indirect) of profits, business, business opportunities, revenue, turnover, reputation or goodwill; and
- 10.2.2. loss (whether direct or indirect) of anticipated savings or wasted expenditure (including management time).
- 10.3. Subject to clause 10.1 and 10.2, the parties' total aggregate liability in contract, tort (including negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, arising in connection with the performance of the Agreement shall be limited to £1,000,000 (one million pounds sterling).

11. Insurance

- 11.1. Each party shall at its own cost effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by that party, arising out of its performance of the Agreement, including death or personal injury, loss of or damage to property or any other loss.
- 11.2. The terms of any insurance or the amount of cover obtained by the Employer shall not relieve the Employer of any liabilities under the Agreement.

12. Confidentiality

- 12.1. Each party undertakes that it shall not at any time during the Agreement, and for a period of five years after termination of the Agreement, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party or of any member of the group of companies to which the other party belongs, except as permitted by clause 12.2.
- 12.2. Each party may disclose the other party's confidential information:
 - 12.2.1. to its employees, workers, contractors, officers, representatives, Affiliates or advisers who need to know such information for the purposes of carrying out the party's obligations under the Agreement. Each party shall procure that its employees, workers, contractors, officers, representatives, Affiliates or advisers to whom it discloses the other party's confidential information comply with this clause 12; and
 - 12.2.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 12.3. No party shall use any other party's confidential information for any purpose other than to perform its obligations under the Agreement.
- 12.4. Despite clauses 12.2.1 and 12.3, the Training Provider may disclose the Employer's confidential information to its Affiliates.

13. Intellectual Property

- 13.1. Each party shall retain ownership of all Intellectual Property Rights in any materials created by that party and used for the delivery of an Apprenticeship Programme (the **Project Materials**).
- 13.2. Each party hereby grants to the other party, for the duration of the Agreement, a non-exclusive, non-transferable, royalty free licence to use their Project Materials for the purpose of carrying out their obligations under the Agreement.
- 13.3. Each party (the indemnifying party) shall indemnify the other against all direct costs, expenses (including legal costs and disbursements on a solicitor and client basis), damages and losses arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right arising out of, or in connection with, the use of the indemnifying party's Project Materials by the indemnified party, except to the extent that they have been caused by or contributed to by the indemnified party's acts or omissions.

14. Data Protection

- 14.1. The parties acknowledge their respective duties under Data Protection Legislation and shall give each other all reasonable assistance as appropriate or necessary to enable each other to comply with those duties.
- 14.2. The Training Provider and the Employer acknowledge that each party is individually a Data Controller in respect of any Personal Data processed by it and each agrees to comply with its obligations under the Data Protection Legislation.
- 14.3. The parties shall, and shall procure that any of their staff, agents and subcontractors involved in the provision of the Agreement shall, comply with their obligations under Data Protection Legislation and shall enter into appropriate arrangements with third parties to ensure such compliance.
- 14.4. The parties acknowledge that for the purposes of complying with their obligations under the Agreement, Personal Data may be required to be shared between the parties. The parties shall comply with the Data Protection Legislation when sharing such personal data. Schedule 1 sets out the scope, nature and purpose of processing by the parties, the duration of the processing and the types of personal data and categories of data subject.
- 14.5. Without prejudice to the generality of clause 14.1, where a party is processing Personal Data under or in connection with the Agreement, that party must, in particular, but without limitation:
 - 14.5.1. only process such Personal Data on the documented written instructions of the other party as is necessary to perform the other party's obligations under the Agreement;
 - 14.5.2. put in place appropriate technical and organisational measures to protect against any unauthorised or unlawful processing of Personal Data, and against the accidental loss or destruction of or damage to such Personal Data, having regard to the level of harm that may be suffered by an Apprentice whose Personal Data is affected by unauthorised or unlawful processing or by its loss, damage or destruction, the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
 - 14.5.3. ensure the reliability of its staff who will have access to and/or process Personal Data and that such staff keep the Personal Data confidential;
 - 14.5.4. not cause or allow Personal Data to be transferred outside the UK without the prior consent of the other party;
 - 14.5.5. assist the other party in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
 - 14.5.6. notify the other party without undue delay, on becoming aware of a Personal Data breach in relation to the Agreement;
 - 14.5.7. at the written direction of the other party, delete or return Personal Data and copies thereof to the other party on termination or expiry of the Agreement unless required by applicable law to store the Personal Data; and
 - 14.5.8. maintain complete and accurate records and information to demonstrate its compliance with this clause 14 and immediately inform the other party if, in its opinion, an instruction of the other party infringes the Data Protection Legislation.
- 14.6. Where any Personal Data is processed by any subcontractor in connection with the Agreement, the relevant party shall procure that such subcontractor shall comply with the relevant obligations set out in clause 14, as if such subcontractor were that party. As between the parties, the party who has appointed the subcontractor shall remain fully liable for all acts or omissions of any subcontractor appointed by it pursuant to this clause 14. For the avoidance of doubt, each party must obtain the other party's prior written consent

before permitting a subcontractor to process any Personal Data in connection with the Agreement.

- 14.7. Each party (the indemnifying party) shall indemnify the other against all direct costs, expenses (including legal costs and disbursements on a solicitor and client basis), damages and losses arising out of the failure by the indemnifying party or its employees, workers, agents or subcontractors to comply with its obligations under this Clause 14.

15. Environmental Information Regulations and Freedom of Information

- 15.1. Where the Employer receives a request for information under the Environmental Information Regulations 2004 relating to the operation of the Agreement or the Training Provider, the Employer shall promptly, and in any event no later than one Business Day after receiving the request, pass the request to the Training Provider and shall not respond directly or indirectly to any such request without the Training Provider's prior written consent.
- 15.2. The parties acknowledge that the Training Provider is not subject to the Freedom of Information Act 2000. Where the Employer receives a request for information under the Freedom of Information Act 2000 relating to the operation of the Agreement or the Training Provider, the Employer shall promptly, and in any event no later than one Business Day after receiving the request, pass the request to the Training Provider and shall not respond directly or indirectly to any such request without the Training Provider's prior written consent.
- 15.3. Despite clause 12.2, and for the avoidance of doubt, if the Training Provider consents to the Employer responding to a request under clauses 15.1 and 15.2, the Employer must ensure, when responding to a request that it does not disclose any confidential information of the Training Provider, without the Training Provider's further prior written consent.
- 15.4. The Training Provider shall be entitled to review the Employer's response before it is submitted to the requestor and the Employer shall make amendments to its response as requested by the Training Provider.

16. Legislative Compliance

- 16.1. In performing its obligations under the Agreement, the Employer shall:
- 16.1.1. comply with all applicable laws, statutes, regulations and codes relating to its performance of this Agreement, including but not limited to the Bribery Act, and the Modern Slavery Act 2015; and (where applicable) the Counter-Terrorism and Security Act 2015 ("the Relevant Requirements");
 - 16.1.2. not engage in any activity, practice or conduct which would constitute an offence under the Modern Slavery Act 2015 or under sections 1, 2 or 6 of the Bribery Act 2010;
 - 16.1.3. have and shall maintain in place throughout the term of the Agreement its own policies and procedures, including adequate procedures under the Bribery Act 2010 and the Modern Slavery Act 2015, to ensure compliance with the Relevant Requirements and will enforce them where appropriate;
 - 16.1.4. promptly report to the Training Provider any request or demand for any undue financial or other advantage of any kind received by the Employer in connection with the performance of the Agreement;
 - 16.1.5. immediately notify the Training Provider in writing if a foreign public official becomes an officer or employee of the Employer or acquires a direct or indirect interest in the Employer, and the Employer warrants that it has no foreign public officials as direct or indirect owners, officers or employees at the date of the Arden University Provider & Employer Agreement;
 - 16.1.6. immediately notify the Training Provider in writing if the Employer becomes aware of any use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude in connection with the performance of the Agreement;

- 16.1.7. immediately notify the Training Provider in writing if the Employer identifies an employee, officer, representative, Affiliate, adviser or an Apprentice is at risk of being drawn into terrorism;
- 16.1.8. upon request from the Training Provider, certify to the Training Provider in writing signed by an officer of the Employer, and within thirty (30) days of the request, compliance with this clause 16 by the Employer and all persons associated with it under clause 16. The Employer shall provide such supporting evidence of compliance as the Training Provider may reasonably request.
- 16.2. The Employer shall ensure that any person associated with the Employer who is performing services in connection with the Agreement does so only on the basis of a written contract which imposes on and secures from such person terms equivalent to those imposed on the Employer in this clause 16 (Relevant Terms). The Employer shall be responsible for the observance and performance by such persons of the Relevant Terms, and shall be directly liable to the Employer for any breach by such persons of any of the Relevant Terms.

17. Dispute Resolution

- 17.1. In the event of a dispute arising between the parties in relation to the Agreement, either party may serve written notice on the other stating the nature of the dispute (a Dispute Notice).
- 17.2. After service of the Dispute Notice, the following procedure shall be followed by the parties (all periods specified in this clause 17.2 shall be extendable by mutual agreement):
 - 17.2.1. within five (5) days, the Training Provider's Representative and the Employer's Representative shall meet to attempt to settle the dispute;
 - 17.2.2. if the Training Provider's Representative and the Employer's Representative are unable to reach a settlement within twenty one (21) days from the date of service of the Dispute Notice, the Chief Executive Officers of both parties or a nominated deputy shall meet within the following fourteen (14) days to attempt to settle the dispute; and
 - 17.2.3. if no settlement results from the meeting specified in clause 17.2.2, for the following fifty six (56) days the parties shall attempt to settle the dispute by mediation by an independent mediator unless otherwise agreed between the parties, with costs to be shared equally between the parties.
- 17.3. Despite clause 17.2, either party may commence or continue court proceedings in relation to a dispute at any time.

18. Force Majeure

- 18.1. No party shall be responsible to the other party for any delay in performance or non-performance due to Force Majeure, but the affected party shall promptly upon occurrence of Force Majeure inform the other party, stating that, and providing details of, the Force Majeure has delayed or prevented its performance under the Agreement and thereafter such party shall take all action within its power to comply with the terms of the Agreement as fully and promptly as possible. If the Force Majeure in question prevails for a continuous period in excess of three (3) months, the party not affected may terminate the Agreement with immediate effect by giving written notice to the other party.

19. Safeguarding

- 19.1. The Employer acknowledges that the Training Provider has a statutory duty to safeguard and promote the welfare of individuals under the age of 18 years old and vulnerable adults over the age of 18 years old pursuant to the Children Act 2004 and the Safeguarding Vulnerable Groups Act 2006.
- 19.2. The Employer shall and shall ensure that the Employer's employees, contractors and agents:

- 19.2.1. comply with the requirements of the Children Act 2004 and the Safeguarding Vulnerable Groups Act 2006 to the extent that they apply to the Employer; and
- 19.2.2. confidentially report to the Training Provider's Representative, any concerns relating to an Apprentice enrolled or to be enrolled with the Training Provider, or an employee, agent or contractor of the Training Provider.
- 19.3. The Employer shall by signing the Agreement, be deemed to have read the Training Provider's policy and guidance relating to safeguarding and will comply with its contents at all times.

20. Health and Safety

- 20.1. The parties shall perform their obligations under the Agreement (including those in relation to the Services) in accordance with:
 - 20.1.1. all applicable law regarding health and safety; and
 - 20.1.2. the health and safety policy of the other party whilst at the other party's premises (to the extent it has been made known by the other party to the party attending its premises).
- 20.2. Each party shall notify the other, as soon as practicable, of any health and safety incidents or material health and safety hazards at either party's premises of which it becomes aware and which relate to or arise in connection with the performance of the Agreement. Each party shall adopt any necessary associated safety measures in order to manage any such material health and safety hazards.

21. General

21.1. Notices

- 21.1.1. A notice given to a party under or in connection with the Agreement shall be in writing and shall be:
 - 21.1.1.1. delivered by hand or by pre-paid first-class post or other next Business Day delivery service at the party's registered company address; or
 - 21.1.1.2. sent by email to:
 - (a) legal@arden.ac.uk , for the Training Provider; and
 - (b) the Employer's Representative's email address, for the Employer.
- 21.1.2. Any notice shall be deemed to have been received:
 - 21.1.2.1. if delivered by hand, at the time the notice is left at the proper address;
 - 21.1.2.2. if sent by pre-paid first-class post or other next working day delivery service, at 9:00 am (UK time) on the second Business Day after posting; or
 - 21.1.2.3. if sent by email, at 9:00 am on the next Business Day after the date of transmission.
- 21.2. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

21.3. Publicity

- 21.3.1. For the avoidance of doubt, the Training Provider may make reference to the Employer (including but not limited to publishing and using the Employer's name and logo) on the Training Provider's marketing materials, including but not limited to its website (www.arden.ac.uk) and social media channels.
- 21.3.2. The Employer shall not make any reference to the Training Provider in its marketing materials (including its website and social media channels), without obtaining the Training Provider's prior written consent.

21.4. Variation

- 21.4.1. No variation of the Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

21.5. Assignment

- 21.5.1. No party shall otherwise novate, assign, transfer, subcontract, mortgage, charge, declare a trust over or deal in any other manner with any of its rights and obligation under the Agreement without the prior written consent of the other party.

21.6. Severance

- 21.6.1. If any provision or part-provision of the Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Agreement.
- 21.6.2. If any provision or part-provision of the Agreement is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision

21.7. Entire Agreement

- 21.7.1. The Agreement (and all documents referred to in it) constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 21.7.2. Each party acknowledges that in entering into the Agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Agreement.
- 21.7.3. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Agreement.
- 21.7.4. Nothing in this clause shall limit or exclude any liability for fraud.

21.8. Waiver

- 21.8.1. No failure or delay by a party to exercise any right or remedy provided under the Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

21.9. Third Party Rights

- 21.9.1. No term of the Agreement is intended to give any entitlement as against any party to any person who is not a party to the Agreement and no term of the Agreement may be enforced by any person other than a party to the Agreement under the Contracts (Rights of Third Parties) Act 1999.

21.10. No Agency

- 21.10.1. Nothing in the Agreement shall be construed as creating a partnership or as a contract of employment between the parties and neither party shall be, or be deemed to be, an agent of the other party and neither party shall hold itself out as having authority or power to bind the other in any way.

21.11. Further Assurance

- 21.11.1. Each party shall do all things and execute all further documents necessary to give full effect to the Agreement.

21.12. Governing Law and Jurisdiction

- 21.12.1. The Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England.
- 21.12.2. Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with the Agreement or its subject matter or formation (including non-contractual disputes or claims).

Schedule 1
Processing, Personal Data and Data Subjects

Description	Details
Subject matter of the processing	[REDACTED]
Duration of the processing	The duration of the Agreement.
Nature and purposes of the processing	(a) [REDACTED] (b) The provision of the Services.
Type of Personal Data	[REDACTED]
Categories of Data Subject	[REDACTED]
Plan for return and destruction of the data once the processing is complete UNLESS there is a requirement under UK law to preserve that type of data	Data will be deleted immediately upon termination or expiry of the Agreement.