



Ministry
of Justice

Crown Commercial Service

Call-Off Order Form Schedule 6 for RM6126 Research and Insights DPS for the provision of Research Services

con_25739

**His Majesty's Inspectorate of Probation
Thematic Inspection Programme 2026_28
Gathering Views of People on Probation and
Children Receiving Youth Justice Services**

Framework Schedule 6 (Order Form and Call-Off Schedules)

Order Form

Applicable Framework Contract

This Order Form is for the provision of the Deliverables and dated **19th January 2026**

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| CONTRACT REFERENCE: | con_25739 |
| THE BUYER: | Redacted Under FOIA Section 40, Personal Information |
| BUYER ADDRESS: | Ministry of Justice, Commercial, 1st floor, 5 Wellington Place, Leeds, LS1 4AP |
| THE CUSTOMER: | HM Inspectorate of Probation |
| CUSTOMER ADDRESS: | Civil Justice Centre, Manchester, M3 3FX |
| THE SUPPLIER: | User Voice |
| SUPPLIER ADDRESS: | 20 Newburn St, London SE11 5PJ |
| REGISTRATION NUMBER: | 06820227 |
| DUNS NUMBER: | 211533865 |
| SME STATUS | Small |
| ORDER START DATE: | 1st April 2026 |
| ORDER EXPIRY DATE: | 31st March 2028 |
| ORDER INITIAL PERIOD: | N/A |
| ORDER EXTENSION PERIOD: | No extension provision, contract will be re- tendered |
| FINAL POSSIBLE EXPIRY DATE: | 31st March 2028 |
| DELIVERABLES: | See details in Order Schedule 20 (Order Specification) |

CALL-OFF ORDER INCORPORATED TERMS

The following documents are incorporated into this Order Contract. Where schedules are missing, those schedules are not part of the agreement and cannot be used. If the documents conflict, the following order of precedence applies:

1. This Order Form (DPS Schedule 6) including the Order Special Terms and Order Special Schedules.
2. DPS Schedule 7 (Order Procedure and Award Criteria)
3. DPS Special Terms
4. DPS Schedule 9 (Cyber Essentials Scheme)
5. Research and Insights RM6126-Core-Terms
6. The following Schedules in equal order of precedence:
 - **Joint Schedules for RM6126 Research & Insights DPS**
 - Joint Schedule 1 (Definitions and Interpretation)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint-Schedule 6 (Key-Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - **Order Schedules for RM6126 Research & Insights DPS**
 - Order Schedule 3 (Continuous Improvement)
 - Order Schedule 4 (Order Tender) Supplier Proposal
 - Order Schedule 5 (Pricing Details)
 - Order Schedule 7 (Key Supplier Staff)
 - Order Schedule 8 (Business Continuity and Disaster Recovery)
 - Order Schedule 9 (Security)
 - Order Schedule 10 (Exit Management)
 - Order Schedule 14 (Service Levels)
 - Order Schedule 20 (Order Specification)

No other Supplier terms are part of the Order Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF ORDER SPECIAL TERMS

The following Special Terms are incorporated into this Order Contract:

Costs

The Approved budget for this contract is **£75,000.00** excluding VAT. There will be no contract extensions, this contract will be re-tendered at the Authorities discretion.

Redacted Under FOIA Section 43: commercial interest

*** These rates MUST be fixed for the term of the contract**

The Intellectual Property Rights

- **Parties retain background IPR**
- **Supplier gives MoJ a wide (non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license) licence over its background IPR so it can**
 - **(a) receive and use the deliverables and make use of the deliverables provided**
 - **(b) a replacement supplier.**
- **MoJ gives supplier a licence for the contract period for it to use its background and the foreground to fulfil its obligations.**
- **Foreground vests in MoJ**

The Supplier will be required to provide assurance to the Authority that all data will be destroyed within a reasonable timeframe from completion of the project

Order Schedule 14 (Service Levels)

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| Project Management | Meetings will take place at the inception of each project and with regular progress meetings with the lead inspector following this to discuss updates and ensure delivery against timelines. Contact will take place between the Contractor and the Inspectorate by telephone, email and virtual/in-person meetings. Meetings will focus on progress, emerging current issues/risks and their mitigation. |
| Performance Monitoring | Quarterly monitoring meetings with Head of Thematic and Joint Inspection. Project Coordinator to act as the single point of contact for monitoring and touch point meetings with the Inspectorate. |

REPORTING

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| PROGRESS REPORT FREQUENCY | Quarterly written update |
| PROGRESS MEETING FREQUENCY | Quarterly with Head of Programme, day to day contact with the thematic inspection lead for each topic. |

PAYMENT METHOD

All invoices must be sent, quoting a valid purchase order number (PO Number) Within 10 Working Days* of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

Ministry of Justice (including its various departments, agencies and arm's-length bodies) now uses the Basware Network to trade electronically with our suppliers.

If you are not currently a supplier to the Ministry of Justice or your details are out of date, we will need to do a supplier set up.

To ensure that both the Ministry of Justice and our suppliers can maximise the benefits from using Basware, we will require you to register with Basware. Please see the attached Basware letter for further information.



Welcome-to-Basware
-eMarketplace-supplie

There are 3 ways suppliers can submit invoices can be submitted to MoJ for payment:

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| 1. Paper/PDF | invoices are posted/emailed to the shared service centre. On receipt, the invoice is scanned and loaded onto SOP using Optical Character Recognition (OCR) software. |
| 2. Electronic invoice file (Tech 11) | invoices are emailed to the shared service centre in a specific text file format that SOP can read without the need of OCR software. Engagement is required with the supplier before invoices are accepted in this format. |
| 3. Basware | invoices are submitted via the Basware supplier portal and are then transmitted electronically into SOP via XML. Suppliers must be onboarded to Basware before they submit invoices in this method. |

What you need to do

Except for those submitted via Basware, all invoice should be sent directly to SSCL (see below)

Suppliers providing electronic invoice files will be given a specific email for their invoices once onboarded.

Invoice minimum requirements

To enable successful processing, all invoices submitted to MoJ must clearly state the word 'invoice' and contain the following:

- a unique identification number (invoice number)
- your company name, address and contact information
- the name and address of the department/agency you're invoicing
- a clear description of what you're charging for
- the date the goods or service were provided (supply date)
- the date of the invoice
- the amount(s) being charged
- VAT amount if applicable
- the total amount owed
- a cost centre code (available from your MoJ business contact) or a valid purchase order (PO) number

If any of the above information is missing from your invoice, it will be returned to you.

Invoices relating to a purchase order

In addition to the minimum requirements above, invoices relating to a PO must not contain any lines for items which are not on the purchase order. If this occurs, your invoice will be returned to you.

Speak to the business contact on the purchase order if there are any additional items/services which you need to invoice for.

Invoice submission by email

All invoices submitted by email must meet the following criteria:

- Email size must not exceed 4mb
- 1 invoice per file attachment (PDF), multiple invoices can be attached as separate files
- Any supporting information, backing data etc. must be contained within the invoice PDF file

Failure to meet these criteria may result in not all your invoices being processed, or your invoice(s) being returned to you.

CUSTOMER'S INVOICE ADDRESS:

The email and postal address for PDF and paper invoices can be found here.

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

AUTHORITY'S ENVIRONMENTAL POLICY

Climate change and sustainability strategy: MOJ - How the Ministry of Justice will tackle climate change, promote resource efficiency and help nature recover across our estate and operations.

Published 15 March 2024, available online at: <https://www.gov.uk/guidance/ministry-of-justice-and-the-environment>

AUTHORITY'S SECURITY POLICY

Cyber and Technical Security Guidance, 14 August 2024, available online at: [Security Guidance \(justice.gov.uk\)](https://www.gov.uk/guidance/cyber-and-technical-security-guidance). This site lists the [Ministry of Justice \(MoJ\)](https://www.gov.uk/government/organisations/ministry-of-justice) Information Security policies.

A full range of guidance and support on Cyber Security can be found on the [National Cyber Security Centre website](https://www.ncsc.gov.uk)

[Check cyber security](#) is a new tool to quickly check and fix for vulnerabilities in your IT. This free government service for UK organisations performs a range of simple online checks to identify common vulnerabilities in your public-facing IT.

[Cyber security training for business](#) - Free online training courses to help business protect against cyber threats and online fraud.

AUTHORITY'S AUTHORISED REPRESENTATIVE

| | |
|-----------------|--|
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Email: | Redacted Under FOIA Section 40, Personal Information |
| Address: | Redacted Under FOIA Section 40, Personal Information |

AUTHORITY'S KEY STAFF

| Key Role | Key Staff (Name & email) | Contact Details |
|--|--|--|
| Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information |

| AUTHORITY'S CONTRACT MANAGER | |
|------------------------------|--|
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Email: | Redacted Under FOIA Section 40, Personal Information |
| Address: | Redacted Under FOIA Section 40, Personal Information |

| SUPPLIER'S AUTHORISED REPRESENTATIVE | |
|--------------------------------------|--|
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Email: | Redacted Under FOIA Section 40, Personal Information |
| Address: | Redacted Under FOIA Section 40, Personal Information |

| SUPPLIER'S KEY STAFF – See DPS Order Schedule 7 - Key Supplier Staff | | |
|--|--|--|
| Key Role | Key Staff | Contact Details |
| Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information |

| SUPPLIER'S CONTRACT MANAGER | |
|-----------------------------|--|
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Email: | Redacted Under FOIA Section 40, Personal Information |
| Address: | Redacted Under FOIA Section 40, Personal Information |

| KEY SUBCONTRACTOR(S) – See DPS Joint Schedule 6 - Key Subcontractors-v1.0 (IF APPLICABLE) | | |
|---|--------------------------|-----------------|
| Key Role | Key Staff (Name & email) | Contact Details |
| N/A | N/A | N/A |

| INFORMATION | |
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| MAXIMUM LIABILITY The limitation of liability for this Order Contract is as below and not as is stated in Clause 11.2 of the Core Terms. | Each Party's total aggregate liability in each Contract Year under each Order Contract (whether in tort, contract or otherwise) is no more than one hundred and fifty percent (150%) of the Estimated Yearly Charges unless specified in the Order Form. |
| CALL-OFF ORDER CHARGES | See details in Order Schedule 5 (Pricing Details) |

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| REIMBURSABLE EXPENSES | Not permitted unless approved in advance by the Customer and in line with MoJ Policy.  Travel and subsistence policy and |
| DPS FILTER CATEGORY(IES): | Not applicable |
| E-AUCTIONS | Not applicable |
| SERVICE CREDITS | Not applicable |
| ADDITIONAL INSURANCES | Not applicable |
| GUARANTEE | Not applicable |
| COMMERCIALLY SENSITIVE INFORMATION | See DPS Joint Schedule 4 - Commercially Sensitive Information v1.0 <i>For example:</i> <i>Daily rates</i> <i>Client organisation names</i> <i>Client contact information</i> <i>Experience descriptions</i> <i>Staff information (including all information contained within, but not limited to biographies and CV's)</i> |

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| SOCIAL VALUE COMMITMENT |
| The Supplier agrees, in providing the Deliverables and performing its obligations under the Order Contract, that it will comply with the social value commitments in DPS Order Schedule 4 - Order Tender v1.0 Redacted Under FOIA Section 43: commercial interest CONFIDENTIAL INFORMATION |

Formation of call off Contract

By signing and returning this Call-Off Order Form the Supplier agrees to enter a Call-Off Contract with the Buyer to provide the Services in accordance with the Call-Off Order Form and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read the Call-Off Order Form and the Call-Off Terms and by signing below agree to be bound by this Call-Off Contract.

| For and on behalf of the Buyer: Ministry of Justice | |
|---|--|
| Signature: | Redacted Under FOIA Section 40, Personal Information |
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Date: | Redacted Under FOIA Section 40, Personal Information |

| For and on behalf of the Supplier: User Voice | |
|---|--|
| Signature: | Redacted Under FOIA Section 40, Personal Information |
| Name: | Redacted Under FOIA Section 40, Personal Information |
| Role: | Redacted Under FOIA Section 40, Personal Information |
| Date: | Redacted Under FOIA Section 40, Personal Information |

Contract Schedules

| JOINT SCHEDULES FOR RM6126 RESEARCH & INSIGHTS DPS | |
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| DPS Schedule 7 (Order Procedure and Award Criteria) | |
| DPS Schedule 9 (Cyber Essentials Scheme) | |
| DPS Joint Schedule 1 - Definitions v1.0 | |
| DPS Joint Schedule 2 (Variation Form) | |
| DPS Joint Schedule 3 (Insurance Requirements) | |
| DPS Joint Schedule 4 (Commercially Sensitive Information) | CONFIDENTIAL |
| DPS Joint Schedule 5 (Corporate Social Responsibility) | |
| DPS Joint-Schedule 6 (Key-Subcontractors) | CONFIDENTIAL |
| DPS Joint Schedule 10 (Rectification Plan) | |
| DPS JointSchedule11 (Processing Data) | |

| ORDER SCHEDULES FOR RM6126 RESEARCH & INSIGHTS DPS | |
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| DPS Order Schedule 3 (Continuous Improvement) | |
| DPS Order Schedule 4 (Order Tender) - (Supplier Proposal) | CONFIDENTIAL |
| DPS Order Schedule 5 (Pricing Details) | CONFIDENTIAL |
| DPS Order Schedule 7 (Key Supplier Staff) | CONFIDENTIAL |
| DPS Order Schedule 8 (Business Continuity and Disaster Recovery) | |
| DPS Order Schedule 9 (Security) | |
| DPS Order Schedule 10 - Exit Management v1.1 | |
| DPS Order Schedule 14 - Service Levels v1.1 | |
| DPS Order Schedule 20 - Specification v1.0 | |
| DPS Core Terms | |

Joint Schedule 1 (Definitions)

- 1.1 In each Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Joint Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In each Contract, unless the context otherwise requires:
- 1.3.1 the singular includes the plural and vice versa; 1.3.2 reference to a gender includes the other gender and the neuter; 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
 - 1.3.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings**" as references to obligations under the Contract;
 - 1.3.8 references to "**Clauses**" and "**Schedules**" are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
 - 1.3.9 references to "**Paragraphs**" are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;

1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;

1.3.11 the headings in each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract; and

1.3.12 where the Buyer is a Crown Body the Supplier shall be treated as contracting with the Crown as a whole.

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

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| "Achieve" | in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and "Achieved" , "Achieving" and "Achievement" shall be construed accordingly; |
| "Additional Insurances" | insurance requirements relating to an Order Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements); |
| "Admin Fee" | means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the CCS on: http://CCS.cabinetoffice.gov.uk/i-amsupplier/management-information/admin-fees ; |
| "Affected Party" | the party seeking to claim relief in respect of a Force Majeure Event; |
| "Affiliates" | in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time; |
| "Annex" | extra information which supports a Schedule; |
| "Approval" | the prior written consent of the Buyer and "Approve" and "Approved" shall be construed accordingly; |
| "Audit" | the Relevant Authority's right to: <ul style="list-style-type: none"> a) verify the accuracy of the Charges and any other amounts payable by a Buyer under an Order Contract (including proposed or actual variations to them in accordance with the Contract); b) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services; c) verify the Open Book Data; d) verify the Supplier's and each Subcontractor's compliance with the applicable Law; e) identify or investigate actual or suspected breach of Clauses 27 to 33 and/or Joint Schedule 5 (Corporate Social Responsibility), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Relevant Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations; |

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| | <p>f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables;</p> <p>g) obtain such information as is necessary to fulfil the Relevant Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;</p> <p>h) review any books of account and the internal contract management accounts kept by the Supplier in connection with each Contract;</p> <p>i) carry out the Relevant Authority's internal and statutory audits and to prepare, examine and/or certify the Relevant Authority's annual and interim reports and accounts;</p> <p>j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Relevant Authority has used its resources;</p> <p>k) verify the accuracy and completeness of any Management Information delivered or required by the DPS Contract;</p> |
| "Auditor" | <p>a) the Buyer's internal and external auditors;</p> <p>b) the Buyer's statutory or regulatory auditors;</p> <p>c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;</p> <p>d) HM Treasury or the Cabinet Office;</p> <p>e) any party formally appointed by the Buyer to carry out audit or similar review functions; and</p> <p>f) successors or assigns of any of the above;</p> |
| "Authority" | CCS and each Buyer; |
| "Authority Cause" | any breach of the obligations of the Relevant Authority or any other default, act, omission, negligence or statement of the Relevant Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Relevant Authority is liable to the Supplier; |
| "BACS" | the Bankers' Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom; |
| "Beneficiary" | a Party having (or claiming to have) the benefit of an indemnity under this Contract; |
| "Buyer" | the relevant public sector purchaser identified as such in the Order Form; |

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| "Buyer Assets" | the Buyer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of the Contract; |
| "Buyer Authorised Representative" | the representative appointed by the Buyer from time to time in relation to the Order Contract initially identified in the Order Form; |
| "Buyer Premises" | premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them); |
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| "CCS" | the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP; |
| "CCS Authorised Representative" | the representative appointed by CCS from time to time in relation to the DPS Contract initially identified in the DPS Appointment Form and subsequently on the Platform; |
| "Central Government Body" | a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency; |
| "Change in Law" | any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date; |
| "Change of Control" | a change of control within the meaning of Section 450 of the Corporation Tax Act 2010; |
| "Charges" | the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Order Contract, as set out in the Order Form, for the full and proper performance by the Supplier of its obligations under the Order Contract less any Deductions; |
| "Claim" | any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract; |
| "Commercially Sensitive Information" | the Confidential Information listed in the DPS Appointment Form or Order Form (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority, |

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| | would cause the Supplier significant commercial disadvantage or material financial loss; |
| "Comparable Supply" | the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables; |
| "Compliance Officer" | the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations; |
| "Confidential Information" | means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of CCS, the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential; |
| "Conflict of Interest" | a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to CCS or any Buyer under a Contract, in the reasonable opinion of the Buyer or CCS; |
| "Contract" | either the DPS Contract or the Order Contract, as the context requires; |
| "Contracts Finder" | the Government's publishing portal for public sector procurement opportunities; |
| "Contract Period" | the term of either a DPS Contract or Order Contract from the earlier of the: <ul style="list-style-type: none"> a) applicable Start Date; or b) the Effective Date until the applicable End Date; |
| "Contract Value" | the higher of the actual or expected total Charges paid or payable under a Contract where all obligations are met by the Supplier; |
| "Contract Year" | a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof; |
| "Control" | control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and "Controlled" shall be construed accordingly; |
| "Controller" | has the meaning given to it in the GDPR; |
| "Core Terms" | CCS' standard terms and conditions for common goods and services which govern how Supplier must interact with CCS and Buyers under DPS Contracts and Order Contracts; |
| "Costs" | the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables: <ul style="list-style-type: none"> a) the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Man Day, of engaging the Supplier Staff, including: |

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| | <p>i) base salary paid to the Supplier Staff; ii) employer's National Insurance contributions; iii) pension contributions; iv) car allowances;</p> <p>v) any other contractual employment benefits;</p> <p>vi) staff training; vii) work place accommodation; viii) work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and</p> <p>ix) reasonable recruitment costs, as agreed with the Buyer;</p> <p>b) costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables;</p> <p>d) Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables; but</p> <p>excluding:</p> <p>a) Overhead;</p> <p>b) financing or similar costs;</p> <p>c) maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Order Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>d) taxation;</p> <p>e) fines and penalties;</p> <p>f) amounts payable under Order Schedule 16 (Benchmarking) where such Schedule is used; and</p> <p>g) non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p> |
| "Crown Body" | the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including, but not limited to, government ministers and government departments |
| | and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf; |

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| "CRTPA" | the Contract Rights of Third Parties Act 1999; |
| "Data Protection Impact Assessment" | an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data; |
| "Data Protection Legislation" | (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to Processing of personal data and privacy; (iii) all applicable Law about the Processing of personal data and privacy; |
| "Data Protection Officer" | has the meaning given to it in the GDPR; |
| "Data Subject" | has the meaning given to it in the GDPR; |
| | |
| "Data Subject Access Request" | 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; |
| "Deductions" | all Service Credits, Delay Payments (if applicable), or any other deduction which the Buyer is paid or is payable to the Buyer under an Order Contract; |
| "Default" | any breach of the obligations of the Supplier (including abandonment of a Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of a Contract and in respect of which the Supplier is liable to the Relevant Authority; |
| "Default Management Levy" | has the meaning given to it in Paragraph 8.1.1 of DPS Schedule 5 (Management Levy and Information); |
| "Delay Payments" | the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Mobilisation Plan; |
| "Deliverables" | Goods and/or Services that may be ordered under the Contract including the Documentation; |
| "Delivery" | delivery of the relevant Deliverable or Milestone in accordance with the terms of an Order Contract as confirmed and accepted by the Buyer by either (a) confirmation in writing to the Supplier; or (b) where Order Schedule 13 (Implementation Plan and Testing) is used, issue by the Buyer of a Satisfaction Certificate. " Deliver " and " Delivered " shall be construed accordingly; |
| "Disaster" | the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof |
| | will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Order Form (for the purposes of this definition the " Disaster Period "); |

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| "Disclosing Party" | the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential); |
| "Dispute" | any claim, dispute or difference arises out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts; |
| "Dispute Resolution Procedure" | the dispute resolution procedure set out in Clause 34 (Resolving disputes); |
| "Documentation" | <p>descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Supplier to the Buyer under a Contract as:</p> <p>a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables;</p> <p>b) is required by the Supplier in order to provide the Deliverables; and/or has been or shall be generated for the purpose of providing the Deliverables;</p> |
| "DOTAS" | the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC 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; |
| "DPA 2018" | a) the Data Protection Act 2018; |
| "DPS" | the dynamic purchasing system operated by CCS in accordance with Regulation 34 that this DPS Contract governs access to; |
| "DPS Application" | the application submitted by the Supplier to CCS and annexed to or referred to in DPS Schedule 2 (DPS Application); |
| "DPS Appointment Form" | the document outlining the DPS Incorporated Terms and crucial information required for the DPS Contract, to be executed by the Supplier and CCS and subsequently held on the Platform; |
| "DPS Contract" | the dynamic purchasing system access agreement established between CCS and the Supplier in accordance with Regulation 34 by the DPS Appointment Form for the provision of the Deliverables to Buyers by the Supplier pursuant to the OJEU Notice; |

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| "DPS Contract Period" | the period from the DPS Start Date until the End Date or earlier termination of the DPS Contract; |
| "DPS Expiry Date" | the date of the end of the DPS Contract as stated in the DPS Appointment Form; |
| "DPS Incorporated Terms" | the contractual terms applicable to the DPS Contract specified in the DPS Appointment Form; |
| "DPS Initial Period" | the initial term of the DPS Contract as specified in the DPS Appointment Form; |
| "DPS Optional Extension Period" | such period or periods beyond which the DPS Initial Period may be extended up to a maximum of the number of years in total specified in the DPS Appointment Form; |
| "DPS Pricing" | the maximum price(s) applicable to the provision of the Deliverables set out in DPS Schedule 3 (DPS Pricing); |
| "DPS Registration" | the registration process a Supplier undertakes when submitting its details onto the Platform; |
| "DPS SQ Submission" | the Supplier's selection questionnaire response; |
| "DPS Special Terms" | any additional terms and conditions specified in the DPS Appointment Form incorporated into the DPS Contract; |
| "DPS Start Date" | the date of start of the DPS Contract as stated in the DPS Appointment Form; |
| "Due Diligence Information" | any information supplied to the Supplier by or on behalf of the Authority prior to the Start Date; |
| "Effective Date" | the date on which the final Party has signed the Contract; |
| "EIR" | the Environmental Information Regulations 2004; |
| "Employment Regulations" | the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the European Council Directive 77/187/EEC; |
| "End Date" | the earlier of: a) the Expiry Date (as extended by any Extension Period exercised by the Authority under Clause 10.2); or if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract; |
| "Environmental Policy" | to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and |
| | minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Buyer; |

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| "Estimated Year 1 Contract Charges" | the anticipated total charges payable by the Supplier in the first Contract Year specified in the Order Form; a) |
| "Estimated Yearly Charges" | <p>means for the purposes of calculating each Party's annual liability under clause 11.2 :</p> <p>i) in the first Contract Year, the Estimated Year 1 Contract Charges; or</p> <p>ii) in any subsequent Contract Years, the Charges paid or payable in the previous Contract Year; or</p> <p>iii) after the end of the Contract, the Charges paid or payable in the last Contract Year during the Contract Period;</p> |
| "Equality and Human Rights Commission" | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |
| "Existing IPR" | any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise); |
| "Expiry Date" | the DPS Expiry Date or the Order Expiry Date (as the context dictates); |
| "Extension Period" | the DPS Optional Extension Period or the Order Optional Extension Period as the context dictates; |
| "Filter Categories" | the number of categories specified in DPS Schedule 1 (Specification), if applicable; |
| "FOIA" | the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation; |
| "Force Majeure Event" | <p>any event, occurrence, circumstance, matter or cause affecting the performance by either the Relevant Authority or the Supplier of its obligations arising from:</p> <p>a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract;</p> <p>b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</p> |

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| | <p>c) acts of a Crown Body, local government or regulatory bodies;</p> <p>d) fire, flood or any disaster; or</p> <p>e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:</p> <p style="padding-left: 40px;">i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain; ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and</p> <p>any failure of delay caused by a lack of funds;</p> |
| "Force Majeure Notice" | a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event; |
| "GDPR" | i) the General Data Protection Regulation (Regulation (EU) 2016/679); |
| "General Anti-Abuse Rule" | b) the legislation in Part 5 of the Finance Act 2013; and any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid National Insurance contributions; |
| "General Change in Law" | a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply; |
| "Goods" | a) goods made available by the Supplier as specified in DPS Schedule 1 (Specification) and in relation to an Order Contract as specified in the Order Form; |
| "Good Industry Practice" | standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector; |
| "Government" | the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf; |
| "Government Data" | the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's Confidential Information, and which: <p style="padding-left: 40px;">i) are supplied to the Supplier by or on behalf of the Authority; or</p> |
| | the Supplier is required to generate, process, store or transmit pursuant to a Contract; |

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| "Government Procurement Card" | the Government's preferred method of purchasing and payment for low value goods or services https://www.gov.uk/government/publications/governmentprocurement-card--2 ; |
| "Guarantor" | i) the person (if any) who has entered into a guarantee in the form set out in Joint Schedule 8 (Guarantee) in relation to this Contract; |
| "Halifax Abuse Principle" | the principle explained in the CJEU Case C-255/02 Halifax and others; |
| "HMRC" | Her Majesty's Revenue and Customs; |
| "ICT Policy" | the Buyer's policy in respect of information and communications technology, referred to in the Order Form, which is in force as at the Order Start Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure; |
| "Impact Assessment" | an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including: a) details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under the Contract; b) details of the cost of implementing the proposed Variation; c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the DPS Pricing/Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party; d) a timetable for the implementation, together with any proposals for the testing of the Variation; and such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request; |
| "Implementation Plan" | the plan for provision of the Deliverables set out in Order Schedule 13 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer; |
| "Indemnifier" | a) a Party from whom an indemnity is sought under this Contract; |
| "Independent Control" | where a Controller has provided Personal Data to another Party which is not a Processor or a Joint Controller because the recipient itself determines the purposes and means of Processing but does so separately from the Controller providing it with Personal Data and "Independent Controller" shall be construed accordingly; |
| "Indexation" | the adjustment of an amount or sum in accordance with DPS Schedule 3 (DPS Pricing) and the relevant Order Form; |
| "Information" | has the meaning given under section 84 of the Freedom of Information Act 2000; |

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| "Information Commissioner" | the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies; |
| "Initial Period" | the initial term of a Contract specified on the Platform or the Order Form, as the context requires; |
| "Insolvency Event" | <p>a) in respect of a person:</p> <p>b) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or c) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or</p> <p>d) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or</p> <p>e) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or</p> <p>f) an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or</p> <p>g) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or</p> <p>h) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p> <p>i) where the person is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or</p> <p>any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;</p> |
| "Installation Works" | all works which the Supplier is to carry out at the beginning of the Order Contract Period to install the Goods in accordance with the Order Contract; |
| "Intellectual Property Rights" or "IPR" | a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or |

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| | <p>business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>c) all other rights having equivalent or similar effect in any country or jurisdiction;</p> |
| "Invoicing Address" | the address to which the Supplier shall Invoice the Buyer as specified in the Order Form; |
| "IPR Claim" | a) any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Relevant Authority in the fulfilment of its obligations under a Contract; |
| "IR35" | the off-payroll rules requiring individuals who work through their company pay the same tax and National Insurance contributions as an employee which can be found online at: https://www.gov.uk/guidance/ir35-find-out-if-it-applies ; |
| "Joint Controller Agreement" | the agreement (if any) entered into between the Relevant Authority and the Supplier substantially in the form set out in Annex 2 of Joint Schedule 11 (<i>Processing Data</i>); |
| "Joint Controllers" | where two or more Controllers jointly determine the purposes and means of Processing; |
| "Key Personnel" | the individuals (if any) identified as such in the Order Form; |
| "Key Sub-Contract" | each Sub-Contract with a Key Subcontractor; |
| "Key Subcontractor" | <p>any Subcontractor:</p> <p>a) which is relied upon to deliver any work package within the Deliverables in their entirety; and/or</p> <p>b) which, in the opinion of CCS or the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or</p> <p>c) with a Sub-Contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under the Order Contract, and the Supplier shall list all such Key Subcontractors on the</p> <p>Platform and in the Key Subcontractor Section in the Order Form;</p> |
| "Know-How" | all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party's possession before the applicable Start Date; |

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| "Law" | any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply; |
| "LED" | Law Enforcement Directive (Directive (EU) 2016/680); |
| "Losses" | all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and "Loss" shall be interpreted accordingly; |
| "Man Day" | 7.5 Man Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; |
| "Man Hours" | the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks; |
| "Management Information" | the management information specified in DPS Schedule 5 (Management Levy and Information); |
| "Management Levy" | the sum specified on the Platform payable by the Supplier to CCS in accordance with DPS Schedule 5 (Management Levy and Information); |
| "Marketing Contact" | shall be the person identified in the DPS Appointment Form; |
| "MI Default" | means when two (2) MI Reports are not provided in any rolling six (6) month period; |
| "MI Failure" | means when an MI report: <ul style="list-style-type: none"> a) contains any material errors or material omissions or a missing mandatory field; or b) is submitted using an incorrect MI reporting Template; or is not submitted by the reporting date (including where a declaration of no business should have been filed); |
| "MI Report" | means a report containing Management Information submitted to the Authority in accordance with DPS Schedule 5 (Management Levy and Information); |
| "MI Reporting Template" | a) means the form of report set out in the Annex to DPS Schedule 5 (Management Levy and Information) setting out the information the Supplier is required to supply to the Authority; |
| "Milestone" | an event or task described in the Mobilisation Plan; |
| "Milestone Date" | the target date set out against the relevant Milestone in the Mobilisation Plan by which the Milestone must be Achieved; |
| "Month" | a calendar month and "Monthly" shall be interpreted accordingly; |

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| "National Insurance" | contributions required by the National Insurance Contributions Regulations 2012 (SI 2012/1868) made under section 132A of the Social Security Administration Act 1992; |
| "New IPR" | <p>a) IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of a Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>b) IPR in or arising as a result of the performance of the Supplier's obligations under a Contract and all updates and amendments to the same; but shall not include the Supplier's Existing IPR;</p> |
| "Occasion of Tax Non – Compliance" | <p>where:</p> <p>a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of:</p> <p style="padding-left: 40px;">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 in any jurisdiction 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 Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or</p> <p>any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which 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 Start Date or to a civil penalty for fraud or evasion;</p> |
| "Open Book Data" | <p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Order Contract, including details and all assumptions relating to:</p> <p>a) the Supplier's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;</p> <p>b) operating expenditure relating to the provision of the Deliverables including an analysis showing:</p> <p style="padding-left: 40px;">i) the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;</p> <p style="padding-left: 40px;">ii) manpower resources broken down into the number and grade/role of all Supplier Staff (free of any contingency)</p> |

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| | <p>together with a list of agreed rates against each manpower grade;</p> <p>iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and</p> <p>iv) Reimbursable Expenses, if allowed under the Order Form; c) Overheads;</p> <p>d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;</p> <p>e) the Supplier Profit achieved over the DPS Contract Period and on an annual basis;</p> <p>f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</p> <p>g) an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and</p> <p>the actual Costs profile for each Service Period;</p> |
| "Order" | a) means an order for the provision of the Deliverables placed by a Buyer with the Supplier under a Contract; |
| "Order Contract" | b) the contract between the Buyer and the Supplier (entered into pursuant to the provisions of the DPS Contract), which consists of the terms set out and referred to in the Order Form; |
| "Order Contract Period" | the Contract Period in respect of the Order Contract; |
| "Order Expiry Date" | the date of the end of an Order Contract as stated in the Order Form; |
| "Order Form" | a completed Order Form Template (or equivalent information issued by the Buyer) used to create an Order Contract; |
| "Order Form Template" | the template in DPS Schedule 6 (Order Form Template and Order Schedules); |
| "Order Incorporated Terms" | the contractual terms applicable to the Order Contract specified under the relevant heading in the Order Form; |
| "Order Initial Period" | the Initial Period of an Order Contract specified in the Order Form; |
| "Order Optional Extension Period" | such period or periods beyond which the Order Initial Period may be extended up to a maximum of the number of years in total specified in the Order Form; |
| "Order Procedure" | the process for awarding an Order Contract pursuant to Clause 2 (How the contract works) and DPS Schedule 7 (Order Procedure); |

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| "Order Special Terms" | any additional terms and conditions specified in the Order Form incorporated into the applicable Order Contract; |
| "Order Start Date" | the date of start of an Order Contract as stated in the Order Form; |
| "Order Tender" | the tender submitted by the Supplier in response to the Buyer's Statement of Requirements following an Order Procedure and set out at Order Schedule 4 (Order Tender); |
| "Other Contracting Authority" | any actual or potential Buyer under the DPS Contract; |
| "Overhead" | those amounts which are intended to recover a proportion of the Supplier's or the Key Subcontractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb (a) of the definition of "Costs"; |
| "Parliament" | takes its natural meaning as interpreted by Law; |
| "Party" | in the context of the DPS Contract, CCS or the Supplier, and in the in the context of an Order Contract the Buyer or the Supplier. "Parties" shall mean both of them where the context permits; |
| "Performance Indicators" or "PIs" | the performance measurements and targets in respect of the Supplier's performance of the DPS Contract set out in DPS Schedule 4 (DPS Management); |
| "Personal Data" | has the meaning given to it in the GDPR; |
| "Personal Data Breach" | has the meaning given to it in the GDPR; |
| "Personnel" | all directors, officers, employees, agents, consultants and suppliers of a Party and/or of any Subcontractor and/or Subprocessor engaged in the performance of its obligations under a Contract; |
| "Platform" | the online application operated on behalf of CCS to facilitate the technical operation of the DPS; |
| "Prescribed Person" | a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', 24 November 2016, available online at: https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodieswhistle-list-of-prescribed-people-and-bodies--2/whistleblowing-listhttps://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodiesof-prescribed-people-and-bodies ; |
| "Processing" | has the meaning given to it in the GDPR; |
| "Processor" | has the meaning given to it in the GDPR; |

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| “Processor Personnel” | all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract; |
| “Progress Meeting” | a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative; |
| “Progress Meeting Frequency” | the frequency at which the Supplier shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form; |
| “Progress Report” | a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates; |
| “Progress Report Frequency” | the frequency at which the Supplier shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form; |
| “Prohibited Acts” | <p>a) to directly or indirectly offer, promise or give any person working for or engaged by a Buyer or any other public body a financial or other advantage to:</p> <ul style="list-style-type: none"> i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; <p>b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with each Contract; or</p> <p>c) committing any offence:</p> <ul style="list-style-type: none"> i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or ii) under legislation or common law concerning fraudulent acts; or iii) defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK; |
| “Protective Measures” | 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 the such measures adopted by it including those outlined in DPS Schedule 9 (Cyber Essentials), if applicable, in the case of the DPS Contract or Order Schedule 9 (Security), if applicable, in the case of an Order Contract; |

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| "Recall" | a) a request by the Supplier to return Goods to the Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the right IPR rights) that might endanger health or hinder performance; |
| "Recipient Party" | the Party which receives or obtains directly or indirectly Confidential Information; |
| "Rectification Plan" | the Supplier's plan (or revised plan) to rectify its breach using the template in Joint Schedule 10 (Rectification Plan Template) which shall include: a) full details of the Default that has occurred, including a root cause analysis; b) the actual or anticipated effect of the Default; and the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable); |
| "Rectification Plan Process" | the process set out in Clause 10.4.3 to 10.4.5 (Rectification Plan Process); |
| "Regulations" | a) the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires); |
| "Reimbursable Expenses" | the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer's expenses policy current from time to time, but not including: a) travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and subsistence expenses incurred by Supplier Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed; |
| "Relevant Authority" | the Authority which is party to the Contract to which a right or obligation is owed, as the context requires; |
| "Relevant Authority's Confidential Information" | a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Relevant Authority (including all Relevant Authority Existing IPR and New IPR); b) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Relevant Authority's attention or into the Relevant Authority's possession in connection with a Contract; and |
| | c) information derived from any of the above; |

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| "Relevant Requirements" | all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010; |
| "Relevant Tax Authority" | HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established; |
| "Reminder Notice" | a notice sent in accordance with Clause 10.6 given by the Supplier to the Buyer providing notification that payment has not been received on time; |
| "Replacement Deliverables" | any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables following the Order Expiry Date, whether those goods are provided by the Buyer internally and/or by any third party; |
| "Replacement Subcontractor" | a Subcontractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor); |
| "Replacement Supplier" | any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer; |
| "Request For Information" | a request for information or an apparent request relating to a Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs; |
| "Required Insurances" | the insurances required by Joint Schedule 3 (Insurance Requirements) or any additional insurances specified in the Order Form; |
| "Satisfaction Certificate" | the certificate (materially in the form of the document contained in Part B of Order Schedule 13 (Implementation Plan and Testing) or as agreed by the Parties where Order Schedule 13 is not used in this Contract) granted by the Buyer when the Supplier has met all of the requirements of an Order, Achieved a Milestone or a Test; |
| "Schedules" | any attachment to a DPS or Order Contract which contains important information specific to each aspect of buying and selling; |
| "Security Management Plan" | the Supplier's security management plan prepared pursuant to Order Schedule 9 (Security) (if applicable); |
| "Security Policy" | the Buyer's security policy, referred to in the Order Form, in force as at the Order Start Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier; |
| "Self Audit Certificate" | means the certificate in the form as set out in DPS Schedule 8 (Self Audit Certificate); |
| "Serious Fraud Office" | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |

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| "Service Levels" | any service levels applicable to the provision of the Deliverables under the Order Contract (which, where Order Schedule 14 (Service Credits) is used in this Contract, are specified in the Annex to Part A of such Schedule); |
| "Service Period" | has the meaning given to it in the Order Form; |
| "Services" | services made available by the Supplier as specified in DPS Schedule 1 (Specification) and in relation to an Order Contract as specified in the Order Form; |
| "Service Transfer" | any transfer of the Deliverables (or any part of the Deliverables), for whatever reason, from the Supplier or any Subcontractor to a Replacement Supplier or a Replacement Subcontractor; |
| "Service Transfer Date" | the date of a Service Transfer; |
| "Sites" | any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which: a) the Deliverables are (or are to be) provided; or the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables; |
| "SME" | an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises; |
| "Special Terms" | a) any additional Clauses set out in the DPS Appointment Form or Order Form which shall form part of the respective Contract; |
| "Specific Change in Law" | a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date; |
| "Specification" | the specification set out in DPS Schedule 1 (Specification), as may, in relation to an Order Contract, be supplemented by the Order Form; |
| "Standards" | any: a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) standards detailed in the specification in DPS Schedule 1 (Specification); |

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| | <p>c) standards detailed by the Buyer in the Order Form or agreed between the Parties from time to time;</p> <p>relevant Government codes of practice and guidance applicable from time to time;</p> |
| "Start Date" | <p>in the case of the DPS Contract, the date specified on the DPS Appointment Form, and in the case of an Order Contract, the date specified in the Order Form;</p> |
| "Statement of Requirements" | <p>a) a statement issued by the Buyer detailing its requirements in respect of Deliverables issued in accordance with the Order Procedure;</p> |
| "Storage Media" | <p>the part of any device that is capable of storing and retrieving data;</p> |
| "Sub-Contract" | <p>any contract or agreement (or proposed contract or agreement), other than an Order Contract or the DPS Contract, pursuant to which a third party:</p> <p>a) provides the Deliverables (or any part of them);</p> <p>b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</p> |
| "Subcontractor" | <p>any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;</p> |
| "Subprocessor" | <p>a) any third party appointed to process Personal Data on behalf of that Processor related to a Contract;</p> |
| "Supplier" | <p>the person, firm or company identified in the DPS Appointment Form;</p> |
| "Supplier Assets" | <p>all assets and rights used by the Supplier to provide the Deliverables in accordance with the Order Contract but excluding the Buyer Assets;</p> |
| "Supplier Authorised Representative" | <p>the representative appointed by the Supplier named in the DPS Appointment Form, or later defined in an Order Contract;</p> |
| "Supplier's Confidential Information" | <p>a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier;</p> <p>b) any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier's attention or into the Supplier's possession in connection with a Contract;</p> <p>Information derived from any of (a) and (b) above;</p> |

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| "Supplier's Contract Manager" | the person identified in the Order Form appointed by the Supplier to oversee the operation of the Order Contract and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment; |
| "Supplier Equipment" | a) the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Order Contract; |
| "Supplier Non-Performance" | where the Supplier has failed to: <ul style="list-style-type: none"> a) Achieve a Milestone by its Milestone Date; b) provide the Goods and/or Services in accordance with the Service Levels ; and/or comply with an obligation under a Contract; |
| "Supplier Profit" | in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of an Order Contract for the relevant period; |
| "Supplier Profit Margin" | a) in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage; |
| "Supplier Staff" | all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract; |
| "Supply Chain Information Report Template" | the document at Annex 1 of Joint Schedule 12 (Supply Chain Visibility); |
| "Supporting Documentation" | sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Order Contract detailed in the information are properly payable; |
| "Termination Notice" | 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 a Contract on a specified date and setting out the grounds for termination; |
| "Test Issue" | any variance or non-conformity of the Deliverables or Deliverables from their requirements as set out in an Order Contract; |
| "Test Plan" | a plan: <ul style="list-style-type: none"> a) for the Testing of the Deliverables; and setting out other agreed criteria related to the achievement of Milestones; |

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| "Tests and Testing" | any tests required to be carried out pursuant to an Order Contract as set out in the Test Plan or elsewhere in an Order Contract and "Tested" shall be construed accordingly; |
| "Third Party IPR" | a) Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables; |
| "Transferring Supplier Employees" | those employees of the Supplier and/or the Supplier's Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date; |
| "Transparency Information" | the Transparency Reports and the content of a Contract, including any changes to this Contract agreed from time to time, except for – <ul style="list-style-type: none"> (i) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Relevant Authority; and (ii) Commercially Sensitive Information; |
| "Transparency Reports" | the information relating to the Deliverables and performance of the Contracts which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Order Schedule 1 (Transparency Reports); |
| "Variation" | has the meaning given to it in Clause 24 (Changing the contract); |
| "Variation Form" | the form set out in Joint Schedule 2 (Variation Form); |
| "Variation Procedure" | the procedure set out in Clause 24 (Changing the contract); |
| "VAT" | value added tax in accordance with the provisions of the Value Added Tax Act 1994; |
| "VCSE" | a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives; |
| "Worker" | any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables; and |
| "Working Day" | any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Order Form. |

Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

| Contract Details | | |
|--|---|---------------------------|
| This variation is between: | [delete] as applicable: CCS / Buyer] (" CCS " " the Buyer ") And [insert] name of Supplier] (" the Supplier ") | |
| Contract name: | [insert] name of contract to be changed] (" the Contract ") | |
| Contract reference number: | [insert] contract reference number] | |
| Details of Proposed Variation | | |
| Variation initiated by: | [delete] as applicable: CCS/Buyer/Supplier] | |
| Variation number: | [insert] variation number] | |
| Date variation is raised: | [insert] date] | |
| Proposed variation | | |
| Reason for the variation: | [insert] reason] | |
| An Impact Assessment shall be provided within: | [insert] number] days | |
| Impact of Variation | | |
| Likely impact of the proposed variation: | [Supplier to insert] assessment of impact] | |
| Outcome of Variation | | |
| Contract variation: | This Contract detailed above is varied as follows: <ul style="list-style-type: none"> [CCS/Buyer to insert] original Clauses or Paragraphs to be varied and the changed clause] | |
| Financial variation: | Original Contract Value: | £ [insert] amount] |
| | Additional cost due to variation: | £ [insert] amount] |
| | New Contract value: | £ [insert] amount] |

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by **[delete]** as applicable: CCS / Buyer]
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the **[delete]** as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

Joint Schedule 3 (Insurance Requirements)

The insurance you need to have

1.1 The Supplier shall take out and maintain, or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule, any additional insurances required under an Order Contract (specified in the applicable Order Form) ("**Additional Insurances**") and any other insurances as may be required by applicable Law (together the "**Insurances**"). The Supplier shall ensure that each of the Insurances is effective no later than:

1.1.1 the DPS Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and

1.1.2 the Order Contract Effective Date in respect of the Additional Insurances.

1.2 The Insurances shall be:

1.2.1 maintained in accordance with Good Industry Practice;

1.2.2 (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;

1.2.3 taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and

1.2.4 maintained for at least six (6) years after the End Date.

1.3 The Supplier shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Relevant Authority shall be indemnified in respect of claims made against the Relevant Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Supplier is legally liable.

How to manage the insurance

2.1 Without limiting the other provisions of this Contract, the Supplier shall:

2.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to Deliverables as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;

2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and

2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

What happens if you aren't insured

3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.

3.2 Where the Supplier has failed to purchase or maintain any of the Insurances in full force and effect, the Relevant Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances and recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

Evidence of insurance you must provide

4.1 The Supplier shall upon the Start Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Relevant Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

Making sure you are insured to the required amount

5.1 The Supplier shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained at all times for the minimum limit of indemnity specified in this Contract and if any claims are made which do not relate to this Contract then the Supplier shall notify the Relevant Authority and provide details of its proposed solution for maintaining the minimum limit of indemnity.

Cancelled Insurance

6.1 The Supplier shall notify the Relevant Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or nonrenewal of any of the Insurances.

6.2 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Relevant Authority (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

Insurance claims

7.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or each Contract for which it may be entitled to claim under any of the Insurances. In the event that the Relevant Authority receives a claim relating to or arising out of a Contract or the Deliverables, the Supplier shall co-operate with the Relevant Authority and assist it in dealing with such claims

including without limitation providing information and documentation in a timely manner.

7.2 Except where the Relevant Authority is the claimant party, the Supplier shall give the Relevant Authority notice within twenty (20) Working Days after any insurance claim in excess of 10% of the sum required to be insured pursuant to Paragraph 5.1 relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Relevant Authority) full details of the incident giving rise to the claim.

7.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.

7.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Relevant Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.

ANNEX: REQUIRED INSURANCES

1. The Supplier shall hold the following [standard] insurance cover from the DPS Start Date in accordance with this Schedule:
 - 1.1 professional indemnity insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] one million pounds (£1,000,000);
 - 1.2 public liability insurance [with cover (for a single event or a series of related events and in the aggregate)] of not less than one million pounds (£1,000,000); and
 - 1.3 employers' liability insurance [with cover (for a single event or a series of related events and in the aggregate) of not less than] five million pounds (£5,000,000).

Joint Schedule 5 (Corporate Social Responsibility)

1. What we expect from our Suppliers

- 1.1 In September 2017, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government.
(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf)
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Supplier acknowledges that the Buyer may have additional requirements in relation to corporate social responsibility. The Buyer expects that the Supplier and its Subcontractors will comply with such corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time.

2. Equality and Accessibility

- 2.1 In addition to legal obligations, the Supplier shall support CCS and the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:
 - 2.1.1 eliminate discrimination, harassment or victimisation of any kind; and
 - 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

3. Modern Slavery, Child Labour and Inhumane Treatment

"Modern Slavery Helpline" means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

3.1 The Supplier:

- 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
- 3.1.2 shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
- 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.

- 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offences anywhere around the world.
- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and Modern Slavery Helpline.

4. Income Security

4.1 The Supplier shall:

- 4.1.1 ensure that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Supplier Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter;
- 4.1.3 ensure that all workers are provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;
- 4.1.4 not make deductions from wages:
 - (a) as a disciplinary measure
 - (b) except where permitted by law; or

- (c) without expressed permission of the worker concerned;
- 4.1.5 record all disciplinary measures taken against Supplier Staff; and
- 4.1.6 ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.

5. Working Hours

5.1 The Supplier shall:

- 5.1.1 ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;
- 5.1.2 ensure that the working hours of Supplier Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;
- 5.1.3 ensure that use of overtime is used responsibly, taking into account:
 - (a) the extent;
 - (b) frequency; and
 - (c) hours worked;

by individuals and by the Supplier Staff as a whole;

- 5.2 The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.
- 5.3 Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:
 - 5.3.1 this is allowed by national law;
 - 5.3.2 this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
 - 5.3.3 appropriate safeguards are taken to protect the workers' health and safety; and
 - 5.3.4 the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.
- 5.4 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

6. Sustainability

- 6.1 The supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

Joint Schedule 10 (Rectification Plan)

| Request for [Revised] Rectification Plan | | |
|--|---|----------------------------|
| Details of the Default: | [Guidance: Explain the Default, with clear schedule and clause references as appropriate] | |
| Deadline for receiving the [Revised] Rectification Plan: | [add date (minimum 10 days from request)] | |
| Signed by [CCS/Buyer] : | | Date: <input type="text"/> |
| Supplier [Revised] Rectification Plan | | |
| Cause of the Default | [add cause] | |
| Anticipated impact assessment: | [add impact] | |
| Actual effect of Default: | [add effect] | |
| Steps to be taken to rectification: | Steps | Timescale |
| | 1. | [date] |
| | 2. | [date] |
| | 3. | [date] |
| | 4. | [date] |
| | [...] | [date] |
| Timescale for complete Rectification of Default | [X] Working Days | |
| Steps taken to prevent recurrence of Default | Steps | Timescale |
| | 1. | [date] |
| | 2. | [date] |
| | 3. | [date] |
| | 4. | [date] |
| | [...] | [date] |

| | | | |
|---|--|-------|--|
| Signed by the Supplier: | | Date: | |
| Review of Rectification Plan [CCS/Buyer] | | | |
| Outcome of review | [Plan Accepted] [Plan Rejected] [Revised Plan Requested] | | |
| Reasons for Rejection (if applicable) | [add reasons] | | |
| Signed by [CCS/Buyer] | | Date: | |

Order Schedule 3 (Continuous Improvement)

1. BUYER'S RIGHTS

- 1.1 The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.

2. SUPPLIER'S OBLIGATIONS

- 2.1 The Supplier must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Buyer.
- 2.2 The Supplier must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.
- 2.3 In addition to Paragraph 2.1, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("**Continuous Improvement Plan**") for the Buyer's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
 - 2.3.1 identifying the emergence of relevant new and evolving technologies;
 - 2.3.2 changes in business processes of the Supplier or the Buyer and ways of working that would provide cost savings and/or enhanced benefits to the Buyer (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
 - 2.3.3 new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and
 - 2.3.4 measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains relating to the Deliverables, and identifying opportunities to assist the Buyer in meeting their sustainability objectives.
- 2.4 The initial Continuous Improvement Plan for the first (1st) Contract Year shall be submitted by the Supplier to the Buyer for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.
- 2.5 The Buyer shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Supplier shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.

- 2.6 The Supplier must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Supplier shall provide any further information as requested.
- 2.7 If the Buyer wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Supplier must implement such Variation at no additional cost to the Buyer or CCS.
- 2.8 Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph 2.5:
 - 2.8.1 the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
 - 2.8.2 the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Supplier's progress against the Continuous Improvement Plan.
- 2.9 The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1st) Contract Year) in accordance with the procedure and timescales set out in Paragraph 2.3.
- 2.10 All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
- 2.11 Should the Supplier's costs in providing the Deliverables to the Buyer be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Buyer by way of a consequential and immediate reduction in the Charges for the Deliverables.
- 2.12 At any time during the Contract Period of the Order Contract, the Supplier may make a proposal for gainshare. If the Buyer deems gainshare to be applicable then the Supplier shall update the Continuous Improvement Plan so as to include details of the way in which the proposal shall be implemented in accordance with an agreed gainshare ratio.

Order Schedule 8 (Business Continuity and Disaster Recovery)

3. Definitions

3.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

| | |
|---|---|
| "BCDR Plan" | 1.has the meaning given to it in Paragraph 2.2 of this Schedule; |
| "Business Continuity Plan" | 2.has the meaning given to it in Paragraph 4.3.2 of this Schedule; |
| "Disaster Recovery Deliverables" | 3.the Deliverables embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster; |
| "Disaster Recovery Plan" | 4.has the meaning given to it in Paragraph 4.3.3 of this Schedule; |
| "Disaster Recovery System" | 5.the system embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster; |
| | 6. |
| "Related Supplier" | 7.any person who provides Deliverables to the Buyer which are related to the Deliverables from time to time; |
| "Review Report" | 8.has the meaning given to it in Paragraph 8.2 of this Schedule; and |
| "Supplier's Proposals" | 9.has the meaning given to it in Paragraph 8.3 of this Schedule; |

4. BCDR Plan

4.1 The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.

4.2 At least ninety (90) Working Days after the Start Date the Supplier shall prepare and deliver to the Buyer for the Buyer's written approval a plan (a "BCDR Plan"), which shall detail the processes and arrangements that the Supplier shall follow to:

4.2.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and

- 4.2.2 the recovery of the Deliverables in the event of a Disaster
- 4.3 The BCDR Plan shall be divided into three sections:
- 4.3.1 Section 1 which shall set out general principles applicable to the BCDR Plan;
- 4.3.2 Section 2 which shall relate to business continuity (the "**Business Continuity Plan**"); and
- 4.3.3 Section 3 which shall relate to disaster recovery (the "**Disaster Recovery Plan**").
- 4.4 Following receipt of the draft BCDR Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

5. General Principles of the BCDR Plan (Section 1)

- 5.1 Section 1 of the BCDR Plan shall:
- 5.1.1 set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;
- 5.1.2 provide details of how the invocation of any element of the BCDR Plan may impact upon the provision of the Deliverables and any goods and/or services provided to the Buyer by a Related Supplier;
- 5.1.3 contain an obligation upon the Supplier to liaise with the Buyer and any Related Suppliers with respect to business continuity and disaster recovery;
- 5.1.4 detail how the BCDR Plan interoperates with any overarching disaster recovery or business continuity plan of the Buyer and any of its other Related Supplier in each case as notified to the Supplier by the Buyer from time to time;
- 5.1.5 contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multiple channels;
- 5.1.6 contain a risk analysis, including:
- (a) failure or disruption scenarios and assessments of likely frequency of occurrence;
 - (b) identification of any single points of failure within the provision of Deliverables and processes for managing those risks;
 - (c) identification of risks arising from the interaction of the provision of Deliverables with the goods and/or services provided by a Related Supplier; and
 - (d) a business impact analysis of different anticipated failures or disruptions;
- 5.1.7 provide for documentation of processes, including business processes, and procedures;

- 5.1.8 set out key contact details for the Supplier (and any Subcontractors) and for the Buyer;
 - 5.1.9 identify the procedures for reverting to "normal service";
 - 5.1.10 set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to minimise data loss;
 - 5.1.11 identify the responsibilities (if any) that the Buyer has agreed it will assume in the event of the invocation of the BCDR Plan; and
 - 5.1.12 provide for the provision of technical assistance to key contacts at the Buyer as required by the Buyer to inform decisions in support of the Buyer's business continuity plans.
- 5.2 The BCDR Plan shall be designed so as to ensure that:
- 5.2.1 the Deliverables are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;
 - 5.2.2 the adverse impact of any Disaster is minimised as far as reasonably possible;
 - 5.2.3 it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
 - 5.2.4 it details a process for the management of disaster recovery testing.
- 5.3 The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Deliverables and the business operations supported by the provision of Deliverables.
- 5.4 The Supplier shall not be entitled to any relief from its obligations under the Performance Indicators (PI's) or Service Levels, or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Supplier of this Contract.

6. Business Continuity (Section 2)

- 6.1 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes facilitated by the provision of Deliverables remain supported and to ensure continuity of the business operations supported by the Services including:
- 6.1.1 the alternative processes, options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Deliverables; and
 - 6.1.2 the steps to be taken by the Supplier upon resumption of the provision of Deliverables in order to address the effect of the failure or disruption.
- 6.2 The Business Continuity Plan shall:
- 6.2.1 address the various possible levels of failures of or disruptions to the provision of Deliverables;
 - 6.2.2 set out the goods and/or services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Deliverables;

- 6.2.3 specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Business Continuity Plan; and
- 6.2.4 set out the circumstances in which the Business Continuity Plan is invoked.

7. Disaster Recovery (Section 3)

- 7.1 The Disaster Recovery Plan (which shall be invoked only upon the occurrence of a Disaster) shall be designed to ensure that upon the occurrence of a Disaster the Supplier ensures continuity of the business operations of the Buyer supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
- 7.2 The Supplier's BCDR Plan shall include an approach to business continuity and disaster recovery that addresses the following:
 - 7.2.1 loss of access to the Buyer Premises;
 - 7.2.2 loss of utilities to the Buyer Premises;
 - 7.2.3 loss of the Supplier's helpdesk or CAFM system;
 - 7.2.4 loss of a Subcontractor;
 - 7.2.5 emergency notification and escalation process;
 - 7.2.6 contact lists;
 - 7.2.7 staff training and awareness;
 - 7.2.8 BCDR Plan testing;
 - 7.2.9 post implementation review process;
 - 7.2.10 any applicable Performance Indicators with respect to the provision of the disaster recovery services and details of any agreed relaxation to the Performance Indicators or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Disaster Recovery Plan;
 - 7.2.11 details of how the Supplier shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
 - 7.2.12 access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
 - 7.2.13 testing and management arrangements.

8. Review and changing the BCDR Plan

- 8.1 The Supplier shall review the BCDR Plan:
 - 8.1.1 on a regular basis and as a minimum once every six (6) Months;
 - 8.1.2 within three (3) calendar Months of the BCDR Plan (or any part) having been invoked pursuant to Paragraph **Error! Reference source not found.**; and

- 8.1.3 where the Buyer requests in writing any additional reviews (over and above those provided for in Paragraphs 8.1.1 and 8.1.2 of this Schedule) whereupon the Supplier shall conduct such reviews in accordance with the Buyer's written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Buyer for the Buyer's approval. The costs of both Parties of any such additional reviews shall be met by the Buyer except that the Supplier shall not be entitled to charge the Buyer for any costs that it may incur above any estimate without the Buyer's prior written approval.
- 8.2 Each review of the BCDR Plan pursuant to Paragraph 8.1 shall assess its suitability having regard to any change to the Deliverables or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan, and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Supplier within such period as the Buyer shall reasonably require.
- 8.3 The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Buyer a report (a **"Review Report"**) setting out the Supplier's proposals (the **"Supplier's Proposals"**) for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan.
- 8.4 Following receipt of the Review Report and the Supplier's Proposals, the Parties shall use reasonable endeavours to agree the Review Report and the Supplier's Proposals. If the Parties are unable to agree Review Report and the Supplier's Proposals within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 8.5 The Supplier shall as soon as is reasonably practicable after receiving the approval of the Supplier's Proposals effect any change in its practices or procedures necessary so as to give effect to the Supplier's Proposals. Any such change shall be at the Supplier's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Deliverables.

9. Testing the BCDR Plan

- 9.1 The Supplier shall test the BCDR Plan:
- 9.1.1 regularly and in any event not less than once in every Contract Year;
- 9.1.2 in the event of any major reconfiguration of the Deliverables
- 9.1.3 at any time where the Buyer considers it necessary (acting in its sole discretion).
- 9.2 If the Buyer requires an additional test of the BCDR Plan, it shall give the Supplier written notice and the Supplier shall conduct the test in accordance with the Buyer's requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Buyer

unless the BCDR Plan fails the additional test in which case the Supplier's costs of that failed test shall be borne by the Supplier.

- 9.3 The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with and under the supervision of the Buyer and shall liaise with the Buyer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Buyer.
- 9.4 The Supplier shall ensure that any use by it or any Subcontractor of "live" data in such testing is first approved with the Buyer. Copies of live test data used in any such testing shall be (if so required by the Buyer) destroyed or returned to the Buyer on completion of the test.
- 9.5 The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Buyer a report setting out:
 - 9.5.1 the outcome of the test;
 - 9.5.2 any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and
 - 9.5.3 the Supplier's proposals for remedying any such failures.
- 9.6 Following each test, the Supplier shall take all measures requested by the Buyer to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at its own cost, by the date reasonably required by the Buyer.

10. Invoking the BCDR Plan

- 10.1 In the event of a complete loss of service or in the event of a Disaster, the Supplier shall immediately invoke the BCDR Plan (and shall inform the Buyer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Buyer.

11. Circumstances beyond your control

- 11.1 The Supplier shall not be entitled to relief under Clause 20 (Circumstances beyond your control) if it would not have been impacted by the Force Majeure Event had it not failed to comply with its obligations under this Schedule.

Order Schedule 9 (Security)

Part A: Short Form Security Requirements

12. Definitions

12.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Breach of Security"

10. the occurrence of:
 - a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or
 - b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,
11. in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 2.2;

"Security Management Plan"

12. the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time;

13. Complying with security requirements and updates to them

- 13.1 The Buyer and the Supplier recognise that, where specified in DPS Schedule 4 (DPS Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 13.2 The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.
- 13.3 Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 13.4 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision

of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.

- 13.5 Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

14. Security Standards

- 14.1 The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
- 14.2 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
- 14.2.1 is in accordance with the Law and this Contract;
 - 14.2.2 as a minimum demonstrates Good Industry Practice;
 - 14.2.3 meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
 - 14.2.4 where specified by the Buyer in accordance with paragraph 2.2 complies with the Security Policy and the ICT Policy.
- 14.3 The references to standards, guidance and policies contained or set out in Paragraph 14.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 14.4 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

15. Security Management Plan

15.1 Introduction

- 15.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

15.2 Content of the Security Management Plan

- 15.2.1 The Security Management Plan shall:
- (a) comply with the principles of security set out in Paragraph **Error! Reference source not found.** and any other provisions of this Contract relevant to security;
 - (b) identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
 - (c) detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the

provision of the Deliverables, the Buyer Premises, the Sites and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;

- (d) be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- (e) set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
- (f) set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with paragraph 2.2 the Security Policy; and
- (g) be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

15.3 Development of the Security Management Plan

15.3.1 Within twenty (20) Working Days after the Start Date and in accordance with Paragraph 15.4, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.

15.3.2 If the Security Management Plan submitted to the Buyer in accordance with Paragraph 15.3.1, or any subsequent revision to it in accordance with Paragraph 15.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission,

the matter will be resolved in accordance with the Dispute Resolution Procedure.

15.3.3 The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 15.3.2. However a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 15.2 shall be deemed to be reasonable.

15.3.4 Approval by the Buyer of the Security Management Plan pursuant to Paragraph 15.3.2 or of any change to the Security Management Plan in accordance with Paragraph 15.4 shall not relieve the Supplier of its obligations under this Schedule.

15.4 Amendment of the Security Management Plan

15.4.1 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:

- (a) emerging changes in Good Industry Practice;
- (b) any change or proposed change to the Deliverables and/or associated processes;
- (c) where necessary in accordance with paragraph 2.2, any change to the Security Policy;
- (d) any new perceived or changed security threats; and
- (e) any reasonable change in requirements requested by the Buyer.

15.4.2 The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:

- (a) suggested improvements to the effectiveness of the Security Management Plan;
- (b) updates to the risk assessments; and
- (c) suggested improvements in measuring the effectiveness of controls.

15.4.3 Subject to Paragraph 15.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 15.4.1, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.

15.4.4 The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

16. Security breach

- 16.1 Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 16.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 16.1, the Supplier shall:
- 16.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:
- (a) minimise the extent of actual or potential harm caused by any Breach of Security;
 - (b) remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
 - (c) prevent an equivalent breach in the future exploiting the same cause failure; and
 - (d) as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.
- 16.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

Order Schedule 10 (Exit Management)

17. Definitions

17.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

- | | |
|--|---|
| "Exclusive Assets" | 13. Supplier Assets used exclusively by the Supplier [or a Key Subcontractor] in the provision of the Deliverables; |
| "Exit Information" | 14. has the meaning given to it in Paragraph 19.1 of this Schedule; |
| "Exit Manager" | 15. the person appointed by each Party to manage their respective obligations under this Schedule; |
| "Net Book Value" | 16. the current net book value of the relevant Supplier Asset(s) calculated in accordance with the DPS Application or Order Tender (if stated) or (if not stated) the depreciation policy of the Supplier (which the Supplier shall ensure is in accordance with Good Industry Practice); |
| "Non-Exclusive Assets" | 17. those Supplier Assets used by the Supplier [or a Key Subcontractor] in connection with the Deliverables but which are also used by the Supplier [or Key Subcontractor] for other purposes; |
| "Registers" | 18. the register and configuration database referred to in Paragraph 18.2 of this Schedule; |
| "Replacement Goods" | 19. any goods which are substantially similar to any of the Goods and which the Buyer receives in substitution for any of the Goods following the End Date, whether those goods are provided by the Buyer internally and/or by any third party; |
| "Replacement Services" | 20. any services which are substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services following the End Date, whether those goods are provided by the Buyer internally and/or by any third party; |
| "Termination Assistance" | 21. the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice; |
| "Termination Assistance Notice" | 22. has the meaning given to it in Paragraph 21.1 of this Schedule; |

| | |
|--|--|
| "Termination Assistance Period" | 23. the period specified in a Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph 21.2 of this Schedule; |
| "Transferable Assets" | 24. Exclusive Assets which are capable of legal transfer to the Buyer; |
| "Transferable Contracts" | 25. Sub-Contracts, licences for Supplier's Software, licences for Third Party Software or other agreements which are necessary to enable the Buyer or any Replacement Supplier to provide the Deliverables or the Replacement Goods and/or Replacement Services, including in relation to licences all relevant Documentation; |
| "Transferring Assets" | 26. has the meaning given to it in Paragraph 24.2.1 of this Schedule; |
| "Transferring Contracts" | 27. has the meaning given to it in Paragraph 24.2.3 of this Schedule. |

18. Supplier must always be prepared for contract exit

- 18.1 The Supplier shall within 30 days from the Start Date provide to the Buyer a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.
- 18.2 During the Contract Period, the Supplier shall promptly:
- 18.2.1 create and maintain a detailed register of all Supplier Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and Sub-contracts and other relevant agreements required in connection with the Deliverables; and
- 18.2.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Deliverables ("Registers").
- 18.3 The Supplier shall:
- 18.3.1 ensure that all Exclusive Assets listed in the Registers are clearly physically identified as such; and
- 18.3.2 procure that all licences for Third Party Software and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Buyer) at the request of the Buyer to the Buyer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Deliverables (or part of them) and if the Supplier is unable to do so then the Supplier shall promptly notify the Buyer and the Buyer may require the Supplier to procure an alternative Subcontractor or provider of Deliverables.

18.4 Each Party shall appoint an Exit Manager within three (3) Months of the Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of this Contract.

19. Assisting re-competition for Deliverables

- 19.1 The Supplier shall, on reasonable notice, provide to the Buyer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), such information (including any access) as the Buyer shall reasonably require in order to facilitate the preparation by the Buyer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence (the "**Exit Information**").
- 19.2 The Supplier acknowledges that the Buyer may disclose the Supplier's Confidential Information (excluding the Supplier's or its Subcontractors' prices or costs) to an actual or prospective Replacement Supplier to the extent that such disclosure is necessary in connection with such engagement.
- 19.3 The Supplier shall provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and notify the Buyer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Deliverables (and shall consult the Buyer in relation to any such changes).
- 19.4 The Exit Information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for those Deliverables; and not be disadvantaged in any procurement process compared to the Supplier.

20. Exit Plan

- 20.1 The Supplier shall, within three (3) Months after the Start Date, deliver to the Buyer an Exit Plan which complies with the requirements set out in Paragraph 20.3 of this Schedule and is otherwise reasonably satisfactory to the Buyer.
- 20.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of the latest date for its submission pursuant to Paragraph 20.1, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 20.3 The Exit Plan shall set out, as a minimum:
- 20.3.1 a detailed description of both the transfer and cessation processes, including a timetable;
 - 20.3.2 how the Deliverables will transfer to the Replacement Supplier and/or the Buyer;
 - 20.3.3 details of any contracts which will be available for transfer to the Buyer and/or the Replacement Supplier upon the Expiry Date together with any reasonable costs required to effect such transfer;
 - 20.3.4 proposals for the training of key members of the Replacement Supplier's staff in connection with the continuation of the provision of the Deliverables following the Expiry Date;

- 20.3.5 proposals for providing the Buyer or a Replacement Supplier copies of all documentation relating to the use and operation of the Deliverables and required for their continued use;
- 20.3.6 proposals for the assignment or novation of all services utilised by the Supplier in connection with the supply of the Deliverables;
- 20.3.7 proposals for the identification and return of all Buyer Property in the possession of and/or control of the Supplier or any third party;
- 20.3.8 proposals for the disposal of any redundant Deliverables and materials;
- 20.3.9 how the Supplier will ensure that there is no disruption to or degradation of the Deliverables during the Termination Assistance Period; and
- 20.3.10 any other information or assistance reasonably required by the Buyer or a Replacement Supplier.

20.4 The Supplier shall:

20.4.1 maintain and update the Exit Plan (and risk management plan) no less frequently than:

- (a) every [six (6) months] throughout the Contract Period; and
- (b) no later than [twenty (20) Working Days] after a request from the Buyer for an up-to-date copy of the Exit Plan;
- (c) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than [ten (10) Working Days] after the date of the Termination Assistance Notice;
- (d) as soon as reasonably possible following, and in any event no later than [twenty (20) Working Days] following, any material change to the Deliverables (including all changes under the Variation Procedure); and

20.4.2 jointly review and verify the Exit Plan if required by the Buyer and promptly correct any identified failures.

20.5 Only if (by notification to the Supplier in writing) the Buyer agrees with a draft Exit Plan provided by the Supplier under Paragraph 20.2 or 20.4 (as the context requires), shall that draft become the Exit Plan for this Contract.

20.6 A version of an Exit Plan agreed between the parties shall not be superseded by any draft submitted by the Supplier.

21. Termination Assistance

21.1 The Buyer shall be entitled to require the provision of Termination Assistance at any time during the Contract Period by giving written notice to the Supplier (a "**Termination Assistance Notice**") at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:

21.1.1 the nature of the Termination Assistance required; and

21.1.2 the start date and period during which it is anticipated that Termination Assistance will be required, which shall continue no

longer than twelve (12) Months after the date that the Supplier ceases to provide the Deliverables.

- 21.2 The Buyer shall have an option to extend the Termination Assistance Period beyond the Termination Assistance Notice period provided that such extension shall not extend for more than six (6) Months beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier of such this extension no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Buyer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier.
- 21.3 In the event that Termination Assistance is required by the Buyer but at the relevant time the parties are still agreeing an update to the Exit Plan pursuant to Paragraph **Error! Reference source not found.**, the Supplier will provide the Termination Assistance in good faith and in accordance with the principles in this Schedule and the last Buyer approved version of the Exit Plan (insofar as it still applies).

22. Termination Assistance Period

- 22.1 Throughout the Termination Assistance Period the Supplier shall:
- 22.1.1 continue to provide the Deliverables (as applicable) and otherwise perform its obligations under this Contract and, if required by the Buyer, provide the Termination Assistance;
 - 22.1.2 provide to the Buyer and/or its Replacement Supplier any reasonable assistance and/or access requested by the Buyer and/or its Replacement Supplier including assistance and/or access to facilitate the orderly transfer of responsibility for and conduct of the Deliverables to the Buyer and/or its Replacement Supplier;
 - 22.1.3 use all reasonable endeavours to reallocate resources to provide such assistance without additional costs to the Buyer;
 - 22.1.4 subject to Paragraph 22.3, provide the Deliverables and the Termination Assistance at no detriment to the Performance Indicators (PI's) or Service Levels, the provision of the Management Information or any other reports nor to any other of the Supplier's obligations under this Contract;
 - 22.1.5 at the Buyer's request and on reasonable notice, deliver up-to-date Registers to the Buyer;
 - 22.1.6 seek the Buyer's prior written consent to access any Buyer Premises from which the de-installation or removal of Supplier Assets is required.
- 22.2 If it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in Paragraph 22.1.2 without additional costs to the Buyer, any additional costs incurred by the Supplier in providing such reasonable assistance shall be subject to the Variation Procedure.
- 22.3 If the Supplier demonstrates to the Buyer's reasonable satisfaction that the provision of the Termination Assistance will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular

Service Levels, the Parties shall vary the relevant Service Levels and/or the applicable Service Credits accordingly.

23. Obligations when the contract is terminated

- 23.1 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 23.2 Upon termination or expiry or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Deliverables and the Termination Assistance), the Supplier shall:
- 23.2.1 vacate any Buyer Premises;
- 23.2.2 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Deliverables and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier;
- 23.2.3 provide access during normal working hours to the Buyer and/or the Replacement Supplier for up to twelve (12) Months after expiry or termination to:
- (a) such information relating to the Deliverables as remains in the possession or control of the Supplier; and
 - (b) such members of the Supplier Staff as have been involved in the design, development and provision of the Deliverables and who are still employed by the Supplier, provided that the Buyer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to such requests for access.
- 23.3 Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Deliverables shall be terminated with effect from the end of the Termination Assistance Period.

24. Assets, Sub-contracts and Software

- 24.1 Following notice of termination of this Contract and during the Termination Assistance Period, the Supplier shall not, without the Buyer's prior written consent:
- 24.1.1 terminate, enter into or vary any Sub-contract or licence for any software in connection with the Deliverables; or
- 24.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets.
- 24.2 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier, the Buyer shall notify the Supplier setting out:
- 24.2.1 which, if any, of the Transferable Assets the Buyer requires to be transferred to the Buyer and/or the Replacement Supplier ("**Transferring Assets**");

24.2.2 which, if any, of:

- (a) the Exclusive Assets that are not Transferable Assets; and
 - (b) the Non-Exclusive Assets,
- the Buyer and/or the Replacement Supplier requires the continued use of; and

24.2.3 which, if any, of Transferable Contracts the Buyer requires to be assigned or novated to the Buyer and/or the Replacement Supplier (the "**Transferring Contracts**"),

in order for the Buyer and/or its Replacement Supplier to provide the Deliverables from the expiry of the Termination Assistance Period. The Supplier shall provide all reasonable assistance required by the Buyer and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts are required to provide the Deliverables or the Replacement Goods and/or Replacement Services.

24.3 With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Buyer and/or the Replacement Supplier for their Net Book Value less any amount already paid for them through the Charges.

24.4 Risk in the Transferring Assets shall pass to the Buyer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title shall pass on payment for them.

24.5 Where the Buyer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:

24.5.1 procure a non-exclusive, perpetual, royalty-free licence for the Buyer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which

24.5.2 procure a suitable alternative to such assets, the Buyer or the Replacement Supplier to bear the reasonable proven costs of procuring the same.

24.6 The Supplier shall as soon as reasonably practicable assign or procure the novation of the Transferring Contracts to the Buyer and/or the Replacement Supplier. The Supplier shall execute such documents and provide such other assistance as the Buyer reasonably requires to effect this novation or assignment.

24.7 The Buyer shall:

24.7.1 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and

24.7.2 once a Transferring Contract is novated or assigned to the Buyer and/or the Replacement Supplier, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.

24.8 The Supplier shall hold any Transferring Contracts on trust for the Buyer until the transfer of the relevant Transferring Contract to the Buyer and/or the Replacement Supplier has taken place.

24.9 The Supplier shall indemnify the Buyer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Buyer (and/or Replacement Supplier) pursuant to Paragraph 24.6 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in this contract) shall not apply to this Paragraph 24.9 which is intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

25. No charges

25.1 Unless otherwise stated, the Buyer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with this Schedule.

26. Dividing the bills

26.1 All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Buyer and/or the Replacement and the Supplier as follows:

26.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;

26.1.2 the Buyer or Replacement Supplier (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and

26.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

DPS Schedule 7 (Order Procedure and Award Criteria)

Part 1: Order Procedure

1. Overview

- 1.1. This DPS Schedule sets out the Order Procedure for all Buyers and Suppliers to follow.
- 1.2. CCS reserves the right to change this Order Procedure.
- 1.3. All Buyers listed under the FTS Notice may award an Order Contract under this DPS Contract.
- 1.4. The Buyer may appoint an agent to act on their behalf, this includes completing this Order Procedure.
- 1.5. CCS is not responsible for the actions of any Buyer.

2. Buyer reserves the right not to award

- 2.1. An Order Procedure may be cancelled at any time. The Buyer is not obliged to award any Order Contract.
- 2.2. At any time during the Further Competition Procedure, the Buyer may go back to any previous stage in the Procedure and amend requirements.
- 2.3. The Supplier may ask clarification questions relating to the Buyer's requirements. The Buyer will specify how clarification questions can be asked and when the clarification period will close. Questions and responses will be anonymised and made available to all Suppliers identified in the Buyer's filtered shortlist as applicable to the Buyer's requirements.

3. How services will be bought

- 3.1. The Buyer shall award an Order Contract in accordance with the Further Competition Procedure as set out in Clause 4 below.

4. Further Competition Procedure

- 4.1. **Develop a Statement of Requirements.** The Buyer shall develop a Statement of Requirements detailing what is needed from the Supplier and the outcome that the Supplier shall be required to deliver. As a minimum the Statement of Requirement must include:
 - 4.1.1. an outline of the business challenge/issue, including any known objectives;
 - 4.1.2. details of any mandatory activities, or specialist services that should be included within any proposed solution;

- 4.1.3. the evaluation method and criteria for assessing Suppliers against the Statement of Requirement, based on the Further Competition Award Criteria together with a timetable for the evaluation Procedure;
 - 4.1.4. the number of highest scoring Suppliers that will be invited to Pitch, where applicable, following the Written Proposal; 4.1.5. a request for interested Suppliers to respond; and
 - 4.1.6. the Supplier's Proposal due date.
- 4.2. The Buyer is advised but not mandated to include the below in the Statement of Requirement:
- 4.2.1. a budget range;
 - 4.2.2. geographical location of work (if required);
 - 4.2.3. any security clearances needed;
 - 4.2.4. a clarification period for Suppliers to ask questions about the Statement of Requirements. The time frame for this clarification period shall be outlined in the Statement of Requirements; and
 - 4.2.5. any other information that the Buyer considers necessary to enable Suppliers to submit a Proposal and a template Statement of Requirements layout is attached as Annex A to this Schedule.
- 4.3. The Buyer may wish to engage with Suppliers before starting the below stages, including providing preliminary details of the requirement for Supplier feedback.
- 4.4. The Buyer shall undertake the required stage (clause 4.8 Written Proposal) and may choose to undertake one or more of the optional stages set out below.
- 4.5. **Pre-Market Engagement (Recommended but Optional).** If a Buyer chooses to undertake pre-market engagement the Buyer:
- 4.5.1. shall send the draft Statement of Requirements to all Suppliers on the Buyer's filtered shortlist, as applicable to the Buyer's requirements, asking for a response for the purposes of assisting with market engagement, as detailed within the Statement of Requirements;
 - 4.5.2. may hold a market engagement event where they shall invite all Suppliers on the DPS to help develop the Statement of Requirements; and
 - 4.5.3. may choose to update and re-issue the Statement of Requirements to all Suppliers on the Buyer's filtered shortlist following pre-market engagement.
- 4.6. **Supplier Capability Assessment (Optional).** If a Buyer chooses to undertake Supplier Capability Assessments the Buyer:

- 4.6.1. shall send the Statement of Requirements to all Suppliers on the Buyer's filtered shortlist, as applicable to the Buyer's requirements;
- 4.6.2. shall send questions relating to the requirements set out in the Statement of Requirements to Suppliers which require a "Yes" or "No" response (the "**Capability Assessment Questions**") and shall indicate the timeframe in which these must be completed.
- 4.6.3. shall only proceed with Suppliers that have responded 'Yes' to all the Capability Assessment Questions to the next stage of the Procedure.
- 4.7. Where a Buyer chooses to undertake Supplier capability assessment the Supplier shall respond to the Capability Assessment Questions answering "Yes" or "No".
- 4.8. **Written Proposal (Required).** The Buyer shall undertake the written Proposal stage for all Order Contracts under this DPS Contract. The Buyer:
 - 4.8.1. shall send the Statement of Requirements to all Suppliers on the Buyer's filtered shortlist, as applicable to the Buyer's requirements, (or only those Suppliers passing the Capability Assessment if the Buyer has undertaken Supplier Capability Assessment under clause 4.6); and
 - 4.8.2. shall conduct a quality and price assessment of the Supplier's Proposal against the evaluation method and scoring system outlined in the Statement of Requirements.
- 4.9. During the undertaking of the written Proposal stage the Suppliers:
 - 4.9.1. shall submit their written Proposal in line with the requirements in the Buyer's Statement of Requirements including timeframe and format;
 - 4.9.2. shall be required to demonstrate how they will deliver the solution, including whether the Services will be delivered solely by their 'in-house' capability or whether they intend to SubContract any element(s) of the Services delivering the solution. Where an Supplier declares that it intends to Sub-Contract any element(s) of the Services, the Supplier shall be required to clearly state in its response:
 - (a) The name of the Sub-Contractor(s);
 - (b) The Companies House Registration number of the Sub-Contractor(s);
 - (c) The registered address of the Sub-Contractor(s) and the address of the premises from where the Services will be delivered;
 - (d) Details of the Services that will be Sub-Contracted; and
 - (e) the estimated value of the work that will be SubContracted.
- 4.10. **Pre-Pitch Feedback (Recommended when including a pitch but Optional)**
The Buyer may choose to undertake a pre-pitch feedback session with each of the Suppliers invited to pitch, to provide feedback on the general direction

of the Supplier's approach. These take place before the pitch and are not evaluated.

- 4.11. **Pitch (Recommended but Optional).** If a Buyer chooses to undertake a pitch to further shortlist after the written stage the Buyer shall:
- 4.11.1. specify in the Statement of Requirements that, if the Supplier is successful at the written Proposal stage, that written Proposal must be supported by a further submission in the form of:
 - (a) a presentation;
 - (b) a face to face pitch; or
 - (c) such other submission as the Buyer may specify;
 - 4.11.2. specify in the Statement of Requirements how many of the highest scoring Suppliers at the written Proposal stage will be invited to pitch.
 - 4.11.3. set out in the Statement of Requirements the evaluation method and scoring system to be used for assessment of the Supplier's further submission; and
 - 4.11.4. conduct a quality and price assessment of the Supplier's further submission in line with the evaluation method and scoring system outlined in the Statement of Requirements.
- 4.12. Where a Buyer chooses to undertake a pitch, the Supplier shall address the pitch requirements in its written Proposal.
- 4.13. If the Buyer chooses to undertake a pitching stage, the Supplier shall provide the further submission in accordance with the requirements in the Buyer's Statement of Requirements.
- 4.14. The Buyer shall award an Order Contract to the successful Supplier in accordance with the methodology set out in the Statement of Requirements.
- 4.15. At all stages the Buyer shall notify unsuccessful Suppliers and may provide the Suppliers with feedback.
- 4.16. A Supplier shall inform the Buyer if at any stage it does not wish to participate in the Further Competition Procedure.

5. Further Competition Award Criteria

- 5.1. The Buyer may wish to use the GCS evaluation framework found here: <https://gcs.civilservice.gov.uk/publications/evaluation-framework/>. The Buyer has discretion to develop the Further Competition Award Criteria as it deems appropriate.
- 5.2. The Buyer will evaluate the Supplier's Proposal against the following criteria to determine which of the Suppliers provides the most economically advantageous solution from the perspective of the Buyer. For the avoidance of doubt the most economically advantageous solution will not necessarily be the lowest price solution:

| Criteria | Percentage Weightings |
|-----------------|------------------------------|
| Quality* | 60 - 95% |
| Price | 5 - 40% |
| TOTAL | 100% |

* Central Government Bodies in scope of PPN 06/20 must give Social Value a minimum weighting of 10% of the total scoring

- 5.3. Weightings and sub-weightings for the evaluation criteria will be set by the Buyer and must add up to 100%.
- 5.4. Where the Buyer has chosen to undertake a Pitch, the Buyer will evaluate quality and price in the Written stage to identify Suppliers to invite to Pitch.

6. What the Supplier has to do

- 6.1. The Supplier agrees that all tenders submitted by the Supplier are made and will be made in good faith and that the Supplier has not fixed or adjusted and will not fix or adjust the price of the tender by or in accordance with any agreement or arrangement with any other person. The Supplier certifies that it has not and undertakes that it will not:
 - 6.1.1. communicate to any person other than the person inviting these tenders the amount or approximate amount of the tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain quotations required for the preparation of the tender; and
 - 6.1.2. enter into any arrangement or agreement with any other person that they or the other person(s) shall refrain from submitting a tender or as to the amount of any tenders to be submitted.

7. Awarding and creating an Order Contract

- 7.1. A Buyer may award an Order Contract with the Supplier by sending (including electronically) a signed Order Form substantially in the form (as may be amended or refined by the Buyer) of the Order Form Template set out in DPS Schedule 6 (Order Form Template and Order Schedules).
- 7.2. The Parties agree that any document or communication (including any document or communication in the apparent form of an Order Contract) which is not as described in this Paragraph 2 shall not constitute an Order Contract under this DPS Contract.

- 7.3. On receipt of an Order Form as described in Paragraph 7.1 from a Buyer the Supplier shall accept the Order Contract by promptly signing and returning (including by electronic means) a copy of the Order Form to the Buyer concerned.
- 7.4. On receipt of the countersigned Order Form from the Supplier, the Buyer shall send (including by electronic means) a written notice of receipt to the Supplier within two (2) Working Days and the Order Contract shall be formed with effect from the Order Start Date stated in the Order Form.
- 7.5. The Supplier acknowledges that the Buyer is independently responsible for the conduct of its award of Order Contracts under this DPS Contract and that CCS is not responsible or accountable for and shall have no liability whatsoever, except where it is the Buyer, in relation to:
 - 7.5.1. the conduct of Buyer in relation to this Contract; or
 - 7.5.2. the performance or non-performance of any Order Contracts between the Supplier and Buyer entered into pursuant to this Contract.

8. Awarding and creating an Exempt Order Contract

- 8.1. Paragraph 3.1 above shall not apply to an Exempt Buyer.
- 8.2. If a potential Exempt Buyer decides to source Deliverables through this DPS Contract, it will award an Exempt Order Contract for Deliverables in accordance with the procedure in this Schedule as modified by this Paragraph 8 and in accordance with any legal requirements applicable to that potential Exempt Buyer.
- 8.3. A potential Exempt Buyer may award an Exempt Order Contract under this DPS Contract through a Further Competition Procedure in accordance with Paragraph 4 as modified by Paragraph 8.4 below.
- 8.4. If the potential Exempt Buyer requires the Supplier to develop proposals or a solution in respect of Deliverables, then the potential Exempt Buyer may at its discretion use the procedure set out in Paragraph 4 above as modified by this Paragraph 8.4. In that case, references to “the Regulations” in Paragraph 4 above shall be read as references to “any legal requirements applicable to that potential Exempt Buyer”, and the Exempt Buyer shall be permitted to modify the Further Competition Procedure in accordance with any legal requirements applicable to the Exempt Buyer.
- 8.5. Paragraphs 8.1 to 8.4 above are without prejudice to an Exempt Buyer’s ability to make such further modifications to the Order Procedure as it considers necessary and in accordance with any legal requirements applicable to that potential Exempt Buyer.

Annex A – Template Statement of Requirement

Department / Organisation:

Contact name:

Contact email:

DPS ref:

Date issued / clarification period / response deadline:

Summary

- a) The problem and services required
- b) Any constraints that may preclude Suppliers from accepting this Statement of Requirement
- c) Budget (if appropriate)
- d) Timescales

Context and objectives

- a) About our organisation
- b) Existing strategy (i.e. known sensitivities, constraints, conflicts of interest)
- c) Any data, previous research activity, audience insight and outputs
- d) Your goals and objectives

Requirement and implementation

- a) Detail of requirement
- b) Role of the Supplier, management and staffing (if applicable)
- c) Key delivery milestones

Supplier response (evaluation)

- a) Questions and evaluation methodology with marking scheme
- b) Any further stages

Appointment and timings

- e) Timescales for tender (stages / award)
- f) Contract length and any extension possibilities
- g) Total contract value

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DPS Schedule 9 (Cyber Essentials Scheme)

1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Cyber Essentials Scheme"

2. What Certification do you need the Cyber Essentials Scheme developed by the Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats (as may be amended from time to time).

"Cyber Essentials Basic Certificate"

Details of the Cyber Essentials Scheme can be found here:

<https://www.cyberessentials.ncsc.gov.uk/>; the certificate awarded on the basis of selfassessment, verified by an independent certification body, under the Cyber Essentials Scheme and is the basic level of assurance;

"Cyber Essentials Certificate"

Cyber Essentials Basic Certificate or the Cyber Essentials Plus Certificate to be provided by the Supplier as set out on the Platform; sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme; and the certification awarded on the basis of external testing by an independent certification body of the Supplier's cyber security approach under the Cyber Essentials Scheme and is a more advanced level of assurance.

"Cyber Essential Scheme Data"

"Cyber Essentials Plus Certificate"

2.1 Where the DPS Appointment Form requires that the Supplier provide a Cyber Essentials Certificate prior to the DPS Start Date, the Supplier shall provide a valid Cyber Essentials Certificate to CCS. Where the Supplier fails to comply with this Paragraph it shall be prohibited from commencing the provision of Goods or Services under any Contract until such time as the Supplier has evidenced to CCS its compliance with this Paragraph 2.1.

2.2 Where the Supplier continues to Process data during the Contract Period of any Order Contract, the Supplier shall deliver to CCS evidence of renewal of the Cyber Essentials Certificate or Cyber Essentials Plus Certificate on each anniversary of the first applicable certificate obtained by the Supplier under Paragraph 2.1.

2.3 Where the Supplier is due to Process data after the Start date of the first Order Contract but before the end of the DPS Period or Contract Period of the last Order Contract, the Supplier shall deliver to CCS evidence of:

2.3.1 a valid and current Cyber Essentials Certificate before the Supplier Processes any such Cyber Essentials Scheme Data; and

2.3.2 renewal of the valid Cyber Essentials Certificate on each anniversary of the first Cyber Essentials Scheme certificate obtained by the Supplier under Paragraph 2.1.

2.4 In the event that the Supplier fails to comply with Paragraphs 2.2 or 2.3 (as applicable), CCS reserves the right to terminate this Contract for material Default.

2.5 The Supplier shall ensure that all Sub-Contracts with Subcontractors who Process Cyber Essentials Scheme Data contain provisions no less onerous on the Subcontractors than those imposed on the Supplier under this Contract in respect of the Cyber Essentials Scheme under Paragraph 2.1 of this Schedule.

2.6 This Schedule shall survive termination or expiry of this Contract and each and any Order Contract.

Joint Schedule 4 (Commercially Sensitive Information)

1. What is the Commercially Sensitive Information?

- 1.1 In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
- 1.3 Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

| No. | Date | Item(s) | Duration of Confidentiality |
|-----|------|---------|-----------------------------|
| N/A | N/A | N/A | N/A |

Joint Schedule 6 (Key Subcontractors)

1. Restrictions on certain subcontractors

- 1.1 The Supplier is entitled to sub-contract its obligations under the DPS Contract to the Key Subcontractors identified on the Platform.
- 1.2 The Supplier is entitled to sub-contract its obligations under an Order Contract to Key Subcontractors listed on the Platform who are specifically nominated in the Order Form.
- 1.3 Where during the Contract Period the Supplier wishes to enter into a new Key Sub-contract or replace a Key Subcontractor, it must obtain the prior written consent of CCS and the Buyer and the Supplier shall, at the time of requesting such consent, provide CCS and the Buyer with the information detailed in Paragraph 1.4. The decision of CCS and the Buyer to consent or not will not be unreasonably withheld or delayed. Where CCS consents to the appointment of a new Key Subcontractor then they will be added to the Platform. Where the Buyer consents to the appointment of a new Key Subcontractor then they will be added to the Key Subcontractor section of the Order Form. CCS and the Buyer may reasonably withhold their consent to the appointment of a Key Subcontractor if it considers that:
 - 1.3.1 the appointment of a proposed Key Subcontractor may prejudice the provision of the Deliverables or may be contrary to its interests;
 - 1.3.2 the proposed Key Subcontractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers; and/or
 - 1.3.3 the proposed Key Subcontractor employs unfit persons.
- 1.4 The Supplier shall provide CCS and the Buyer with the following information in respect of the proposed Key Subcontractor:
 - 1.4.1 the proposed Key Subcontractor's name, registered office and company registration number;
 - 1.4.2 the scope/description of any Deliverables to be provided by the proposed Key Subcontractor;
 - 1.4.3 where the proposed Key Subcontractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the CCS and the Buyer that the proposed Key Sub-Contract has been agreed on "arm's-length" terms;
 - 1.4.4 for CCS, the Key Sub-Contract price expressed as a percentage of the total projected DPS Price over the DPS Contract Period;
 - 1.4.5 for the Buyer, the Key Sub-Contract price expressed as a percentage of the total projected Charges over the Order Contract Period; and
 - 1.4.6 (where applicable) Credit Rating Threshold (as defined in Joint Schedule 7 (Financial Distress)) of the Key Subcontractor.
- 1.5 If requested by CCS and/or the Buyer, within ten (10) Working Days of receipt of the information provided by the Supplier pursuant to Paragraph 1.4, the Supplier shall also provide:
 - 1.5.1 a copy of the proposed Key Sub-Contract; and
 - 1.5.2 any further information reasonably requested by CCS and/or the Buyer.
- 1.6 The Supplier shall ensure that each new or replacement Key Sub-Contract shall include:

DPS Schedule 6 (Order Form Template and Order Schedules)

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- 1.6.1 provisions which will enable the Supplier to discharge its obligations under the Contracts;
- 1.6.2 a right under CRTPA for CCS and the Buyer to enforce any provisions under the Key Sub-Contract which confer a benefit upon CCS and the Buyer respectively;
- 1.6.3 a provision enabling CCS and the Buyer to enforce the Key Sub-Contract as if it were the Supplier;
- 1.6.4 a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to CCS and/or the Buyer;
- 1.6.5 obligations no less onerous on the Key Subcontractor than those imposed on the Supplier under the DPS Contract in respect of:
 - (a) the data protection requirements set out in Clause 14 (Data protection);
 - (b) the FOIA and other access request requirements set out in Clause 16 (When you can share information);
 - (c) the obligation not to embarrass CCS or the Buyer or otherwise bring CCS or the Buyer into disrepute;
 - (d) the keeping of records in respect of the goods and/or services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
 - (e) the conduct of audits set out in Clause 6 (Record keeping and reporting);
- 1.6.6 provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on CCS and the Buyer under Clauses 10.4 (When CCS or the Buyer can end this contract) and 10.5 (What happens if the contract ends) of this Contract; and
- 1.6.7 a provision restricting the ability of the Key Subcontractor to sub-contract all or any part of the provision of the Deliverables provided to the Supplier under the Key Sub-Contract without first seeking the written consent of CCS and the Buyer.

KEY SUBCONTRACTOR(S)

| Key Role | Key Staff | Contact Details |
|----------|-----------|-----------------|
| N/A | N/A | N/A |

Joint Schedule 11 (Processing Data)

Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Processor Personnel” all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Sub-processor engaged in the performance of its obligations under a Contract;

Status of the Controller

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

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

in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.

4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.

5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:

- a. a systematic description of the envisaged Processing and the purpose of the Processing;
- b. an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
- c. an assessment of the risks to the rights and freedoms of Data Subjects; and
- d. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:

a. Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;

b. ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:

- i.nature of the data to be protected;
- ii.harm that might result from a Personal Data Breach;
- iii.state of technological development; and
- iv.cost of implementing any measures;

c. ensure that :

i.the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));

ii.it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:

A. are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);

B. are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;

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 Controller or as otherwise permitted by the Contract; and

D. have undergone adequate training in the use, care, protection and handling of Personal Data;

d. not transfer Personal Data outside of the UK or EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:

i.the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or LED Article 37) as determined by the Controller;

ii.the Data Subject has enforceable rights and effective legal remedies;

- iii. the Processor 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 Controller in meeting its obligations); and
- iv. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and

e. at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

7. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:

- a. receives a Data Subject Access Request (or purported Data Subject Access Request);
- b. receives a request to rectify, block or erase any Personal Data;
- c. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- d. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
- e. 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
- f. becomes aware of a Personal Data Breach.

8. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.

9. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:

- a. the Controller with full details and copies of the complaint, communication or request;
- b. such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
- c. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;

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- d. assistance as requested by the Controller following any Personal Data Breach; and/or
 - e. assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
10. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
 - a. the Controller determines that the Processing is not occasional;
 - b. the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - c. the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
11. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
12. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
13. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
 - a. notify the Controller in writing of the intended Subprocessor and Processing;
 - b. obtain the written consent of the Controller;
 - c. enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and
 - d. provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
14. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
15. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 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 the Contract).
16. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Where the Parties are Joint Controllers of Personal Data

17. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11.

Independent Controllers of Personal Data

18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.

19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.

20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 8 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.

21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.

22. The Parties shall only provide Personal Data to each other:

- a. to the extent necessary to perform their respective obligations under the Contract;
- b. in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
- c. where it has recorded it in Annex 1 (*Processing Personal Data*).

23. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.

24. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.

25. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (“**Request Recipient**”):

a. the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or

b. where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:

i. promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and

ii. provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.

26. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:

a. do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;

b. implement any measures necessary to restore the security of any compromised Personal Data;

c. work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and

d. not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.

27. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).

28. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).

29. Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 27 of this Joint Schedule 11.

Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

- 1.1 The contact details of the Relevant Authority’s Data Protection Officer are:
Redacted Under FOIA Section 40, Personal Information
- 1.2 The contact details of the Supplier’s Data Protection Officer is:
Redacted Under FOIA Section 40, Personal Information,
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

| Description | Details |
|---|---|
| Identity of Controller for each Category of Personal Data | <p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> • New contact details (including third party) and personal characteristics collected specifically for the purpose of carrying out techniques to obtain feedback, such as through interviews and surveys. • Information collected from these techniques, including through interviews, surveys and focus groups. |
| Duration of the Processing | 01 April 2026 to 31 March 2028. |
| Nature and purposes of the Processing | Processing will cover the collection and recording of data (qualitative and quantitative). User Voice will be collecting data from the inspected services, which will include Probation Delivery Units and youth justice services. This will be shared with HMI Probation and will be published anonymously in HMI Probation inspection reports. No identities of research participants will be revealed. |

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| | |
|---|--|
| | <p>Primary data will be collected via interviews and surveys. Data will be processed in line with GDPR.</p> <p>The purposes of the data processing will be to obtain feedback from people of probation and children using youth offending services around the services they have received.</p> |
| Type of Personal Data | Personal data collected and processed may include: Names, email addresses, telephone numbers, addresses, protected characteristics, details of probation/ sentencing. |
| Categories of Data Subject | <ul style="list-style-type: none">• Staff, including probation and youth offending service employees.• Service users, including people on probation and children using youth offending services. |
| Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data | Data will be retained and destroyed in line with the Supplier's Data Protection Policies. Data must not be stored for longer than necessary for processing purposes. Data must be destroyed in accordance with the Data Protection Act 2018. |

Annex 2 - Joint Controller Agreement NOT APPLICABLE

1. Joint Controller Status and Allocation of Responsibilities

- 1.1 With respect to Personal Data under Joint Control of the Parties, the Parties envisage that they shall each be a Data Controller in respect of that Personal Data in accordance with the terms of this Annex 2 (Joint Controller Agreement) in replacement of paragraphs 2-15 of Joint Schedule 11 (Where one Party is Controller and the other Party is Processor) and paragraphs 7-27 of Joint Schedule 11 (Independent Controllers of Personal Data). Accordingly, the Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.
- 1.2 The Parties agree that the [Supplier/Relevant Authority]:
- a. is the exclusive point of contact for Data Subjects and is responsible for all steps necessary to comply with the UK GDPR regarding the exercise by Data Subjects of their rights under the UK GDPR;
 - b. shall direct Data Subjects to its Data Protection Officer or suitable alternative in connection with the exercise of their rights as Data Subjects and for any enquiries concerning their Personal Data or privacy;
 - c. is solely responsible for the Parties' compliance with all duties to provide information to Data Subjects under Articles 13 and 14 of the UK GDPR;
 - d. is responsible for obtaining the informed consent of Data Subjects, in accordance with the UK GDPR, for Processing in connection with the Deliverables where consent is the relevant legal basis for that Processing; and
 - e. shall make available to Data Subjects the essence of this Annex (and notify them of any changes to it) concerning the allocation of responsibilities as Joint Controller and its role as exclusive point of contact, the Parties having used their best endeavours to agree the terms of that essence. This must be outlined in the [Supplier's/Relevant Authority's] privacy policy (which must be readily available by hyperlink or otherwise on all of its public facing services and marketing).
- 1.4 Notwithstanding the terms of clause 1.2, the Parties acknowledge that a Data Subject has the right to exercise their legal rights under the Data Protection Legislation as against the relevant Party as Controller.

2. Undertakings of both Parties

1. The Supplier and the Relevant Authority each undertake that they shall:
 - a. report to the other Party every [x] months on:
 - i. the volume of Data Subject Access Request (or purported Data Subject Access Requests) from Data Subjects (or third parties on their behalf);
 - ii. the volume of requests from Data Subjects (or third parties on their behalf) to rectify, block or erase any Personal Data;

- iii. any other requests, complaints or communications from Data Subjects (or third parties on their behalf) relating to the other Party's obligations under applicable Data Protection Legislation;
- iv. any communications from the Information Commissioner or any other regulatory authority in connection with Personal Data; and any requests from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law, that it has received in relation to the subject matter of the Contract during that period;
- b. notify each other immediately if it receives any request, complaint or communication made as referred to in Clauses 2.1(a)(i) to (v);
- c. provide the other Party with full cooperation and assistance in relation to any request, complaint or communication made as referred to in Clauses 2.1(a)(iii) to (v) to enable the other Party to comply with the relevant timescales set out in the Data Protection Legislation;
- d. not disclose or transfer the Personal Data to any third party unless necessary for the provision of the Deliverables and, for any disclosure or transfer of Personal Data to any third party, (save where such disclosure or transfer is specifically authorised under the Contract or is required by Law) ensure consent has been obtained from the Data Subject prior to disclosing or transferring the Personal Data to the third party. For the avoidance of doubt, the third party to which Personal Data is transferred must be subject to equivalent obligations which are no less onerous than those set out in this Annex;
- e. request from the Data Subject only the minimum information necessary to provide the Deliverables and treat such extracted information as Confidential Information;
- f. ensure that at all times it has in place appropriate Protective Measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction or damage to the Personal Data and unauthorised or unlawful disclosure of or access to the Personal Data;
- g. take all reasonable steps to ensure the reliability and integrity of any of its Personnel who have access to the Personal Data and ensure that its Personnel:
 - i. are aware of and comply with their duties under this Annex 2 (Joint Controller Agreement) and those in respect of Confidential Information;
 - ii. are informed of the confidential nature of the Personal Data, are subject to appropriate obligations of confidentiality and do not publish, disclose or divulge any of the Personal Data to any third party where the that Party would not be permitted to do so; and
 - iii. have undergone adequate training in the use, care, protection and handling of personal data as required by the applicable Data Protection Legislation;

own data at its own cost with all possible speed and shall provide the other Party with all reasonable assistance in respect of any such Personal Data Breach, including providing the other Party, as soon as possible and within 48 hours of the Personal Data Breach relating to the Personal Data Breach, in particular:

- a. the nature of the Personal Data Breach;
- b. the nature of Personal Data affected;
- c. the categories and number of Data Subjects concerned;
- d. the name and contact details of the Supplier's Data Protection Officer or other relevant contact from whom more information may be obtained;
- e. measures taken or proposed to be taken to address the Personal Data Breach; and
- f. describe the likely consequences of the Personal Data Breach.

4. Audit

1. The Supplier shall permit:
 - a. the Relevant Authority, or a third-party auditor acting under the Relevant Authority's direction, to conduct, at the Relevant Authority's cost, data privacy and security audits, assessments and inspections concerning the Supplier's data security and privacy procedures relating to Personal Data, its compliance with this Annex 2 and the Data Protection Legislation; and/or
 - b. the Relevant Authority, or a third-party auditor acting under the Relevant Authority's direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 UK GDPR by the Supplier so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Deliverables.
2. The Relevant Authority may, in its sole discretion, require the Supplier to provide evidence of the Supplier's compliance with Clause 4.1 in lieu of conducting such an audit, assessment or inspection

5. Impact Assessments

1. The Parties shall:
 - a. provide all reasonable assistance to each other to prepare any Data Protection Impact Assessment as may be required (including provision of detailed information and assessments in relation to Processing operations, risks and measures); and
 - b. maintain full and complete records of all Processing carried out in respect of the Personal Data in connection with the Contract, in accordance with the terms of Article 30 UK GDPR.

6. **ICO Guidance**

The Parties agree to take account of any guidance issued by the Information Commissioner and/or any relevant Central Government Body. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner and/or any relevant Central Government Body.

7. **Liabilities for Data Protection Breach**

[Guidance: This clause represents a risk share, you may wish to reconsider the apportionment of liability and whether recoverability of losses are likely to be hindered by the contractual limitation of liability provisions]

1. If financial penalties are imposed by the Information Commissioner on either the Relevant Authority or the Supplier for a Personal Data Breach ("**Financial Penalties**") then the following shall occur:
 - a. if in the view of the Information Commissioner, the Relevant Authority is responsible for the Personal Data Breach, in that it is caused as a result of the actions or inaction of the Relevant Authority, its employees, agents, contractors (other than the Supplier) or systems and procedures controlled by the Relevant Authority, then the Relevant Authority shall be responsible for the payment of such Financial Penalties. In this case, the Relevant Authority will conduct an internal audit and engage at its reasonable cost when necessary, an independent third party to conduct an audit of any such Personal Data Breach. The Supplier shall provide to the Relevant Authority and its third party investigators and auditors, on request and at the Supplier's reasonable cost, full cooperation and access to conduct a thorough audit of such Personal Data Breach;
 - b. if in the view of the Information Commissioner, the Supplier is responsible for the Personal Data Breach, in that it is not a Personal Data Breach that the Relevant Authority is responsible for, then the Supplier shall be responsible for the payment of these Financial Penalties. The Supplier will provide to the Relevant Authority and its auditors, on request and at the Supplier's sole cost, full cooperation and access to conduct a thorough audit of such Personal Data Breach; or
 - c. if no view as to responsibility is expressed by the Information Commissioner, then the Relevant Authority and the Supplier shall work together to investigate the relevant Personal Data Breach and allocate responsibility for any Financial Penalties as outlined above, or by agreement to split any financial penalties equally if no responsibility for the Personal Data Breach can be apportioned. In the event that the Parties do not agree such apportionment then such Dispute shall be referred to the Dispute Resolution Procedure set out in Clause 34 of the Core Terms (Resolving disputes).
2. If either the Relevant Authority or the Supplier is the defendant in a legal claim brought before a court of competent jurisdiction ("Court") by a third party in respect of a Personal Data Breach, then unless the Parties

otherwise agree, the Party that is determined by the final decision of the court to be responsible for the Personal Data Breach shall be liable for the losses arising from such Personal Data Breach. Where both Parties are liable, the liability will be apportioned between the Parties in accordance with the decision of the Court.

3. In respect of any losses, cost claims or expenses incurred by either Party as a result of a Personal Data Breach (the "Claim Losses"):
 - a. if the Relevant Authority is responsible for the relevant Personal Data Breach, then the Relevant Authority shall be responsible for the Claim Losses;
 - b. if the Supplier is responsible for the relevant Personal Data Breach, then the Supplier shall be responsible for the Claim Losses: and
 - c. if responsibility for the relevant Personal Data Breach is unclear, then the Relevant Authority and the Supplier shall be responsible for the Claim Losses equally.

4. Nothing in either clause 7.2 or clause 7.3 shall preclude the Relevant Authority and the Supplier reaching any other agreement, including by way of compromise with a third party complainant or claimant, as to the apportionment of financial responsibility for any Claim Losses as a result of a Personal Data Breach, having regard to all the circumstances of the Personal Data Breach and the legal and financial obligations of the Relevant Authority.

8. Termination

If the Supplier is in material Default under any of its obligations under this Annex 2 (*Joint Controller Agreement*), the Relevant Authority shall be entitled to terminate the Contract by issuing a Termination Notice to the Supplier in accordance with Clause 10 of the Core Terms (*Ending the contract*).

9. Sub-Processing

1. In respect of any Processing of Personal Data performed by a third party on behalf of a Party, that Party shall:
 - a. carry out adequate due diligence on such third party to ensure that it is capable of providing the level of protection for the Personal Data as is required by the Contract, and provide evidence of such due diligence to the other Party where reasonably requested; and
 - b. ensure that a suitable agreement is in place with the third party as required under applicable Data Protection Legislation.

10. Data Retention

The Parties agree to erase Personal Data from any computers, storage devices and storage media that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by the a Party for statutory compliance purposes or as otherwise required by the Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.

Order Schedule 4 (Order Tender)

Redacted Under FOIA Section 43: commercial interest

Order Schedule 5 (Pricing Details)

Redacted Under FOIA Section 43: commercial interest

Order Schedule 7 (Key Supplier Staff)

- 1.1 The Annex 1 to this Schedule lists the key roles (“**Key Roles**”) and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.
- 1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- 1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- 1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
 - 1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);
 - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - 1.4.3 the person’s employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.
- 1.5 The Supplier shall:
 - 1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
 - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least three (3) Months’ notice;
 - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
 - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully

competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.

- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

Annex 1- Key Roles

| Key Role | Key Staff | Contact Details |
|--|--|--|
| Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information |
| Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information |
| Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information | Redacted Under FOIA Section 40, Personal Information |

Order Schedule 14 (Service Levels)

1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

| | |
|--|--|
| | has the meaning given to it in the Order Form; |
| "Critical Service Level Failure" | |
| "Service Credits" | any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels; |
| "Service Credit Cap" | has the meaning given to it in the Order Form; |
| "Service Level Failure" | means a failure to meet the Service Level Performance Measure in respect of a Service Level; |
| "Service Level Performance Measure" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule; and |
| "Service Level Threshold" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule. |

2. What happens if you don't meet the Service Levels

2.1 The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.

2.2 The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to meet any Service Level Performance Measure.

2.3 The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.

2.4 A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:

2.4.1 the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or

2.4.2 the Service Level Failure:

- (a) exceeds the relevant Service Level Threshold;
- (b) has arisen due to a Prohibited Act or wilful Default by the Supplier;
- (c) results in the corruption or loss of any Government Data; and/or
- (d) results in the Buyer being required to make a compensation payment to one or more third parties; and/or

2.4.3 the Buyer is otherwise entitled to or does terminate this Contract pursuant to Clause 10.4 (CCS and Buyer Termination Rights).

2.5 Not more than once in each Contract Year, the Buyer may, on giving the Supplier at least three (3) Months' notice, change the weighting of Service Level Performance Measure in respect of one or more Service Levels and the Supplier shall not be entitled to object to, or increase the Charges as a result of such changes, provided that:

2.5.1 the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the Start Date;

2.5.2 the principal purpose of the change is to reflect changes in the Buyer's business requirements and/or priorities or to reflect changing industry standards; and

2.5.3 there is no change to the Service Credit Cap.

3. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

3.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and

3.2 the Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("Compensation for Critical Service Level Failure"),

provided that the operation of this paragraph 3 shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

Annex A to Part A: Services Levels and Service Credits Table

| Service Levels | | | |
|--|--|---|--|
| Service Level Performance Criterion | Key Indicator | Service Level Performance Measure | Service Level Threshold |
| The project manager nominated by the Supplier must have sufficient experience, seniority, and time allocated to manage the project effectively. | Delivery track record on comparable public sector/justice sector projects with time explicitly ring-fenced to this project. | Outputs are delivered in a timely manner – agreed at the start of each inspection, along with sight and agreement on the inspection question set. | The Supplier must achieve 95% on-time delivery of all agreed outputs per inspection cycle, with the nominated Project Manager maintaining the agreed level of dedicated time and meeting all experience and seniority requirements. |
| Reporting: meetings will take place at the inception of the project and with regular progress meetings with the Lead Inspector following this to discuss updates and ensure delivery against timelines. Quarterly monitoring meetings will be held with the Head of Thematic and Joint Inspection. | Timely scheduling, attendance, and documentation of inception, progress, and quarterly monitoring meetings, with proactive identification and management of risks. | Risks are identified and managed to ensure both safety of individuals and successful completion of tasks. | The Supplier must hold 100% of scheduled inception, progress, and quarterly monitoring meetings on time, provide accurate records within agreed timelines, and ensure all identified risks are logged and actively managed throughout the project. |

DPS Schedule 6 (Order Form Template and Order Schedules)

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| Service Levels | | | |
|--|---|---|---|
| Service Level Performance Criterion | Key Indicator | Service Level Performance Measure | Service Level Threshold |
| The supplier must engage service users effectively and deliver representative coverage against the agreed sampling frame, ensuring informed consent, safeguarding, and data protection compliance. | Service user engagement and representation | Planned service user engagements completed within the fieldwork period, conducted in accordance with risk management assessment, with the Lead Inspector kept informed of progress. | Planned service user engagements completed within the fieldwork period and meeting the agreed representation requirements. |
| Quality assurance of all deliverables, with the supplier guaranteeing the accuracy of all outputs to HM Inspectorate of Probation | Deliverable quality and accuracy compliance | Deliverables accepted by HM Inspectorate of Probation with no material changes required | 90% of deliverables accepted first time with no material changes, with full data traceability and no inaccuracies in published reports. |

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| Key Performance Indicators | | | |
|--|---|--|---|
| Key Performance Indicators Performance Criterion | Key Indicator | Key Performance Indicators Performance Measure | Key Performance Indicators Threshold RAG Rating as per Specification |
| Project proposals (Delivery) Timely production of research plan, and draft topic guides and research materials. | HM Inspectorate Probation receiving initial project proposals within 10 working days (unless agreed otherwise). | Supplier ensures proposals delivered within the required timescales at the agreed frequency. | All proposals delivered on time |
| Project reports and outputs (Delivery) Timely provision of project reports and outputs | HM Inspectorate of Probation receiving project reports and outputs on time as agreed. | Supplier ensures project reports and outputs as requested are delivered within the agreed timelines. | Meets expectations, reports/outputs are accurate and delivered on time. |
| Project reports and outputs (Quality) Project reports and outputs are of a high quality. | Provision of the reports/outputs. | Outputs signed off by the Authority's nominated project manager. | Outputs are delivered to the agreed standard with only minor revisions made by HM Inspectorate of Probation |
| Social value – Wellbeing Effective measures are in place for health and wellbeing of staff. | Health and wellbeing statement / policy / visibility of action plan. | Supplier review of stated policy. | Evidenced and effective measures with respect to health and wellbeing, including physical and mental health, in the contract workforce. |
| Data Protection Compliance | Evidence of GDPR-compliant data handling, storage, and disposal procedures | Supplier review of data protection policies, audit logs, and incident reports | No breaches |

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| Key Performance Indicators | | | |
|--|--|--|---|
| Key Performance Indicators Performance Criterion | Key Indicator | Key Performance Indicators Performance Measure | Key Performance Indicators Threshold RAG Rating as per Specification |
| Risk Management Procedures | Documented risk assessments and mitigation plans for all activities | Supplier review of risk logs, mitigation actions, and updates during project lifecycle | Risks identified and managed |
| Safeguarding Standards | Safeguarding policy, staff training records, and incident reporting procedures | Supplier audit of safeguarding documentation and staff compliance checks | Full compliance and training |

Part B: Performance Monitoring

3. Performance Monitoring and Performance Review

3.1 Within twenty (20) Working Days of the Start Date the Supplier shall provide the Buyer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

3.2 The Supplier shall provide the Buyer with performance monitoring reports ("Performance Monitoring Reports") in accordance with the process and timescales agreed pursuant to paragraph 1.1 of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:

- 3.2.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
- 3.2.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
- 3.2.3 details of any Critical Service Level Failures;
- 3.2.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
- 3.2.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
- 3.2.6 such other details as the Buyer may reasonably require from time to time.

3.3 The Parties shall attend meetings to discuss Performance Monitoring Reports ("Performance Review Meetings") on a Monthly basis. The Performance Review Meetings will be the forum for the review by the Supplier and the Buyer of the Performance Monitoring Reports. The Performance Review Meetings shall:

- 3.3.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier at such location and time (within normal business hours) as the Buyer shall reasonably require;
- 3.3.2 be attended by the Supplier's Representative and the Buyer's Representative; and
- 3.3.3 be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also

to the Buyer's Representative and any other recipients agreed at the relevant meeting.

3.4 The minutes of the preceding Month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer's Representative at each meeting.

3.5 The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.

4. Satisfaction Surveys

4.1 The Buyer may undertake satisfaction surveys in respect of the Supplier's provision of the Deliverables. The Buyer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Deliverables which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.

DPS Order Schedule 20 - Specification v1.0

| | |
|------------------------------------|---|
| Title of Request: | Thematic Inspection Programme 2026_28 Gathering views of people on probation and children receiving youth justice services |
| Estimated Total Value: | £75,000 |
| Duration of Engagement: | 24 months |
| Required Commencement Date: | April 1st, 2026 |

1. Introduction

HM Inspectorate of Probation is the independent inspector of probation and youth justice services in England and Wales.

Our inspections, reviews, research, and effective practice products provide authoritative and evidence-based judgements and guidance. We use our voice to drive system change, with a focus on inclusion and diversity, and our scrutiny leads to improved outcomes for individuals and communities.

We inspect probation and youth justice services. Our inspections look at the work of the services to find out if they are doing their work well. We do this by interviewing their staff, checking their records, and speaking to people on probation and children receiving youth justice services.

We also take a closer look at certain areas of work, for example racial equality, mental health, or how probation deals with drugs and alcohol. We call this a thematic inspection.

We always publish a report which explains what we have found. When we find examples of good and poor work, we include this in our report. If poor work has been found, we make recommendations in the report, so the service knows what it must do to improve.

These reports include feedback from people on probation and children receiving youth justice services. Hearing personal experiences about these issues help us understand what needs to be done to make improvements.

We think it is important to give a voice to those who are supervised by the services we inspect.

We know that taking part in our inspections can have a positive impact on the lives of people on probation, from wellbeing, recovery to future ambitions – which for some people can result in finding paid work within a probation service.

We are committed to:

- making engagement with people on probation accessible
- providing meaningful opportunities for involvement
- consulting with people on probation and children receiving youth justice services.

The HM Chief Inspector of Probation is supported to deliver high quality inspections of Probation and Youth Justice services by specialist heads overseeing key areas such as Learning, Development & Quality Assurance, Standards & Methodology, Thematic, Adult and Youth Inspections, Research, and Communications.

2. Background to the Requirement

A key priority for the Chief Inspector has been to gather more evidence from people on probation and those being supervised by youth justice services about their experience of supervision. As part of our thematic inspections, we have commissioned a range of organisations to interview people on probation and children on youth justice supervision on our behalf, using people who have been through the system themselves to conduct the interviews. As part of our service user engagement strategy, we have made a broader commitment to participation – to increase the involvement of service users in inspectorate activity.

Our thematic inspections look at a specific area of probation or youth justice work or at the quality of supervision of specific groups, like domestic abuse perpetrators of people with mental health problems. Unlike our local probation and youth Justice inspections, where we may only visit one service, in a thematic we will visit several services to look at the same theme and they may be undertaken jointly with colleagues from other Inspectorates. We make recommendations for improvement to which national agencies and local services are required to respond with an action plan.

Incorporating the views of people on probation and children in youth justice services into thematic inspections serves two strategic aims:

- **Inclusivity and Accountability:** Speaking directly with people on probation and children in youth justice (or their families, where appropriate) aligns with our mission to promote diversity and hear from under-represented groups.

Incorporating these personal perspectives supports HM Inspectorate of Probation's vision of high-quality services that change lives for the better, by highlighting where services succeed or fall short from the service user point of view. In sum, ensuring those supervised by probation and youth justice services are not only heard but help shape improvements.

- **Evidence-Based Improvement:** By listening to those directly affected by probation and youth justice services, we can triangulate findings and strengthen our inspection conclusions. Service user feedback is an important source of evidence that complements case record analysis and staff interviews.

Frontline experiences are translated into recommendations, and those recommendations, when acted upon, lead to services that better meet the needs of the people they supervise.

3. Requirement

Purpose

Listening to the voices of people on probation and children receiving youth justice services, and using these as evidence in our inspections, is a key priority set out by the Chief Inspector and is a business priority for the Inspectorate. The purpose of this requirement is to achieve high-quality feedback from people on probation and children receiving youth justice services in our upcoming thematic inspections for 2026/2028. This feedback will be used to inform our inspection findings and processes going forward and will be included in our reports.

High quality feedback is that which is:

- **Relevant** - linked to our inspection questions.
- **Consistent** - gathered in a consistent way across all thematic inspections.
- **Reliable** - derived from the experiences of the individual person on probation or child receiving youth justice services.
- **Valid** - from people on probation and children receiving youth justice services at the time of inspection.
- **Robust** - provided in sufficient detail to enable judgements to be made.
- **Accurate** – provide quality assured data

The views of people on probation and children receiving youth justice services in our thematic inspections are considered in a way that is proportionate to other sources of evidence and these views are particularly useful in triangulating other pieces of evidence. We rely on high quality feedback to enable us to use it in this way.

Scope

Our thematic inspections will cover both youth justice services and adult probation services. We will aim to undertake up to 5 thematic inspections in the financial years of 2026/2028.

Requirement

From April 2026 to March 2028, we will undertake up to five thematic inspections covering adult probation services and youth Justice services. The fieldwork for each thematic inspection will typically be six weeks. The Contractor will gather the feedback during these fieldwork weeks for each thematic inspection.

The Contractor will be expected to undertake in-depth interviews for each thematic, with people on probation and children receiving youth justice services. The Contractor will be responsible for producing the questions (based on our inspection questions), doing the interviews, and providing us with the findings in their report. These findings will be summarised by the Inspectorate in our inspection report for each thematic inspection.

In order to maximise the opportunities to hear the experiences of people on probation and children receiving Youth Justice Services, the Contractor will be required to provide interviewers (**mandatory**) for each inspection and collate feedback for the lead inspector of that inspection (**mandatory**). Interviewers will engage with people on probation and children receiving youth Justice services to seek feedback using a variety of methods including:

- A predesigned survey (**mandatory**).
- Focus groups (**desirable**).
- Interviews (**mandatory**) to be carried out face-to-face/online using technology (**desirable**) or as phone interviews.
- Any other methods that the Contractor and the Inspectorate agree are appropriate (**information**).

To do this we expect the commissioned organisation to allocate a dedicated co-ordinator (**mandatory**) whose responsibility it will be to manage the service delivery expectations of the requirement as detailed below. The coordinator will act as the single point of contact for monitoring and touch point meetings with the Inspectorate. The coordinator's role will be:

- **Recruitment of interviewers:** Using their own processes, we expect the Contractor to provide two interviewers for each of the Probation Delivery Unit (PDU)/youth justice service inspection sites for every thematic inspection. Interviewers must have lived experience of the criminal justice system and the skills to engage effectively with people on probation and children receiving youth justice services.

- **Induction overview and managing training requirement:** The Contractor will be expected to provide appropriate training so that interviewers understand the requirements of the project including but not limited to the purpose of the survey, methods of engagement, as well as understanding the questions and how they link to our standards. This may be delivered face-to-face or remotely.
- **Risk assessment:** The coordinator will need to ensure that interviews are conducted in a safe way, and in a way that doesn't put the interviewee or interviewer at any risk.
- Deployment coordination to ensure effective delivery of requirement remains on schedule.
- Act as Single Point of Contact (SPOC) for interviewers and the Inspectorate on service delivery matters.
- Collate, analyse, and deliver accurate, quality assured survey responses and pass to lead inspector.
- Take part in monitoring meetings as specified within the requirement.

Further expectations/ criteria

Relevant experience

- We expect the Contractor to provide 'Lived Experience' interviewers to bring their unique insight into the process and provide enhanced understanding when talking to people on probation and children receiving youth justice services.
- Due to the diverse circumstances of people on probation and children receiving youth justice services, we are looking for an organisation that has a flexible and adaptable attitude and are confident in their approach to engaging those people who may be harder to engage or less visible to the Inspectorate. We need a Contractor that can refine their approach to respond to meet the changing needs that might occur during an inspection.

Quality assurance

To ensure that the feedback we receive is high-quality we expect the Contractor to undertake regular, robust quality assurance of the work of the interviewers that they appoint. We expect quality assurance at every inspection, given the likelihood of different interviewers being used for each PDU/youth justice team site.

We also require that:

- a) The Contractor lets us know if any of their planned interviewers are still on license and/or being supervised by the Probation Service.
- b) That they confirm that the probation officer supervising each of the people who are still on license or community order is happy that they do this work and that this wouldn't interfere with any of their license/supervision conditions (and that they've got an email confirming this).
- c) All interviews with women on probation, and girls receiving youth justice services, should be done by a female interviewer.
- d) All interviews with children under 18 are conducted on youth justice service premises or remotely by phone or online by contractor staff who have been risk assessed for working with children.

Criteria

Applying organisations must:

- Demonstrate a good understanding of adult probation and youth justice services.
- Have experience of working with people (adults and children) in the criminal justice sector.
- Evidence an ability to form strong collaborative networks with local organisations.
- Have an interest and passion for innovative, creative, and inclusive approaches to seeking out the views of people on probation and children receiving youth justice services.
- Demonstrate how they will maximise engagement with people on probation and children receiving youth justice services.
- Have experience of applying a range of techniques to gather relevant information from people on probation and/or children receiving youth justice services.
- Be able to analyse data to produce accurate meaningful written reports against set inspection questions.
- Provide a detailed project plan of how they will manage the work to ensure that it runs smoothly, paying particular attention to the logistical needs of meeting the England and Wales wide remit of the requirement.
- Provide details of the project coordinator including job description.
- Provide outline recruitment and training plans for interviewers.

Further details

There will be an annual break clause that can be invoked by either party.

Applying organisations should fill in the blank Excel Pricing Schedule. Staff rates must be specified, for the coordinator and for interviewers with a detailed breakdown of the proportion of time spent by key staff on the different elements of the requirement provided. Costs should include all travel and subsistence costs such as any overnight accommodation and should be exclusive of taxes and VAT. The proposed costs should be submitted as a separate document from the rest of the bid and uploaded to the question level under the Commercial Tab. Details should be included on the activities of interviewers and the coordinator as well as the costs of the written materials.

4. Aims

The primary aim of this tender is to embed service-user voice into our inspections by outsourcing the feedback collection to a specialist provider.

Our main aims are:

- To use feedback to influence judgements and inform our inspections and processes going forward.
- Obtain both a quantitative and qualitative view of feedback from people on probation and children using youth justice services.
- Give a strong voice to people on probation and children using youth justice services, to hear about their experiences and user experience.
- Develop further pathways for people of probation and children using youth justice services to give their feedback.
- Raise the profile of the Inspectorate in the communities which we inspect.

- Promote and emphasise the importance of our inspections and increase their impact.

5. Target Participant Group

The feedback will be gathered from two main groups: (1) people on probation (adults under Probation Service supervision) and (2) children (10–18 years old) receiving youth justice services. These are the individuals who have direct experience of probation or youth justice services and whose insights will inform the thematic inspections. Each thematic inspection in 2026–2028 will focus on specific Probation Delivery Units (PDUs) and Youth Justice Services (YJSs) across England and Wales; thus, the target participant group comprises the service users from those selected localities during the fieldwork period.

Demographics: The sample should reflect the local service user population, including ethnicity and age diversity.

Risk and Needs Profiles: Include individuals with varying risk levels and needs across different types of orders and requirements.

Youth Justice Subgroups: Consider both court orders and diversion programs and ensure looked-after children are included.

Under-heard Groups: Engage typically underrepresented groups, such as women on probation, minority ethnic groups, and those with learning difficulties or neurodiversity (where special effort, perhaps with simplified survey formats or additional support during interviews, may be needed to gather their input)

Inclusivity and Diversity: Ensure geographical spread and diverse case types, making efforts to include hard-to-reach individuals.

Ethical and Regulatory Considerations: Ensure voluntary participation, informed consent, confidentiality, and compliance with regulations, using independent interviewers

6. Objectives (Measurable Outputs)

The measurable outputs for this requirement are:

- a) To have a project coordinator in place from 1 April 2026 and for the duration of the requirement.
- b) To provide two trained (as defined in activity) interviewers to each PDU/youth justice service inspection in England and Wales for each thematic inspection, from April 2026 onwards and for the duration of the requirement. Ideally the same interviewers will be used for the duration of each thematic inspection.
- c) To provide the capacity to engage sufficient people on probation and children receiving youth justice services in each inspection through a variety of methods.
- d) To provide a draft report at the end of the fieldwork (within two weeks) and then a final report (timing to be agreed with the lead inspector) for each thematic inspection comprising survey data and qualitative findings, outlining key themes against our inspection questions.

The Contractor will provide a report at the end of fieldwork for every thematic inspection. They will collate and deliver survey responses and keep the lead inspector informed of progress.

The views of people on probation and children should be obtained in a manner that:

- ensures valid, informed consent is obtained before individuals participate
- takes reasonable steps to identify and remove barriers to participation
- avoids personal and social harm
- minimises any conflicts of interest
- protects the confidentiality of information about research participants and their identities.

The Contractor will be required to demonstrate how they will meet these requirements, including an understanding of informed consent processes and the potential for any distress among participants (particularly amongst people or children who may be vulnerable and who may also pose risks of harm) and how this can be prevented, mitigated, and handled in fieldwork. Focus will need to be given to the necessary approaches for keeping both the participants and the interviewers safe.

The Contractor may also be requested to support the Inspectorate, following the publication of our thematic inspection report/s, with stakeholder workshops and report launch events. A rate should be provided for this.

7. Suggested Approach and Analysis

- **Data quality:** Plan data collection methods and materials (e.g., interview questions, surveys) ahead of time.
- **Analysis:** Share the analysis approach with the Lead Inspector before inspections for review and feedback.
- **QA checks:** Contractor must submit the raw quantitative dataset and analysis template to the Lead inspector who will provide it to HM Inspectorate of Probation data officers for statistical verification prior to publication.

8. Outputs

Covered in section 6 above.

- a) To have a project coordinator in place from 1 April 2026 and for the duration of the requirement.
- b) To provide two trained (as defined in activity) interviewers to each PDU/youth justice service inspection in England and Wales for each thematic inspection, from April 2026 onwards and for the duration of the requirement. Ideally the same interviewers will be used for the duration of each thematic inspection.
- c) To provide the capacity to engage sufficient people on probation and children receiving youth justice services in each inspection through a variety of methods.

- d) To provide a draft report at the end of the fieldwork (within two weeks) and then a final report (timing to be agreed with the lead inspector) for each thematic inspection comprising survey data and qualitative findings, outlining key themes against our inspection questions.

The Contractor will provide a report at the end of fieldwork for every thematic inspection. They will collate and deliver survey responses and keep the lead inspector informed of progress.

9. In Scope, Out of Scope

In scope:

- People on probation – adults 18 years and over who are currently under probation supervision or on licence for each thematic inspection.
- Children receiving youth justice services – children from ages 10 to 18
- Family members of children receiving youth justice services (where relevant or required).

Out of scope:

- Adults serving the custodial element of a sentence, unless this is the inspection topic for example, any joint thematic work with His Majesty's Inspector of Prisons
- Adults on bail or remand.
- Probation and youth justice services staff.

10. Liaison Arrangements

Helen Davies - Head of Thematic Inspections HM Inspectorate of Probation. Reporting and liaison can be carried out remotely. Project co-ordinator to take part in quarterly monitoring meetings with the Head of Thematic Inspections, as a minimum. Monthly touchpoint meetings and day- to day contact to be held with the lead inspector for each thematic inspection.

11. Regulatory requirements

- Comply with GDPR requirements: [Data protection - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/data-protection)
- Data Handling: Collect all feedback data securely and maintain confidentiality. This means securing survey responses (physical or digital), recording interview notes or transcripts in a protected manner, and anonymising personal identifiers in any reports. Compliance with data protection law and MOJ security policies is mandatory.
- Produce a risk management plan which includes any contingencies for example, impacts from Covid-19, and how they would be mitigated.

- Detail how confidentiality and anonymity will be preserved during remote and home working.
- Detail what measures will be put in place to ensure that the wellbeing of people on probation, children receiving youth justice services, and the field interviewers undertaking the work is protected to as great a degree as possible, as well as the support which will be available to both should any trauma or distress be caused by the themes raised during interviewing.
- Satisfy our need for due diligence in appointing interviewers.

12. Service Levels

Supplier Obligations

The project manager nominated by the Supplier must have sufficient experience, seniority, and time allocated to manage the project effectively.

Reporting and Governance

The Authority will nominate a contract manager (Head of Thematic Inspections), who will be the Supplier's first point of contact during the project and will manage all administrative issues and contractual and technical matters. They or a nominated replacement will be available to deal with queries.

Meetings will take place at the inception of the project and with regular progress meetings following this to discuss updates and ensure delivery against timelines.

Quality assurance

The bidder must commit to undertaking quality assurance of all deliverables and for the contractor to guarantee the accuracy of all outputs to HM Inspectorate of Probation. Bidders must provide details of the quality assurance procedures they have in place.

13. KPI's

Table 1. Key Performance Indicators

| | KPI | Information needed to measure KPI | How will the KPI be measured? | Red | Amber | Green |
|--|--|---|---|--|---|----------------------------------|
| 1. Project proposals (Delivery) | Timely production of research plan, and draft topic guides and research materials. | HM Inspectorate Probation receiving initial project proposals within 10 working days (unless agreed otherwise). | Proposals delivered within the required timescales at the agreed frequency. | Over half of the proposals are delivered late or not delivered at all. | Proposals are mostly on time, but one or more are later than scheduled. | All proposals delivered on time. |

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| | | | | | | |
|---|---|--|--|--|--|--|
| <p>2. Project reports and outputs (Delivery)</p> | <p>Timely provision of project reports and outputs.</p> | <p>HM Inspectorate of Probation receiving project reports and outputs on time as agreed.</p> | <p>Project reports and outputs as requested are delivered within the agreed timelines.</p> | <p>Report/output delivered > 10 working days after the agreed deadline date and without a robust explanation accepted by HM Inspectorate of Probation and/or contains major errors or other significant quality issues which require major re-writing or other intervention by HM Inspectorate of Probation</p> | <p>Report/output delivered up to 10 working days after the deadline date and without a robust explanation accepted by HM Inspectorate of Probation and/or contains minor errors or other quality issues which require some rewriting or other intervention by HM Inspectorate of Probation</p> | <p>Meets expectations, reports/outputs are accurate and delivered on time.</p> |
| <p>3. Project reports and outputs (Quality)</p> | <p>Project reports and outputs are of a high quality.</p> | <p>Provision of the reports/outputs.</p> | <p>Outputs signed off by the Authority's nominated project manager.</p> | <p>Outputs are not delivered to the agreed standard or require significant rewriting or revisions to be made by HM Inspectorate of Probation</p> | <p>Outputs are delivered but require moderate rewriting and/or revisions to be made by HM Inspectorate of Probation</p> | <p>Outputs are delivered to the agreed standard with only minor revisions made by HM Inspectorate of Probation</p> |
| <p>4. Social value – Wellbeing</p> | <p>Effective measures are in place for health and wellbeing of staff.</p> | <p>Health and wellbeing statement / policy / visibility of action plan.</p> | <p>Review of stated policy.</p> | <p>No visible policy or action toward improving workforce health and wellbeing.</p> | <p>Stated policy with no evidenced action.</p> | <p>Evidenced and effective measures with respect to health and wellbeing, including physical and mental health, in the contract workforce.</p> |
| <p>5. Data protection</p> | <p>Data Protection Compliance</p> | <p>Evidence of GDPR-compliant data handling, storage, and disposal procedures</p> | <p>Review of data protection policies, audit logs, and incident reports</p> | <p>Major breach or repeated issues</p> | <p>minor breach;</p> | <p>No breaches;</p> |

| | | | | | | |
|---------------------------|----------------------------|--|---|-------------------------------|----------------------|------------------------------|
| 6. Risk Management | Risk Management Procedures | Documented risk assessments and mitigation plans for all activities | Review of risk logs, mitigation actions, and updates during project lifecycle | No risk management evidence | Incomplete risk logs | Risks identified and managed |
| 7. Safeguarding | Safeguarding Standards | Safeguarding policy, staff training records, and incident reporting procedures | Audit of safeguarding documentation and staff compliance checks | Serious safeguarding concerns | Minor gaps | Full compliance and training |

Social Value Model

As of 1st January 2021, all Central Government contracts are required to deliver Social Value over and above the core deliverable/s of the tender or the contract. All bids will be evaluated under the Social Value Model to determine whether they meet these criteria. The authority places a weighting of 10% of our overall score on how closely suppliers meet our Social Value criteria.

The Social Value Policy Outcome which the bidder must demonstrate is: **Improve Health and Wellbeing**. As part of your bid, you need to describe the commitment your organisation will make to ensure that opportunities under this contract deliver this Social Value Policy Outcome (see Appendix D for the Model Award Criteria and Sub-Criteria which will be used to assess this policy outcome).

Bidders must include:

- a. A 'Method Statement', stating how they will achieve the Social Value Policy Outcome and how their commitment meets the Award Criteria.
- b. A timed project plan and process, including how they will implement their commitment and by when.

Also, how they will monitor, measure and report on their commitments/the impact of your proposals. Including but not limited to a timed action plan, use of metrics, tools/processes used to gather data, reporting, feedback and improvement, transparency.

14. Security arrangements for consultants

National Security Vetting Team has advised that BPSS must be completed by suppliers.

- Baseline Personnel Security Standards (of which Disclosure Scotland is a part) are a default requirement in any Research contract.
<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

The successful contractor must ensure that some or all staff working on the project must have or be willing/able to obtain a Baseline Personnel Security Standard (BPSS) check, as set out in Appendix J Security Vetting for Contractors on Analytical Contracts and Appendix D

Any person(s) found to be working on site who does not have BPSS clearance will be asked to leave the premises until their clearance has been approved.

15. Timetable *(dates and times subject to change)*

- **October 28th , 2025** – Deadline for bidder proposals (exact date to be confirmed).
- **November 2025** – Evaluation of tenders completed and preferred supplier identified (internal approval of award).
- **Dec 2025** – Successful bidder notified, and contract awarded (formal contract signature).
- **1 April 2026** – Contract **start date**; project coordinator assigned and project kick-off meeting with HM Inspectorate of Probation's Head of Thematic Inspection
- **April 2026 – March 2028 – Service delivery period**: up to five thematic inspections conducted (each typically 6 weeks of fieldwork + reporting) at intervals throughout the contract period (specific schedule to be agreed).
- **Interim outputs** – After each inspection, service user feedback report delivered to HM Inspectorate of Probation (timeline for each roughly end of fieldwork + 1 week for analysis).
- **March 2028** – Final inspection feedback report delivered; all contract deliverables completed.
- **31 March 2028** – Contract **end date** (24-month term concludes)

(All dates are provisional and subject to change during the tender process. Suppliers will be notified via the CCS eSourcing Portal of any changes that affect the delivery of their response)

16. Budget

(All pricing is to be kept separate from the technical bid)

The budget **for this project is £75,000 (excluding VAT)**, covering the entire 24-month contract period from 1 April 2026 to 31 March 2028.

This budget includes all costs associated with delivering the requirement – such as recruitment and training of personnel, all travel and accommodation expenses, and is provided to help bidders gauge what is achievable within the available funding. In practical terms, the budget equates to approximately **£15,000 per thematic inspection** (with up to five inspections anticipated over two years)

A detailed breakdown of proposed costs should be prepared and submitted in **Appendix E** of the tender response, itemising how the bidder would allocate the £75,000 across staff time, training, travel, materials, analysis, and any other expenses required to meet the Statement of Requirements. This breakdown will enable a like-for-like comparison of financial proposals on an equal basis.

Please **do not include any pricing information in the technical proposal** (services methodology) section. All pricing details must be presented separately (e.g., in the commercial or financial submission) in line with Ministry of Justice procurement practice.

This ensures that the evaluation of the technical solution remains objective and not influenced by cost.

Bidders should note that **the budget is fixed and represents the maximum available funding** for this contract. Value for money will be a consideration during evaluation, so proposals should clearly justify how the funds will be used efficiently to achieve the required outcomes but must not give actual costings in their technical proposal.

Any economies or innovations that allow the work to be completed effectively within (or under) the budget are encouraged, provided they do not compromise the quality of deliverables. Conversely, **bids exceeding £75,000 (ex VAT) cannot be considered**.

17. Form of proposal

- **Conciseness and Clarity:** Keep your proposal clear and **to the point**, avoiding unnecessary information. Use bullet points and short paragraphs to make key details stand out. Provide a maximum of 25 pages, 10,000 words – font Arial 11pt.
- **Structured Responses:** Follow the structure of the requirement – address **each aspect of the specification** in order.
- **Understanding of Requirements:** Demonstrate that you fully **understand the project goals and challenges**. Briefly restate the key objectives in your own words and confirm your commitment to achieving them
- **Proposed Methodology:** Clearly **describe your approach** to delivering the service. Explain **how** you will recruit and train interviewers, engage service users (survey, interviews, focus groups), manage data collection, and produce the required reports. Use bullet points or step-by-step descriptions for the process during each inspection.
- **Experience and Capability:** Highlight relevant **experience**. Provide examples of similar projects or populations you've worked with (e.g. engaging hard-to-reach groups or conducting social research). Emphasise success stories or lessons learned that will help you excel in this contract. If appropriate, include brief case studies or reference projects as evidence.
- **Team and Resources:** Identify the **key team members** who will deliver this project (e.g. Project Coordinator, lead interviewers). For each, outline their role and summarise their qualifications or lived experience that make them suited for it. Confirm you have/will have enough trained staff to cover all sites and a plan for back-ups if needed.
- **Project Plan and Timeline:** Provide a high-level **timeline** of activities aligned with our schedule. For example, indicate readiness by 1 April 2026, how you'll ramp up for each thematic inspection (and approximate timing, e.g. "two weeks preparation, six weeks fieldwork, one week analysis"), and

how you'll handle overlapping tasks if inspections run back-to-back. Show that you can meet all deadlines for reports.

- **Quality Assurance and Risk Management:** Explain how you will **maintain quality** throughout – mention any quality control steps (e.g. interviewer training sessions, pilot testing the survey, regular progress check-ins). Identify **risks** (like low participation or staff illness) and give brief mitigation plans for each. This shows foresight and reliability.
- **Social Value Delivery:** Describe how you will deliver **social value** in this project. For instance, confirm your commitment to hiring interviewers with lived experience and any additional community benefits (like providing them training or certification). If you have specific social value initiatives (e.g. mentorship or volunteer hours associated with the contract), mention them. Ensure you address the social value KPI requirement (e.g. percentage of workforce with lived experience).
- **Compliance and Safeguards:** Acknowledge and confirm adherence to all **safeguarding, data protection, and security requirements**. Include any relevant policies or certifications you follow (e.g. GDPR compliance measures, DBS checks for staff) to give evaluators confidence that you will handle data and participants responsibly.
- **No Pricing in Technical Proposal:** **Do not include any pricing or cost information** in your Appendix B response. All budget and pricing details should be provided separately in Appendix E (Commercial Proposal). The technical proposal should focus only on how you will meet the requirements.
- **Additional Documentation:** If there are specific documents or forms to include (e.g. Form of Proposal, supplier declarations), ensure they are completed and attached as instructed. Use the provided templates where applicable. Keep any supplementary materials concise and directly relevant.
- **Technical Clarifications:** If you have any queries with regards to what is required these must be sent through using the CCS eSourcing Portal Messaging Facility. All questions received by the Clarification Questions Deadline will be passed to the Business to respond. All questions are anonymous but as part of our transparency agenda both the questions and the answers will be uploaded onto the eSourcing Portal for all suppliers to see. Please note questions cannot be answered individually.

18. Any other Key features

The Inspectorate will consider bids that include the identification of subcontractors in accordance with bidding rules and guidelines.

Project management

The coordinator must have sufficient experience, seniority and time allocated to manage the work effectively. The Contractor must commit to undertaking quality assurance of all deliverables and to guaranteeing the accuracy of all outputs to the Inspectorate. The Contractor has responsibility for informing the Inspectorate of any issues or risk impacting significantly on quality, time, or resources.

It is expected that following the contract initiation meeting, regular contact will take place between the Contractor and the Inspectorate by telephone, email and virtual/in-person meetings. The frequency of contact will be confirmed at the contract initiation meeting. However, touchpoint meetings outlining progress, emerging current issues/risks and their mitigation will take place monthly.

Evaluation of bids

The information provided in the bids will be assessed against the following weighted criteria:

1. Technical questionnaire (60%):

- Methodology and theoretical underpinnings (20%)
- Team Expertise (30%)
- Analysis and reporting (15%)
- Project Management (35%)

2. Social Value (10%)

3. Costings (30%)

The prices for each grade of staff (as per Roles Matrix, Appendix E) will be weighted as below. Further details on how these will be calculated can be found in **Appendix D, 3.3 Price Evaluation Process**

- Board Level / Chief Executive (5%)
- Category A (5%)
- Category B (5%)
- Category C (40%)
- Category D (40%)
- Category E (5%)

The Inspectorate will retain the intellectual property rights to the reports produced.

19. Outcome

Outcome

The outcome of this contract will be that the Inspectorate uses the high-quality feedback gathered from people on probation and children receiving youth justice services to inform judgements and processes in our upcoming thematic inspections. Further:

- Inspection teams will feel more confident in their conclusions because they have included the voice of service users.
- increased recognition from stakeholders (e.g., Probation Service leadership, ministers, or advocacy groups) that HM Inspectorate of Probation is including the voice of service users.

Escalation

The Inspectorate will agree milestones with the Contractor for the delivery of the requirement. Each party will have an identified single point of contact who will be responsible for liaising, monitoring progress, managing risks and escalating risks and issues. The Contractor will actively manage delivery risks, seek to mitigate them and develop contingency plans if necessary. The Contractor will have overall responsibility for delivery of the requirement.

As a first stage, if any difficulties arise, it is anticipated they would be resolved through the respective Inspectorate's and Contractor's managers.

If concerns persist or become more serious this will be escalated to the Inspectorate's Senior Management Team to provide guidance on the next steps, including the use of a rectification plan and penalties.

20. Exit Strategy

In the final quarter, a handover will be conducted, including sharing of methodologies and insights with HM Inspectorate of Probation to ensure continuity beyond the contract period.

There is an annual break clause which can be invoked by either party.



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Commercial
Service

Core Terms - DPS

1. Definitions used in the contract

Interpret this Contract using Joint Schedule 1 (Definitions).

2. How the contract works

2.1 The Supplier is eligible for the award of Order Contracts during the DPS Contract Period.

2.2 CCS does not guarantee the Supplier any exclusivity, quantity or value of work under the DPS Contract.

2.3 CCS has paid one penny to the Supplier legally to form the DPS Contract. The Supplier acknowledges this payment.

2.4 If the Buyer decides to buy Deliverables under the DPS Contract it must use DPS Schedule 7 (Order Procedure) and must state its requirements using DPS Schedule 6 (Order Form Template and Order Schedules). If allowed by the Regulations, the Buyer can:

- (a) make changes to DPS Schedule 6 (Order Form Template and Order Schedules);
- (b) create new Order Schedules;
- (c) exclude optional template Order Schedules; and/or
- (d) use Special Terms in the Order Form to add or change terms.

2.5 Each Order Contract:

- (a) is a separate Contract from the DPS Contract;
- (b) is between a Supplier and a Buyer;
- (c) includes Core Terms, Schedules and any other changes or items in the completed Order Form; and (d) survives the termination of the DPS Contract.

2.6 Where the Supplier is approached by any Other Contracting Authority requesting Deliverables or substantially similar goods or services, the Supplier must tell them about this DPS Contract before accepting their order.

2.7 The Supplier acknowledges it has all the information required to perform its obligations under each Contract before entering into a Contract. When information is provided by a Relevant Authority no warranty of its accuracy is given to the Supplier.

2.8 The Supplier will not be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:

DPS Schedule 6 (Order Form Template and Order Schedules)

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(a) verify the accuracy of the Due Diligence Information; or (b) properly perform its own adequate checks.

2.9 CCS and the Buyer will not be liable for errors, omissions or misrepresentation of any information.

2.10 The Supplier warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

2.11 An Order Contract can only be created using the electronic procedures described in the FTS Notice as required by the Regulations.

2.12 A Supplier can only receive Orders under the DPS Contract while it meets the basic access requirements for the DPS stated in the FTS Notice. CCS can audit whether a Supplier meets the basic access requirements at any point during the DPS Contract Period.

3. What needs to be delivered

3.1 All deliverables

3.1.1 The Supplier must provide Deliverables:

- (a) that comply with the Specification, the DPS Application and, in relation to an Order Contract, the Order Tender (if there is one);
- (b) to a professional standard;
- (c) using reasonable skill and care; (d) using Good Industry Practice;
- (e) using its own policies, processes and internal quality control measures as long as they do not conflict with the Contract; (f) on the dates agreed; and (g) that comply with Law.

3.1.2 The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.

3.2 Goods clauses

3.2.1 All Goods delivered must be new, or as new if recycled, unused and of recent origin.

3.2.2 All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.

3.2.3 The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.

DPS Schedule 6 (Order Form Template and Order Schedules)

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3.2.4 Risk in the Goods transfers to the Buyer on Delivery of the Goods, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within 3 Working Days of Delivery.

3.2.5 The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.

3.2.6 The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.

3.2.7 The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.

3.2.8 All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.

3.2.9 The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.

3.2.10 The Supplier must indemnify the Buyer against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.

3.2.11 The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than 14 days notice then it will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.

3.2.12 The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they do not conform with Clause 3. If the Supplier does not do this it will pay the Buyer's costs including repair or re-supply by a third party.

3.3 Services clauses

3.3.1 Late Delivery of the Services will be a Default of an Order Contract.

3.3.2 The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions.

3.3.3 The Supplier must at its own risk and expense provide all Supplier Equipment required to Deliver the Services.

3.3.4 The Supplier must allocate sufficient resources and appropriate expertise to each Contract.

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3.3.5 The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.

3.3.6 The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.

3.3.7 The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

4. Pricing and payments

4.1 In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Order Form.

4.2 CCS must invoice the Supplier for the Management Levy and the Supplier must pay it using the process in DPS Schedule 5 (Management Levy and Information).

4.3 All Charges and the Management Levy:

(a) exclude VAT, which is payable on provision of a valid VAT invoice; and (b) include all costs connected with the Supply of Deliverables.

4.4 The Buyer must pay the Supplier the Charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Order Form.

4.5 A Supplier invoice is only valid if it:

- (a) includes all appropriate references including the Contract reference number and other details reasonably requested by the Buyer;
- (b) includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any); and
- (c) does not include any Management Levy (the Supplier must not charge the Buyer in any way for the Management Levy).

4.6 The Buyer must accept and process for payment an undisputed Electronic Invoice received from the Supplier.

4.7 The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.

DPS Schedule 6 (Order Form Template and Order Schedules)

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- 4.8 The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, CCS or the Buyer can publish the details of the late payment or non-payment.
- 4.9 If CCS or the Buyer can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Supplier to provide the Deliverables, then CCS or the Buyer may require the Supplier to replace its existing commercial terms with the more favourable terms offered for the relevant items.
- 4.10 If CCS or the Buyer uses Clause 4.9 then the DPS Pricing (and where applicable, the Charges) must be reduced by an agreed amount by using the Variation Procedure.
- 4.11 The Supplier has no right of set-off, counterclaim, discount or abatement unless they are ordered to do so by a court.

5. The buyer's obligations to the supplier

5.1 If Supplier Non-Performance arises from an Authority Cause:

- (a) neither CCS or the Buyer can terminate a Contract under Clause 10.4.1;
- (b) the Supplier is entitled to reasonable and proven additional expenses and to relief from liability and Deduction under this Contract;
- (c) the Supplier is entitled to additional time needed to make the Delivery; and
- (d) the Supplier cannot suspend the ongoing supply of Deliverables.

5.2 Clause 5.1 only applies if the Supplier:

- (a) gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware;
- (b) demonstrates that the Supplier Non-Performance would not have occurred but for the Authority Cause; and
- (c) mitigated the impact of the Authority Cause.

6. Record keeping and reporting

6.1 The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Order Form.

6.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract:

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- (a) during the Contract Period;
 - (b) for 7 years after the End Date; and (c) in accordance with UK GDPR, including but not limited to the records and accounts stated in the definition of Audit in Joint Schedule 1.
- 6.3 The Relevant Authority or an Auditor can Audit the Supplier.
- 6.4 During an Audit, the Supplier must:
- (a) allow the Relevant Authority or any Auditor access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for an Audit; and
 - (b) provide information to the Relevant Authority or to the Auditor and reasonable co-operation at their request.
- 6.5 Where the Audit of the Supplier is carried out by an Auditor, the Auditor shall be entitled to share any information obtained during the Audit with the Relevant Authority.
- 6.6 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
- (a) tell the Relevant Authority and give reasons;
 - (b) propose corrective action; and
 - (c) provide a deadline for completing the corrective action.
- 6.7 The Supplier must provide CCS with a Self Audit Certificate supported by an audit report at the end of each Contract Year. The report must contain:
- (a) the methodology of the review;
 - (b) the sampling techniques applied; (c) details of any issues; and (d) any remedial action taken.
- 6.8 The Self Audit Certificate must be completed and signed by an auditor or senior member of the Supplier's management team that is qualified in either a relevant audit or financial discipline.

7. Supplier staff

7.1 The Supplier Staff involved in the performance of each Contract must:

- (a) be appropriately trained and qualified;

DPS Schedule 6 (Order Form Template and Order Schedules)

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- (b) be vetted using Good Industry Practice and the Security Policy; and
 - (c) comply with all conduct requirements when on the Buyer's Premises.
- 7.2 Where a Buyer decides one of the Supplier's Staff is not suitable to work on a contract, the Supplier must replace them with a suitably qualified alternative.
- 7.3 If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach Clause 27.
- 7.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's Premises and say why access is required.
- 7.5 The Supplier indemnifies CCS and the Buyer against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.

8. Rights and protection

8.1 The Supplier warrants and represents that:

- (a) it has full capacity and authority to enter into and to perform each Contract;
 - (b) each Contract is executed by its authorised representative;
 - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
 - (d) there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform each Contract;
 - (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract;
 - (f) it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract;
 - (g) it is not impacted by an Insolvency Event; and (h) it will comply with each Order Contract.
- 8.2 The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Supplier provides Deliverables under the Contract.

8.3 The Supplier indemnifies both CCS and every Buyer against each of the following:

- (a) wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts the Contract; and (b) non-payment by the Supplier of any Tax or National Insurance.

8.4 All claims indemnified under this Contract must use Clause 26.

8.5 The description of any provision of this Contract as a warranty does not prevent CCS or a Buyer from exercising any termination right that it may have for breach of that clause by the Supplier.

8.6 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Buyer.

8.7 All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer's benefit by the Supplier.

9. Intellectual Property Rights (IPRs)

9.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to both:

- (a) receive and use the Deliverables; and
- (b) make use of the deliverables provided by a Replacement Supplier.

9.2 Any New IPR created under a Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.

9.3 Where a Party acquires ownership of IPRs incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.

9.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos or trademarks, except as provided in Clause 9 or otherwise agreed in writing.

9.5 If there is an IPR Claim, the Supplier indemnifies CCS and each Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.

9.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:

- (a) obtain for CCS and the Buyer the rights in Clause 9.1 and 9.2 without infringing any third party IPR; or
- (b) replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.

9.7 In spite of any other provisions of a Contract and for the avoidance of doubt, award of a Contract by the Buyer and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Supplier acknowledges that any authorisation by the Buyer under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.

10. Ending the contract or any subcontract

10.1 Contract Period

10.1.1 The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.

10.1.2 The Relevant Authority can extend the Contract for the Extension Period by giving the Supplier no less than 3 Months' written notice before the Contract expires.

10.2 Ending the contract without a reason

10.2.1 CCS has the right to terminate the DPS Contract at any time without reason by giving the Supplier at least 30 days' notice.

10.2.2 Each Buyer has the right to terminate their Order Contract at any time without reason by giving the Supplier not less than 90 days' written notice.

10.3 Rectification plan process

10.3.1 If there is a Default, the Relevant Authority may, without limiting its other rights, request that the Supplier provide a Rectification Plan.

10.3.2 When the Relevant Authority receives a requested Rectification Plan it can either:

- (a) reject the Rectification Plan or revised Rectification Plan, giving reasons; or
- (b) accept the Rectification Plan or revised Rectification Plan (without limiting its rights) and the Supplier must immediately start work on the actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties.

10.3.3 Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:

- (a) must give reasonable grounds for its decision; and
- (b) may request that the Supplier provides a revised Rectification Plan within 5 Working Days.

10.3.4 If the Relevant Authority rejects any Rectification Plan, including any revised Rectification Plan, the Relevant Authority does not have to request a revised Rectification Plan before exercising its right to terminate its Contract under Clause 10.4.3(a).

10.4 When CCS or the buyer can end a contract

10.4.1 If any of the following events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:

- (a) there is a Supplier Insolvency Event;
- (b) there is a Default that is not corrected in line with an accepted Rectification Plan;
- (c) the Supplier does not provide a Rectification Plan within 10 days of the request;
- (d) there is any material Default of the Contract;
- (e) there is any material Default of any Joint Controller Agreement relating to any Contract;
- (f) there is a Default of Clauses 2.10, 9, 14, 15, 27, 32 or DPS Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract;
- (g) there is a consistent repeated failure to meet the Performance Indicators in DPS Schedule 4 (DPS Management);
- (h) there is a Change of Control of the Supplier which is not pre-approved by the Relevant Authority in writing;
- (i) if the Relevant Authority discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded; or
- (j) the Supplier or its Affiliates embarrass or bring CCS or the Buyer into disrepute or diminish the public trust in them.

10.4.2 CCS may terminate the DPS Contract if a Buyer terminates an Order Contract for any of the reasons listed in Clause 10.4.1.

10.4.3 If any of the following non-fault based events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:

- (a) the Relevant Authority rejects a Rectification Plan;
- (b) there is a Variation which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes);
- (c) if there is a declaration of ineffectiveness in respect of any Variation; or (d) any of the events in 73 (1) (a) or (c) of the Regulations happen.

10.5 When the supplier can end the contract

The Supplier can issue a Reminder Notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate an Order Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the annual Contract Value within 30 days of the date of the Reminder Notice.

10.6 What happens if the contract ends

10.6.1 Where a Party terminates a Contract under any of Clauses 10.2.1, 10.2.2, 10.4.1, 10.4.2, 10.4.3, 10.5 or

20.2 or a Contract expires all of the following apply:

- (a) The Buyer's payment obligations under the terminated Contract stop immediately.
- (b) Accumulated rights of the Parties are not affected.
- (c) The Supplier must promptly repay to the Buyer any and all Charges the Buyer has paid in advance in respect of Deliverables not provided by the Supplier as at the End Date.
- (d) The Supplier must promptly delete or return the Government Data except where required to retain copies by Law.
- (e) The Supplier must promptly return any of CCS or the Buyer's property provided under the terminated Contract.
- (f) The Supplier must, at no cost to CCS or the Buyer, co-operate fully in the handover and reprocurement (including to a Replacement Supplier).

10.6.2 In addition to the consequences of termination listed in Clause 10.6.1, where the Relevant Authority terminates a Contract under Clause 10.4.1 the Supplier is also responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.

10.6.3 In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Contract under Clause 10.2.1 or 10.2.2 or a Supplier terminates an Order Contract under Clause 10.5:

- (a) the Buyer must promptly pay all outstanding Charges incurred to the Supplier; and
- (b) the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated.

10.6.4 In addition to the consequences of termination listed in Clause 10.6.1, where a Party terminates under Clause 20.2 each Party must cover its own Losses.

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10.6.5 The following Clauses survive the termination or expiry of each Contract: 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

10.7 Partially ending and suspending the contract

10.7.1 Where CCS has the right to terminate the DPS Contract it can suspend the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into any new Order Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Order Contracts that have already been signed.

10.7.2 Where CCS has the right to terminate a DPS Contract it is entitled to terminate all or part of it.

10.7.3 Where the Buyer has the right to terminate an Order Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends a Contract it can provide the Deliverables itself or buy them from a third party.

10.7.4 The Relevant Authority can only partially terminate or suspend a Contract if the remaining parts of that Contract can still be used to effectively deliver the intended purpose.

10.7.5 The Parties must agree any necessary Variation required by Clause 10.7 using the Variation Procedure, but the Supplier may not either:

- (a) reject the Variation; or
- (b) increase the Charges, except where the right to partial termination is under Clause 10.2.

10.7.6 The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.7.

10.8 When subcontracts can be ended

At the Buyer's request, the Supplier must terminate any Subcontracts in any of the following events:

- (a) there is a Change of Control of a Subcontractor which is not pre-approved by the Relevant Authority in writing;
- (b) the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4; or
- (c) a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority.

11. How much you can be held responsible for

11.1 Each Party's total aggregate liability in each Contract Year under this DPS Contract (whether in tort, contract or otherwise) is no more than £1,000,000.

11.2 Each Party's total aggregate liability in each Contract Year under each Order Contract (whether in tort, contract or otherwise) is no more than one hundred and twenty five percent (125%) of the Estimated Yearly Charges unless specified in the Order Form.

11.3 No Party is liable to the other for:

- (a) any indirect Losses; or
- (b) Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

11.4 In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following:

- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
- (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
- (c) any liability that cannot be excluded or limited by Law;
- (d) its obligation to pay the required Management Levy or Default Management Levy.

11.5 In spite of Clauses 11.1 and 11.2, the Supplier does not limit or exclude its liability for any indemnity given under Clauses 7.5, 8.3(b), 9.5, 31.3 or Order Schedule 2 (Staff Transfer) of a Contract.

11.6 In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Supplier's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the Data Protection Liability Cap.

11.7 Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with each Contract, including any indemnities.

11.8 When calculating the Supplier's liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:

- (a) Deductions; and
- (b) any items specified in Clauses 11.5 or 11.6.

11.9 If more than one Supplier is party to a Contract, each Supplier Party is jointly and severally liable for their obligations under that Contract.

12. Obeying the law

12.1 The Supplier must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).

12.2 To the extent that it arises as a result of a Default by the Supplier, the Supplier indemnifies the Relevant Authority against any fine or penalty incurred by the Relevant Authority pursuant to Law and any costs incurred by the Relevant Authority in defending any proceedings which result in such fine or penalty.

12.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32.

13. Insurance

The Supplier must, at its own cost, obtain and maintain the Required Insurances in Joint Schedule 3 (Insurance Requirements) and any Additional Insurances in the Order Form.

14. Data protection

14.1 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).

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

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

14.4 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the Security Policy and any applicable Security Management Plan.

14.5 If at any time the Supplier suspects or has reason to believe that the Government Data provided under a Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Relevant Authority and immediately suggest remedial action.

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

- (a) tell the Supplier to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Relevant

Authority receives notice, or the Supplier finds out about the issue, whichever is earlier; and/or

- (b) restore the Government Data itself or using a third party.

14.7 The Supplier must pay each Party's reasonable costs of complying with Clause 14.6 unless CCS or the Buyer is at fault.

14.8 The Supplier:

- (a) must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
- (b) must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
- (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
- (d) securely erase all Government Data and any copies it holds when asked to do so by CCS or the Buyer unless required by Law to retain it; and
- (e) indemnifies CCS and each Buyer against any and all Losses incurred if the Supplier breaches Clause 14 and any Data Protection Legislation.

15. What you must keep confidential

15.1 Each Party must:

- (a) keep all Confidential Information it receives confidential and secure;
- (b) except as expressly set out in the Contract at Clauses 15.2 to 15.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party's prior written consent; and
- (c) immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

15.2 In spite of Clause 15.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:

- (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if, to the extent not prohibited by Law, the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;

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- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the Disclosing Party's Confidential Information;
- (f) on a confidential basis, to its auditors;
- (g) on a confidential basis, to its professional advisers on a need-to-know basis; or
- (h) to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.

15.3 In spite of Clause 15.1, the Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Relevant Authority at its request.

15.4 In spite of Clause 15.1, CCS or the Buyer may disclose Confidential Information in any of the following cases:

- (a) on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer;
- (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS or the Buyer transfers or proposes to transfer all or any part of its business to;
- (c) if CCS or the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
- (d) where requested by Parliament; or (e) under Clauses 4.7 and 16.

15.5 For the purposes of Clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 15.

15.6 Transparency Information is not Confidential Information.

15.7 The Supplier must not make any press announcement or publicise the Contracts or any part of them in any way, without the prior written consent of the Relevant Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

16. When you can share information

16.1 The Supplier must tell the Relevant Authority within 48 hours if it receives a Request For Information.

16.2 Within five (5) Working Days of the Buyer's request the Supplier must give CCS and each Buyer full cooperation and information needed so the Buyer can:

- (a) publish the Transparency Information;
- (b) comply with any Freedom of Information Act (FOIA) request;
and/or (c) comply with any Environmental Information
Regulations (EIR) request.

16.3 The Relevant Authority may talk to the Supplier to help it decide whether to publish information under Clause 16. However, the extent, content and format of the disclosure is the Relevant Authority's decision in its absolute discretion.

17. Invalid parts of the contract

If any part of a Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it is valid or enforceable.

18. No other terms apply

The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements, agreements and any course of dealings made between the Parties, whether written or oral, in relation to its subject matter. No other provisions apply.

19. Other people's rights in a contract

No third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

20. Circumstances beyond your control

20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under a Contract while the inability to perform continues, if it both:

- (a) provides a Force Majeure Notice to the other Party; and
- (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.

20.2 Either Party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

21. Relationships created by the contract

No Contract creates a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

22. Giving up contract rights

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

23. Transferring responsibilities

23.1 The Supplier cannot assign, novate or transfer a Contract or any part of a Contract without the Relevant Authority's written consent.

23.2 The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Central Government Body, public or private sector body which performs the functions of the Relevant Authority.

23.3 When CCS or the Buyer uses its rights under Clause 23.2 the Supplier must enter into a novation agreement in the form that CCS or the Buyer specifies.

23.4 The Supplier can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.

23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

23.6 If CCS or the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:

- (a) their name;
- (b) the scope of their appointment; and
- (c) the duration of their appointment.

24. Changing the contract

24.1 Either Party can request a Variation which is only effective if agreed in writing and signed by both Parties.

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24.2 The Supplier must provide an Impact Assessment either:

- (a) with the Variation Form, where the Supplier requests the Variation; or
- (b) within the time limits included in a Variation Form requested by CCS or the Buyer.

24.3 If the Variation cannot be agreed or resolved by the Parties, CCS or the Buyer can either:

- (a) agree that the Contract continues without the Variation; or
- (b) terminate the affected Contract, unless in the case of an Order Contract, the Supplier has already provided part or all of the provision of the Deliverables, or where the Supplier can show evidence of substantial work being carried out to provide them; or
- (c) refer the Dispute to be resolved using Clause 34 (Resolving Disputes).

24.4 CCS and the Buyer are not required to accept a Variation request made by the Supplier.

24.5 If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the DPS Pricing or the Charges.

24.6 If there is a Specific Change in Law or one is likely to happen during the Contract Period the Supplier must give CCS and the Buyer notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, DPS Pricing or a Contract and provide evidence:

- (a) that the Supplier has kept costs as low as possible, including in Subcontractor costs; and
- (b) of how it has affected the Supplier's costs.

24.7 Any change in the DPS Pricing or relief from the Supplier's obligations because of a Specific Change in Law must be implemented using Clauses 24.1 to 24.4.

24.8 For 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms of the Contract as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.

25. How to communicate about the contract

25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day.

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Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.

25.2 Notices to CCS must be sent to the CCS Authorised Representative's address or email address indicated on the Platform.

25.3 Notices to the Buyer must be sent to the Buyer Authorised Representative's address or email address in the Order Form.

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

26. Dealing with claims

26.1 If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days.

26.2 At the Indemnifier's cost the Beneficiary must both:

- (a) allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
- (b) give the Indemnifier reasonable assistance with the claim if requested.

26.3 The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which can not be unreasonably withheld or delayed.

26.4 The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary's reputation.

26.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.

26.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.

26.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:

- (a) the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or
- (b) the amount the Indemnifier paid the Beneficiary for the Claim.

27. Preventing fraud, bribery and corruption

27.1 The Supplier must not during any Contract Period:

- (a) commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or
- (b) do or allow anything which would cause CCS or the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.

27.2 The Supplier must during the Contract Period:

- (a) create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
- (b) keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Buyer on request; and
- (c) if required by the Relevant Authority, within 20 Working Days of the Start Date of the relevant Contract, and then annually, certify in writing to the Relevant Authority, that they have complied with Clause 27, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.

27.3 The Supplier must immediately notify CCS and the Buyer if it becomes aware of any breach of Clauses

27.1 or 27.2 or has any reason to think that it, or any of the Supplier Staff, has either:

- (a) been investigated or prosecuted for an alleged Prohibited Act;
- (b) been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;
- (c) received a request or demand for any undue financial or other advantage of any kind related to a Contract; or
- (d) suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act.

27.4 If the Supplier notifies CCS or the Buyer as required by Clause 27.3, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.

27.5 In any notice the Supplier gives under Clause 27.3 it must specify the:

- (a) Prohibited Act;
- (b) identity of the Party who it thinks has committed the Prohibited Act; and
- (c) action it has decided to take.

28. Equality, diversity and human rights

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

- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
- (b) any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law.

28.2 The Supplier must take all necessary steps, and inform CCS or the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.

29. Health and safety

29.1 The Supplier must perform its obligations meeting the requirements of:

- (a) all applicable Law regarding health and safety; and
- (b) the Buyer's current health and safety policy while at the Buyer's Premises, as provided to the Supplier.

29.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they are aware of at the Buyer Premises that relate to the performance of a Contract.

30. Environment

30.1 When working on Site the Supplier must perform its obligations under the Buyer's current Environmental Policy, which the Buyer must provide.

30.2 The Supplier must ensure that Supplier Staff are aware of the Buyer's Environmental Policy.

31. Tax

31.1 The Supplier must not breach any Tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Buyer cannot terminate a Contract where the Supplier has not paid a minor Tax or social security contribution.

31.2 Where the Charges payable under a Contract with the Buyer are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Supplier must notify CCS and the Buyer of it within 5 Working Days including:

- (a) the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
- (b) other information relating to the Occasion of Tax Non-Compliance that CCS and the Buyer may reasonably need.

31.3 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under an Order Contract, the Supplier must both:

- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
- (b) indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff.

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

- (a) the Buyer may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 31.3, or why those requirements do not apply, the Buyer can specify the information the Worker must provide and the deadline for responding;
- (b) the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
- (c) the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers is not good enough

to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements; and

- (d) the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

32. Conflict of interest

32.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.

32.2 The Supplier must promptly notify and provide details to CCS and each Buyer if a Conflict of Interest happens or is expected to happen.

32.3 CCS and each Buyer can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential Conflict of Interest.

33. Reporting a breach of the contract

33.1 As soon as it is aware of it the Supplier and Supplier Staff must report to CCS or the Buyer any actual or suspected breach of:

- (a) Law;
- (b) Clause 12.1; or
- (c) Clauses 27 to 32.

33.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in Clause 33.1 to the Buyer or a Prescribed Person.

34. Resolving disputes

34.1 If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.

34.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 34.3 to 34.5.

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34.3 Unless the Relevant Authority refers the Dispute to arbitration using Clause 34.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

- (a) determine the Dispute;
- (b) grant interim remedies; and/or
- (c) grant any other provisional or protective relief.

34.4 The Supplier agrees that the Relevant Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

34.5 The Relevant Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under Clause 34.3, unless the Relevant Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 34.4.

34.6 The Supplier cannot suspend the performance of a Contract during any Dispute.

35. Which law applies

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