

**CABINET OFFICE**

**- and -**

**EMPLOYMENT CONDITIONS ABROAD (ECA)**

**ANNEXES**

**relating to**

**THE PROVISION FOR COST OF LIVING ALLOWANCE (COLA) AND HARDSHIP ALLOWANCE DATA PROCESSING**

**CCHR19A65**

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**ANNEX 1 – TERMS AND CONDITIONS**

1. **Interpretation**
   1. In these terms and conditions:

|  |  |
| --- | --- |
| “Agreement” | means the contract between (i) the Customer acting as part of the Crown and (ii) the Supplier constituted by the Supplier’s countersignature of the Award Letter and includes the Award Letter; |
| “Award Letter” | means the letter (including the Annexes thereto) from the Customer to the Supplier via the e-Sourcing Suite at the point of award; |
| “Central Government Body” | means 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:   1. Government Department; 2. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); 3. Non-Ministerial Department; or 4. Executive Agency; |
| “Charges” | means the charges for the Services as specified in the Award Letter; |
| “Commercially Sensitive Information” | means the information listed in Annex 8 (Commercially Sensitive Information) comprising the information of a commercially sensitive nature which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss; |
| “Confidential Information” | means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential; |
| “Customer” | means the Contracting Authority/Customer named in the Award Letter; |
| “DPA” | means the Data Protection Act 2018; |
| “Expiry Date” | means the date for expiry of the Agreement as set out in the Award Letter; |
| “FOIA” | means the Freedom of Information Act 2000; |
| “Information” | has the meaning given under section 84 of the FOIA; |
| “Intellectual Property Rights” | means any patents, trade marks, service marks, domain names, registered designs, utility models, design rights, moral rights, topography rights, rights in databases, copyrights and related rights, confidential information, inventions, trade secrets, the sui generis rights of extraction relating to databases, know-how, goodwill, business or trade names, get up, and all other intellectual property in any part of the world (whether or not registered or capable of registration) and all applications and rights to apply for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future; |
| “Key Personnel” | means any persons specified as such in the Award Letter or otherwise notified as such by the Customer to the Supplier in writing; |
| “Party” | means the Supplier or the Customer (as appropriate) and “Parties” shall mean both of them; |
| “Personal Data” | means personal data (as defined in the DPA) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with this Agreement; |
| “Purchase Order Number” | means the Customer’s unique number relating to the supply of the Services; |
| “Request for Information” | has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term “request” shall apply); |
| “Services” | means the services to be supplied by the Supplier to the Customer under the Agreement; |
| “Specification” | means the specification for the Services (including as to quantity, description and quality) as specified in the Award Letter; |
| “Start Date” | means the commencement date of the Agreement as set out in the Award Letter; |
| “Staff” | means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier’s obligations under the Agreement; |
| “Staff Vetting Procedures” | means vetting procedures that accord with good industry practice or, where requested by the Customer, the Customer’s procedures for the vetting of personnel as provided to the Supplier from time to time; |
| “Supplier” | means the person named as Supplier in the Award Letter; |
| “Term” | means the period from the Start Date of the Agreement set out in the Award Letter to the Expiry Date as such period may be extended in accordance with clause 4.2 or terminated in accordance with the terms and conditions of the Agreement; |
| “VAT” | means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and |
| “Working Day” | means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London. |

* 1. In these terms and conditions, unless the context otherwise requires:
     1. references to numbered clauses are references to the relevant clause in these terms and conditions;
     2. any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
     3. the headings to the clauses of these terms and conditions are for information only and do not affect the interpretation of the Agreement;
     4. any reference to an enactment includes reference to that enactment as amended or replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and
     5. the word ‘including’ shall be understood as meaning ‘including without limitation’.

1. **Basis of Agreement**
   1. The Award Letter constitutes an offer by the Customer to purchase the Services subject to and in accordance with the terms and conditions of the Agreement.
   2. The offer comprised in the Award Letter shall be deemed to be accepted by the Supplier on receipt by the Customer, within two (2) days of the date of the award letter, of a copy of the Award Letter countersigned by the Supplier.
2. **Supply of Services**
   1. In consideration of the Customer’s agreement to pay the Charges, the Supplier shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.
   2. In supplying the Services, the Supplier shall:
      1. co-operate with the Customer in all matters relating to the Services and comply with all the Customer’s instructions;
      2. perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Supplier’s industry, profession or trade;
      3. use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier’s obligations are fulfilled in accordance with the Agreement;
      4. ensure that the Services shall conform with all descriptions, requirements, service levels and specifications set out in the Specification;
      5. comply with all applicable laws; and
      6. provide all equipment, tools and vehicles and other items as are required to provide the Services.
   3. The Customer may by written notice to the Supplier at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.
3. **Term**
   1. The Agreement shall take effect on the Start Date and shall expire on the Expiry Date, unless it is otherwise extended in accordance with clause 4.2 or terminated in accordance with the terms and conditions of the Agreement.

* 1. The Customer may extend the Agreement for a period of up to twelve (12) months by giving not less than one (1) month’s notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of the Agreement shall apply throughout any such extended period.

1. **Charges, Payment and Recovery of Sums Due**
   1. The Charges for the Services shall be as set out in the Award Letter and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the performance of the Services.
   2. All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Services.
   3. The Supplier shall invoice the Customer as specified in the Agreement. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Services supplied in the invoice period.
   4. In consideration of the supply of the Services by the Supplier, the Customer shall pay the Supplier the invoiced amounts no later than 30 days after verifying within 30 days of receipt that the invoice is valid and undisputed and includes a valid Purchase Order Number. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance, the latter to be evidenced during the planned 6-monthly review meetings.
   5. If the Customer fails to consider and verify an invoice in a timely fashion the invoice shall be regarded as valid and undisputed for the purpose of paragraph 5.4 after a reasonable time has passed.
   6. If there is a dispute between the Parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Supplier shall not suspend the supply of the Services unless the Supplier is entitled to terminate the Agreement for a failure to pay undisputed sums in accordance with clause 16.4. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 19.
   7. If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
   8. Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:
      1. provisions having the same effects as clauses 5.3 to 5.7 of this Agreement; and
      2. a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 5.3 to 5.8 of this Agreement.
      3. In this clause 5.8, “sub-contract” means a contract between two or more suppliers, at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.
   9. If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.
2. **Premises and equipment**
   1. If necessary, the Customer shall provide the Supplier with reasonable access at reasonable times to its premises for the purpose of supplying the Services. All equipment, tools and vehicles brought onto the Customer’s premises by the Supplier or the Staff shall be at the Supplier’s risk.
   2. If the Supplier supplies all or any of the Services at or from the Customer’s premises, on completion of the Services or termination or expiry of the Agreement (whichever is the earlier) the Supplier shall vacate the Customer’s premises, remove the Supplier’s plant, equipment and unused materials and all rubbish arising out of the provision of the Services and leave the Customer’s premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to the Customer’s premises or any objects contained on the Customer’s premises which is caused by the Supplier or any Staff, other than fair wear and tear.
   3. If the Supplier supplies all or any of the Services at or from its premises or the premises of a third party, the Customer may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.
   4. The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements. While on the Customer’s premises the Supplier shall, and shall procure that all Staff shall, comply with all the Customer’s security requirements.
   5. Where all or any of the Services are supplied from the Supplier’s premises, the Supplier shall, at its own cost, comply with all security requirements specified by the Customer in writing.
   6. Without prejudice to clause 3.2.6, any equipment provided by the Customer for the purposes of the Agreement shall remain the property of the Customer and shall be used by the Supplier and the Staff only for the purpose of carrying out the Agreement. Such equipment shall be returned promptly to the Customer on expiry or termination of the Agreement.
   7. The Supplier shall reimburse the Customer for any loss or damage to the equipment (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. Equipment supplied by the Customer shall be deemed to be in a good condition when received by the Supplier or relevant Staff unless the Customer is notified otherwise in writing within 5 Working Days.
3. **Staff and Key Personnel**
   1. If the Customer reasonably believes that any of the Staff are unsuitable to undertake work in respect of the Agreement, it may, by giving written notice to the Supplier:
      1. refuse admission to the relevant person(s) to the Customer’s premises;
      2. direct the Supplier to end the involvement in the provision of the Services of the relevant person(s); and/or
      3. require that the Supplier replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by the Customer to the person removed is surrendered,

and the Supplier shall comply with any such notice.

* 1. The Supplier shall:
     1. if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer’s premises in connection with the Agreement; and
     2. procure that all Staff comply with any rules, regulations and requirements reasonably specified by the Customer.
  2. Any Key Personnel shall not be released from supplying the Services without the prior notification by the Supplier to the Customer, except by reason of long-term sickness, parental leave and termination of employment or other extenuating circumstances.
  3. Any replacements to the Key Personnel shall be subject to the prior written agreement of the Customer (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

1. **Assignment and sub-contracting**
   1. The Supplier shall not without the written consent of the Customer (not to be unreasonably withheld) assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.
   2. Where the Customer has consented to the placing of sub-contracts, the Supplier shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.
   3. The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement to another Government Department without the consent of the Supplier provided that it has notified the Supplier in writing in advance, such assignment, novation or disposal shall not increase the burden of the Supplier’s obligations under the Agreement or be to the Supplier’s commercial disadvantage.
2. **Intellectual Property Rights** 
   1. All intellectual property rights in any materials provided by the Customer to the Supplier for the purposes of this Agreement shall remain the property of the Customer or the respective owner of such intellectual property rights but the Customer hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Supplier to perform its obligations under the Agreement.
   2. All intellectual property rights in any materials created or developed by the Supplier pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Supplier. If, and to the extent, that any intellectual property rights in such materials vest in the Customer by operation of law, the Customer hereby assigns to the Supplier by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third party rights).
   3. The Supplier hereby grants the Customer a royalty-free, non-exclusive, revocable licence to use all Intellectual Property Rights used in the provision of the Services which are either owned by the Supplier or licensed to the Supplier solely to the extent reasonably necessary for the Customer to obtain the benefit of the Supplier’s Services and for its own internal business purposes and wholly in accordance with these terms and conditions. For the avoidance of doubt, the benefit of this licence specifically excludes the business purposes of any other Government department, agency or public authority including inter alia the Foreign and Commonwealth Office, Department for International Development, Department of International Trade and Ministry of Defence.
   4. The Supplier shall, up to a maximum of £100,000, indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party’s intellectual property arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.
   5. The licence granted to the Customer shall transfer as part of any assignment, novation or other disposal of this Agreement to a replacement Government Department under Clause 8.3.
3. **Governance and Records**
   1. The Supplier shall:
      1. attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and
      2. submit progress reports to the Customer at the times and in the format specified by the Customer.
   2. The Supplier shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Services supplied under it and all payments made by the Customer. The Supplier shall on request afford the Customer or the Customer’s representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.
4. **Confidentiality, Transparency and Publicity**
   1. Subject to clause 11.2, each Party shall:
      1. treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and
      2. not use or exploit the disclosing Party’s Confidential Information in any way except for the purposes anticipated under the Agreement.
   2. Notwithstanding clause 11.1, a Party may disclose Confidential Information which it receives from the other Party:
      1. where disclosure is required by applicable law or by a court of competent jurisdiction;
      2. to its auditors or for the purposes of regulatory requirements;
      3. on a confidential basis, to its professional advisers;
      4. to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
      5. where the receiving Party is the Supplier, to the Staff on a need to know basis to enable performance of the Supplier’s obligations under the Agreement provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 11.2.5 shall observe the Supplier’s confidentiality obligations under the Agreement; and
      6. where the receiving Party is the Customer:
         * 1. on a confidential basis to the employees, agents, consultants and contractors of the Customer ;
           2. on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which the Customer transfers or proposes to transfer all or any part of its business;
           3. to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
           4. in accordance with clause 12 and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the customer under this clause 11.

provided that with respect to all of (a) to (d) above the Customer shall not disclose the Supplier’s Commercially Sensitive Information where the recipient of that information would ordinarily be expected to procure a licence from the Supplier in order to receive that Commercially Sensitive Information.

* 1. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Agreement is not Confidential Information and the Supplier hereby gives its consent for the Customer to publish this Agreement in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA redacted) including any changes to the Agreement agreed from time to time. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA.
  2. The Supplier shall not, and shall take reasonable steps to ensure that the Staff shall not, make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Customer.

1. **Freedom of Information** 
   1. The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations 2004 and shall:
      1. provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its obligations under the FOIA and the Environmental Information Regulations 2004;
      2. transfer to the Customer all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
      3. provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within 5 Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
      4. not respond directly to a Request for Information unless authorised in writing to do so by the Customer.
   2. The Supplier acknowledges that the Customer may be required under the FOIA and the Environmental Information Regulations 2004 to disclose Information concerning the Supplier or the Services (including Commercially Sensitive Information). without consulting or obtaining consent from the Supplier. In these circumstances the Customer shall, in accordance with any relevant guidance issued under the FOIA, take reasonable steps to consult with the Supplier, and where appropriate, to give the Supplier advance notice., or failing that, to draw the disclosure to the Supplier’s attention after any such disclosure For the avoidance of doubt, the Customer fully recognises the commercial value in the Commercially Sensitive Information and the importance of confidentiality in its relationships with its commercial suppliers. The Customer shall not make a disclosure under this clause except where it is under a clear legal obligation to do so.
   3. Notwithstanding any other provision in the Agreement, the Customer shall be responsible for determining in its absolute discretion whether any Information relating to the Supplier or the Services is exempt from disclosure in accordance with the FOIA and/or the Environmental Information Regulations 2004.
2. **Protection of Personal Data and Security of Data**
   1. The Supplier shall, and shall procure that all Staff shall, comply with any notification requirements under Data Protection Legislation and both Parties shall duly observe all their obligations under Data Protection Legislation which arise in connection with the Agreement.
   2. When handling Customer data (whether or not Personal Data), the Supplier shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Supplier from time to time.
3. **Liability** 
   1. The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.
   2. Subject always to clauses 14.3 and 14.4:
      1. the aggregate liability of the Supplier in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply of the Services, misrepresentation (whether tortuous or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Supplier; and
      2. except in the case of claims arising under clauses 9.4 and 18.3, in no event shall the Supplier be liable to the Customer for any:
         * 1. loss of profits;
           2. loss of business;
           3. loss of revenue;
           4. loss of or damage to goodwill;
           5. loss of savings (whether anticipated or otherwise); and/or
           6. any indirect, special or consequential loss or damage.
   3. Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:
      1. death or personal injury caused by its negligence or that of its Staff;
      2. fraud or fraudulent misrepresentation by it or that of its Staff; or
      3. any other matter which, by law, may not be excluded or limited.

* 1. The Supplier’s liability under the indemnity in clause 18.3 shall be £1,000,000 and under clause 9.4, shall be subject to a cap of £100,000.

1. **Force Majeure**
   1. Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.
2. **Termination**
   1. The Customer may terminate the Agreement at any time by notice in writing to the Supplier to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.
   2. Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Supplier with immediate effect if the Supplier:
      1. (without prejudice to clause 16.2.5), is in material breach of any obligation under the Agreement which is not capable of remedy;
      2. repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;
      3. is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;
      4. undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988;
      5. breaches any of the provisions of clauses 7.2, 11, 12, 13 and 17;
      6. becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in respect of the whole or any part of the Supplier’s assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this clause 16.2.6) in consequence of debt in any jurisdiction; or
      7. fails to comply with legal obligations in the fields of environmental, social or labour law.
   3. The Supplier shall notify the Customer as soon as practicable of any change of control as referred to in clause 16.2.4 or any potential such change of control.
   4. The Supplier may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.
   5. Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 2, 3.2, 6.1, 6.2, 6.6, 6.7, 7, 9, 10.2, 11, 12, 13, 14, 16.6, 17.4, 18.3, 19 and 20.7 or any other provision of the Agreement that either expressly or by implication has effect after termination.
   6. Upon termination or expiry of the Agreement, the Supplier shall:
      1. give all reasonable assistance to the Customer and any incoming supplier of the Services; and
      2. return all requested documents, information and data to the Customer as soon as reasonably practicable.
3. **Compliance**
   1. The Supplier shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer’s premises and which may affect the Supplier in the performance of its obligations under the Agreement.
   2. The Supplier shall:
      1. comply with all the Customer’s health and safety measures while on the Customer’s premises; and
      2. notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer’s premises where that incident causes any personal injury or damage to property which could give rise to personal injury.
   3. The Supplier shall:
      1. perform its obligations under the Agreement in accordance with all applicable equality Law and the Customer’s equality and diversity policy as provided to the Supplier from time to time; and
      2. take all reasonable steps to secure the observance of clause 17.3.1 by all Staff.
   4. The Supplier shall supply the Services in accordance with the Customer’s environmental policy as provided to the Supplier from time to time.
   5. The Supplier shall comply with, and shall ensure that its Staff shall comply with, the provisions of:
      1. the Official Secrets Acts 1911 to 1989; and
      2. section 182 of the Finance Act 1989.
4. **Prevention of Fraud and Corruption**
   1. The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.
   2. The Supplier shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.
   3. If the Supplier or the Staff engages in conduct prohibited by clause 18.1 or commits fraud in relation to the Agreement or any other contract with the Crown (including the Customer) the Customer may:
      1. terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or
      2. recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this clause.
5. **Dispute Resolution**
   1. The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.
   2. If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in clause 19.1, the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the “**Mediator**”) chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.
   3. If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.
6. **General**
   1. Each of the Parties represents and warrants to the other that it has full capacity and Customer, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.
   2. A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.
   3. The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.
   4. The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.
   5. Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.
   6. The Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any Customer to make any commitments on the other Party’s behalf.
   7. Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
   8. If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.
7. **Notices**
   1. Any notice to be given under the Agreement shall be in writing and may be served by personal delivery, first class recorded or, subject to clause 21.3, e-mail to the address of the relevant Party set out in the Award Letter, or such other address as that Party may from time to time notify to the other Party in accordance with this clause:
   2. Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.
   3. Notices under clauses 15 (Force Majeure) and 16 (Termination) may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in clause 21.1.
8. **Governing Law and Jurisdiction**
   1. The validity, construction and performance of the Agreement, and all contractual and non-contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

**ANNEX 2 – PRICE SCHEDULE**

**For the avoidance of doubt this contract shall not exceed £49,920.00 (excluding VAT)**

**REDACTED TEXT**

**ANNEX 3 – STATEMENT OF REQUIREMENTS**

1. **PURPOSE**
   1. Cabinet Office has begun deploying staff overseas. One business unit in particular, which is furthest ahead in conducting overseas projects, has 60 staff deployed in 29 countries. Currently, Cabinet Office offers these staff a fixed rate allowance to recognise different costs of living in other countries but this does not differentiate between countries. Cabinet Office requires a worldwide costing exercise to be undertaken in March each year and updated in September to calculate the cost of living in these different countries to inform the rate of allowance that we give staff who are living overseas.
   2. In some overseas postings, staff face wider challenges when compared to life living in the UK and working in London. We require a third-party company to score various posts in relation to the following factors: Natural Phenomenon, Air Pollution, Language, Culture, Goods & Services, External Isolation, News & Media, Recreation, Housing, Utilities Education, Personal Security and Socio-Political Tensions. This will inform whether individuals in particular overseas posts are eligible for a hardship allowance to compensate for these additional challenges.
2. **BACKGROUND TO THE CONTRACTING aUTHORITY**
   1. Cabinet Office is a ministerial department which has approximately 6200 staff, with the majority being based in London. Cabinet Office houses various cross-government functions, including the Government Communications Service, the Government Digital Service and the Government Commercial Function. Cabinet Office has recently announced the formation of a new Business Unit, International Government Service, which will be responsible for promoting the work of UK Government services across the world.
3. **Background to requirement/OVERVIEW of requirement**
   1. Cost of Living Allowances (COLAs) and Hardship Allowances are offered to staff who work overseas across the Civil Service in departments such as Foreign and Commonwealth Office, Department for International Development, Department for International Trade and Ministry of Defence. As Cabinet Office moves into international work, we must offer such allowances, both to be comparable and to fairly remunerate staff in Cabinet Office who are working overseas. To ensure fair remuneration, a third-party company is required to provide data which will inform the allowances which we offer our staff.
   2. Cabinet Office requires a worldwide costing exercise to be undertaken in March each year and updated in September. We would expect this exercise to take a number of weeks to collate, check and distribute the information. The data gathered in this exercise will be used to calculate the Cost of Living Allowance which we intend to provide to our staff working overseas. Cabinet Office currently works across 30 countries but this is likely to increase significantly with the launch of the International Government Service. This is crucial for the delivery of key Government projects overseas, as it will allow Cabinet Office to recruit and retain the people necessary to deliver this work overseas.
4. **definitions**

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| COLA | Cost of Living Allowance |

1. **scope of requirement** 
   1. Cabinet Office requires a cost of living methodology for overseas locations which staff are working in. We also require a methodology for calculating an allowance to compensate staff for hardship conditions which they may experience whilst working overseas.
   2. Cabinet Office staff currently work in approximately 32 countries. The range of this is subject to change, Cabinet Office require a supplier with Global coverage. Cabinet Office requires a report twice a year (March and September) setting out the COLA and hardship rates for each of the 32 countries listed in the pricing schedule and section 9 of this document.
   3. The estimated adhoc reporting will be for an additional six (6) countries though this volume cannot be guaranteed and maybe subject to change. These countries could be added to the 32 countries and will then be required to be added to the twice yearly reports.
   4. These aspects are mandatory.
2. **The requirement**
   1. Cost of Living Allowance (COLA):
      1. Cost of Living Allowance is offered to staff who work overseas across the Civil Service in departments such as Foreign and Commonwealth Office, Department for International Development, Department for International Trade and Ministry of Defence.
      2. COLA is calculated on working out the percentage difference between the cost of living in the UK and that at posts overseas. The supplier should compare the London cost of a basket of 160 goods and services items with the equivalent items across all locations. These items will be chosen to produce a consistent standard of comparability worldwide.
      3. Through this exercise an index should be produced for each location. London would be considered 100 so an index of 120 indicates that the cost of living is 20% higher than London. An index of 95 indicates that the cost of living is 5% lower than London. As there is no negative scoring, any index indicating a “lower than London” score would be zero-rated. This index would then be applied to the staff member’s salary.
      4. The supplier will be required to compile a data report of all current cost of living rates to inform Cabinet Office of these COLA rates. The supplier shall also deliver updated reports bi-annually in March and September.
   2. Hardship Allowance:
      1. Hardship Allowance is paid to compensate staff for additional costs of maintaining quality of life at hardship Posts. This includes taking additional breaks from the country, loss or damage to private property, additional insurance requirements and preventative health measures.
      2. Each location has an individual score relating to hardship. The rate of payment is based on the number of points gained and any location which scores above the qualifying mark will receive the allowance.
      3. This Hardship Allowance is based on a location ranking scoring system which is to be implemented on 1st February each year. This is generated to reflect the particular relevance of factors in the areas of natural phenomenon, air pollution, language, culture, goods and services, external isolation, news and media, recreation, housing, utilities, education, personal security and socio-political tensions.
      4. The supplier will be required to compile a ratings report for the outlined locations in 9.2 where Cabinet Office currently have staff based. The supplier shall also deliver updated location ratings reports bi-annually in March and September.
   3. The location survey must include 8 major sections, each given a specific weighting based on its relative level of influence upon everyday lifestyle. These sections must be:
      1. Climate – 1) including a comparison of the climate characteristics of the home and host locations using an international recognised system of climate classification 2) Frequency, intensity and latest occurrence of natural disasters in the host location and the degree to which they affect staff lives. 3) Air pollution, a measure of the level, frequency and concentration of air pollution
      2. Health – an examination of the health facilities available and quality and reliability of the care provided. An assessment will be required of the prevailing health risks faced by expatriates at Post. Emergency services, drugs and medical supplies and health risks must be included in the assessment
      3. Language and culture – A comparison of the first and second languages spoken in the home and host locations will form the basis of the score. The culture score should comprise 3 factors. 1) The democracy index, rating the levels of democracy within a country. 2) The human development index, measuring the social and economic progress of each country. The index combines several factors of human well-being including; income, knowledge and standard of living
      4. Goods and services – quality and availability of goods and services. 1) food – meat, fish, dairy products, fruit, vegetables. 2) Alcohol for public and/or private consumption. 3) Other essential goods including clothing and electrical goods. 4) essential services such as dry cleaning
      5. Isolation – 1) external isolation, reflecting the distance and ease of travel between the home and host regions. Where appropriate additional elements which increase the isolation experienced by Staff should be included, for example where there are no international connections. 2) Internal isolation – score is based on the standards of the local infrastructure including transport, quality and resilience of the domestic road networks, suitability, quality and reliability of public transport systems, domestic air travel, communications infrastructure including the connectivity and reliability of telephone and internet services
      6. Social network and leisure – this section relates to family’s management of their free time. 1) The quality of news and media available to the expatriate family including an assessment of the levels of censorship as well as the availability of international news coverage. 2) Relative size of the expatriate community in each location. 3) Availability and accessibility of a wide variety of recreational activities suitable for Staff and their families. This includes: Sports and social clubs, cinemas, day trips, restaurants and nightlife, green and open spaces and children’s activities
      7. Housing, utilities and education. 1) Quality and availability of housing including supply, standard, choice and availability of standard housing. 2) Standard and reliability of utilities such as water and electricity at Post. 3) Availability of appropriate international schools, the curriculum taught, language of instruction and the age range that suitable education is available for
      8. Personal security and socio-political tensions. 1) Criminal activity at Post and the impact it has on Staff and their families’ ability to maintain a semblance of a ‘regular’ life. These include: the type and frequency of crime, the level of safety of travel, an assessment of who is victimised (foreigners, businessmen, women, children etc.) and the differentiation between low-level opportunist crime and more serious, violent crime. 2) A reflection of wider concerns over instability or existing conflicts within a country (without unduly reflecting isolated events), including: terrorism/ political or ethnic violence, corruption and the ability to move freely around the country
   4. A single point of contact would be required, who should have access to subject matter experts and technical specialists to ensure a fast and coordinated response to enquiries. Cabinet Office requires a 24-hour turnaround for enquiries.
   5. Cabinet Office would also require the supplier to be able to provide additional data reports for international working on an ad-hoc basis as required by Cabinet Office, outside of the normal data collecting period. It is expected that at least 8 weeks notice should be given by Cabinet Office prior to this.
   6. Data should be collected from multiple primary sources, ensuring reliability and accuracy. Data calculations undertaken on Cabinet Office’s behalf should ensure that Cabinet Office rules are consistently applied to all locations. A team of researchers should collate this data, supported by knowledge of each location’s environment.
   7. Published data should be tailored to meet Cabinet Office requirements and datasets should be designed in consultation with Cabinet Office to account for these needs, ensuring consistency, accuracy and timely delivery of allowances to staff based overseas.
   8. The supplier should provide detailed explanations of why, when and how figures have changed, putting the complexities of economic conditions into a simple explanation as to why an employee’s allowance has changed.
3. **key milestones and Deliverables**
   1. The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| Cost of Living Allowance Rates Report | Compile a data report of all current cost of living rates to inform Cabinet Office COLA rates. | Within 2 weeks of Contract Award |
| Location Ratings Report for Hardship Allowance | Compile ratings report for the outlined locations in 9.2 where Cabinet Office currently have staff based. | Within 2 weeks of Contract Award |
| Bi-annual data reports for Cost of Living and Locations Ratings | Deliver updated reports bi-annually in March and September. | Ongoing |
| Ad-hoc delivery of additional data reports when requested by Cabinet Office | Upon request, supplier to compile cost of living and location ratings reports for new locations. Estimated to be for six (6) additional countries this cannot be guaranteed at this time. | Delivered within 8 weeks of request |

1. **MANAGEMENT INFORMATION/reporting**
   1. The supplier shall provide reports to the Cabinet Office referring to section 7.1. Cabinet Office will also expect the supplier to report on performance at six monthly intervals.
2. **volumes**
   1. We currently have staff working overseas in various countries. At the minimum, we would need the information pertaining to those countries, of which there are approximately 32, with the view to increase the number of countries in scope in the future. This is estimated to be for an additional six (6) countries though volumes cannot be guaranteed at this time.
   2. The countries and cities which we currently have staff working in, and therefore require data for are:
      1. Kabul, Afghanistan
      2. Amman, Jordan
      3. Tunis, Tunisia
      4. Muscat, Oman
      5. Islamabad, Pakistan
      6. Abuja, Nigeria
      7. Beirut, Lebanon
      8. Tashkent, Uzbekistan
      9. Skopje, North Macedonia
      10. Podgorica, Montenegro
      11. NATO, Brussels, Belgium
      12. Kolkata, India
      13. Chandigarh, India
      14. Gandhinagar, India
      15. Manilla, Phillippines
      16. South Africa
      17. Lima, Peru
      18. Bucharest, Romania
      19. Sofia, Bulgaria
      20. Warsaw, Poland
      21. Prague, Czech Republic
      22. Bratislava, Slovakia
      23. Vilnius, Lithuania
      24. Riga, Latvia
      25. Tallinn, Estonia
      26. Nairobi, Kenya
      27. Brasilia, Brazia
      28. Jakarta, Indonesia
      29. Kiev, Ukraine
      30. Tbilisi, Georgia
      31. Yerevan, Armenia
      32. San Francisco, USA
3. **continuous improvement**
   1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
   2. The Supplier should present new ways of working to the Authority during bi-annual Contract review meetings.
   3. Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.
4. **Sustainability**
   1. The Supplier acknowledges that the Authority must at all times be seen to be actively promoting Sustainable Development through its environmental, social and economic responsibilities.
5. **quality**
   1. The methodology used is to be consistent with best practice. Measures should be implemented to ensure that accurate data is given.
6. **PRICE**
   1. REDACTED TEXT.
   2. Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
7. **STAFF AND CUSTOMER SERVICE**
   1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
   2. The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
   3. The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
8. **service levels and performance**
   1. The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Delivery timescales | 100% of all data delivery dates would need to be met | Receipt of data reports in the first week of September and March |
| 2 | Delivery timescales | The supplier would be expected to supply data reports for location ratings automatically as they are updated each six months. | Receipt of data reports in the first week of September and March. |
| 3 | Ad-hoc requests delivery | 100% of all ad hoc location data would need to be collected within 8 weeks of notification. | Receipt of ad-hoc data reports one week after requested |
| 4 | Data quality | 95% accuracy in the collection and analysis of all questionnaire data |  |
| 5 | Requests | 5 working days response time for any ad-hoc queries from CO HR or staff |  |

* 1. Supplier to report on performance at six monthly intervals.

1. **Security and CONFIDENTIALITY requirements**
   1. All information supplied to the supplier must be treated in confidence and not disclosed to third parties.
2. **payment AND INVOICING** 
   1. The Supplier shall issue invoices on commencement of the Term and the anniversary thereof (where the contract is extended). Invoices shall be payable by the Customer within 30 days of receipt of invoice.
   2. Invoices should be submitted to: The Cabinet Office, Cabinet Office c/o sscl, SSCL Phoenix House, PO Box 405, Newport Wales, NP10 8FZ, United Kingdom.
   3. The invoice should have the purchase order number on the front. The purchase order number will be provided by Cabinet Office in advance. Please ensure that the invoice is also sent to REDACTED TEXT.
3. **CONTRACT MANAGEMENT** 
   1. We would be expecting the supplier to attend meetings over telephone every 6 months.
   2. Attendance at Contract Review meetings shall be at the Supplier’s own expense.
4. **Location** 
   1. The research will be conducted on the suppliers premises.

**ANNEX 4 – SUPPLIERS RESPONSE**

**REDACTED TEXT**

**ANNEX 5 – CLARIFICATIONS**

**REDACTED TEXT**

**ANNEX 6 – ADDITIONAL TERMS & CONDITIONS**

**Not Applicable**

**The GDPR guidelines stated in this Contract Document have been declined by the customer. The Cabinet Office Legal Department have approved of this.**

**ANNEX 7 – CHANGE CONTROL FORMS**

|  |  |  |  |
| --- | --- | --- | --- |
| **CHANGE CONTROL NOTICE (CCN)** | | | |
| **Contract Title:** | Contract for the Provision of **Insert title of requirement** (The Contract) | | |
| **Contract Reference:** |  | **Contract Change Number:** |  |
| **Date CCN issued:** |  | **Date Change Effective from:** |  |
| **Between**: The **Insert Name of Contracting Authority** (The Customer) and **Insert name of Supplier** (The Supplier)   1. The Contract is varied as follows:   1.1. **Insert details of changes to the original contract.**   1. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract. 2. The Contract, including any previous Contract changes, authorised in writing by both Parties, shall remain effective and unaltered except as amended by this Change Control Notice. | | | |
| Change authorised to proceed by: (Customer’s representative):    Signature Print Name and Job Title Date | | | |
| Authorised for and on behalf of the Supplier:      Signature Print Name and Job Title Date | | | |
| Authorised for and on behalf of the Customer:    Signature Print Name and Job Title Date | | | |

**Annex 8: Commercially Sensitive Information Schedule**

Commercially Sensitive Information

| **No.** | **Date** | **Item(s)** | **Duration of Confidentiality** |
| --- | --- | --- | --- |
| 1 |  | Supplier pricing for providing the contractual services | 10 Years from date of supply |
| 2 |  | All information, including data (and any derivatives thereof), reports, advice and training provided by the Supplier in any form whatsoever including electronically under this Contract | 10 Years from date of supply |