

ESMCP TERMS AND CONDITIONS – USER SERVICES

SCHEDULE 24

REPORTS AND RECORDS PROVISIONS

CHANGE HISTORY

Version	Date	Description	Document Number
1.0	2022.08.01	Base Version – MSC 2.0 unamended	72950048.1
1.2	2023.07.27	Issued for release to bidders with ITPD	
1.3	2023.10.25	Issued for release to bidders prior to detailed dialogue	
2.0	2024.03.15	Issued for release to bidders at ISFT publication	
3.0	2024.10.02	Issued for release to the Preferred Bidder prior to contract conformance	
4.0	2024.12.13	Issued for release to the Preferred Bidder for contract execution	
4.1	2024.12.13	Issued for release to the Preferred Bidder for contract execution	

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Schedule 24 (Reports and Records Provisions)

1 NOT USED

2 TRANSPARENCY REPORTS

- 2.1 Within [REDACTED] of the Effective Date the Supplier shall provide to the Authority for its approval (such approval not to be unreasonably withheld or delayed) draft reports in accordance with Annex 1 (once approved, the “**Transparency Reports**”).
- 2.2 If the Authority rejects any draft Transparency Report, the Supplier shall submit a revised version of the relevant report for further approval by the Authority within ten [REDACTED] of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. If the Parties fail to agree on a draft Transparency Report the Authority shall determine [REDACTED]
[REDACTED]
- 2.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Authority at the frequency referred to in Annex 1.
- 2.4 Any disagreement in connection with the preparation and/or approval of Transparency Reports, other than under Paragraph 2.2 above in relation to the contents of a Transparency Report, shall be treated as a Dispute.
- 2.5 The requirements for Transparency Reports are in addition to any other reporting requirements in this Contract.

3 OTHER REPORTS

- 3.1 The Authority may require any or all of the following reports:
- (a) not used;
 - (b) reports relating to Testing and tests carried out under Schedule 5 (*Security Management*) and Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);
 - (c) reports which the Supplier is required to supply as part of the Management Information;
 - (d) annual reports on the Insurances [REDACTED]
[REDACTED]
 - (e) security reports; and
 - (f) Force Majeure Event reports.

- 3.2 [REDACTED]
[REDACTED]

[REDACTED]

4 RECORDS

- 4.1 The Supplier shall retain and maintain all the records (including superseded records) referred to in Paragraph 2 and 3 and Annex 1 and 2 (together **"Records"**):
- (a) in accordance with the requirements of The National Archives and Good Industry Practice;
 - (b) in chronological order;
 - (c) in a form that is capable of audit; and
 - (d) [REDACTED]
- 4.2 The Supplier shall make the Records available for inspection to the Authority on request, subject to the Authority giving reasonable notice.
- 4.3 Where Records are retained in electronic form, the original metadata shall be preserved together with all subsequent metadata in a format reasonably accessible to the Authority.
- 4.4 The Supplier shall, during [REDACTED] maintain or cause to be maintained complete and accurate documents and records in relation to the provision of the Services including but not limited to all Records.
- 4.5 Records that contain financial information shall be retained and maintained in safe storage by the Supplier for [REDACTED]
- 4.6 Without prejudice to the foregoing, the Supplier shall provide the Authority:
- (a) [REDACTED]
 - (b) [REDACTED]

5 ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

5.1 General

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- 5.1.1 The Authority shall provide and maintain the Electronic Document Management System (EDMS) with effect from the Effective Date. Access to the EDMS shall be provided to the Supplier by the Authority and such access shall be without charge to the Supplier. [REDACTED] The Supplier shall use the EDMS (subject to any applicable legislation governing the use or processing of personal data) to make information about this Contract available to the Authority in accordance with the requirements outlined in this Schedule.
- 5.1.2 The Authority shall ensure that the EDMS is:
- (i) capable of holding and allowing access to the information described in Annex 3 of this Schedule and includes full and accurate file details of all uploaded items including date and time of upload, version number and the name of the uploader;
 - (ii) structured so that each document uploaded has a unique identifier which is automatically assigned;
 - (iii) readily accessible by the Supplier in full via a user-friendly, password-protected, multi-factor-authenticator interface to such nominated users as are notified by the Supplier to the Authority from time to time;
 - (iv) structured and maintained in accordance with the security requirements as set out in this Contract including those set out in Schedule 5 (*Security Management*);
 - (v) created and based on open standards in Schedule 4 (*Standards*);
 - (vi) [REDACTED]
 - (vii) [REDACTED]
- 5.1.3 [Not used].
- 5.1.4 The Supplier shall upload complete and accurate information specified in Annex 3 by the Initial Upload Date (except where prior to the launch of the EDMS in which case the date at which the EDMS is made available in accordance with Paragraph 5.1) onto EDMS in the format specified.
- 5.1.5 Except for notices under Clause 42.4 or items covered by Clause 42.6, where the Supplier is under an obligation to provide information to the Authority in a provision under this Contract, then the Supplier's upload of that information onto the EDMS and sharing with the Authority of a link to that upload shall satisfy the Supplier's obligation to provide the Authority with that information provided that the Authority can access the information on the

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EDMS and the uploaded information meets the requirements more particularly specified in the relevant provision.

- 5.1.6 Except to the extent that the requirements provide for earlier and more regular Authority access to up-to-date information, Annex 3 shall not take precedence over any other obligation to provide information in this Contract and the Supplier shall refer to the applicable clause for further details as to the requirement.
- 5.1.7 The Authority shall provide (as set out in column 7 of the table at Annex 3) access to view and download the specified information in the EDMS in Annex 3.
- 5.1.8 The Supplier acknowledges that the Authority will provide access to the EDMS to the Authority's Third Party Auditor and it shall:
- (i) be entitled to access, view and download information specified in Annex 3 subject to it entering into a confidentiality agreement with the Authority to keep the contents confidential (except to the extent disclosure of the confidential information is required under Paragraph (ii) below of this Schedule); and
 - (ii) report to the Authority (at its request) as to the completeness and accuracy of the information but not the substance of the information.
- 5.1.9 The Authority shall ensure that the EDMS retains in an accessible form all historic or superseded records of the information specified Annex 3. In order to maintain the integrity of the historic archive of the information and documentation and for the purposes of maintaining a clear audit trail, the Supplier shall not delete or overwrite any information that has been stored in the EDMS, except for the purposes of maintenance (provided no information is lost during maintenance) or to enable the Supplier to comply with Data Protection Legislation.
- 5.1.10 The Supplier warrants that the information uploaded to the EDMS is accurate, complete, up-to-date and in accordance with this Contract at the date of upload.
- 5.1.11 Where the Supplier becomes aware that any of the information provided on the EDMS is materially inaccurate, incomplete or out of date (other than in respect of historic versions of documents) the Supplier shall provide an update to the information within [REDACTED] [REDACTED] unless already due to be updated beforehand due to an Update Requirement specified in Annex 3.
- 5.1.12 In the event of a conflict between any requirement in this Contract (excluding Annex 3) for the Supplier to provide information to the Authority and the requirements set out in Annex 3 of this Schedule, the requirement elsewhere in this Contract shall prevail.

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- 5.1.13 No later than one (1) month after the Effective Date, the Authority shall provide a user guide to the Supplier relating to the use of the EDMS.
- 5.1.14 On request by the Supplier the Authority shall provide the Supplier's nominated users with a reasonable level of ongoing support to enable them to make use of the EDMS.
- 5.1.15 For the avoidance of doubt, the cost of any redactions, access restrictions or compliance with the Data Protection Legislation in respect of the information hosted on the EDMS shall be at the [REDACTED] cost and expense.

5.2 Document Control of Documentary Deliverables

- 5.2.1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- 5.2.2 [REDACTED]
[REDACTED]
[REDACTED]
- 5.2.3 [REDACTED]
[REDACTED]
[REDACTED]
- 5.2.4 [REDACTED]
[REDACTED]
- 5.2.5 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Standards for Submissions of Documentary Deliverables

- 5.2.6 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- (i) [REDACTED]
- (ii) [REDACTED]
- (iii) [REDACTED]
[REDACTED]

(iv) [REDACTED]
[REDACTED]
[REDACTED]

5.2.7 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(i) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(ii) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(iii) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

5.2.8 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

5.2.9 [REDACTED]

(i) [REDACTED]
[REDACTED]

(ii) [REDACTED]
[REDACTED]
[REDACTED]

5.2.10 [REDACTED]
[REDACTED]

(i) [REDACTED]
[REDACTED]
[REDACTED]

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- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- (ii)
 - [REDACTED]
 - [REDACTED]
- (iii)
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- (iv)
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- (v)
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- (vi)
 - [REDACTED]
 - [REDACTED]

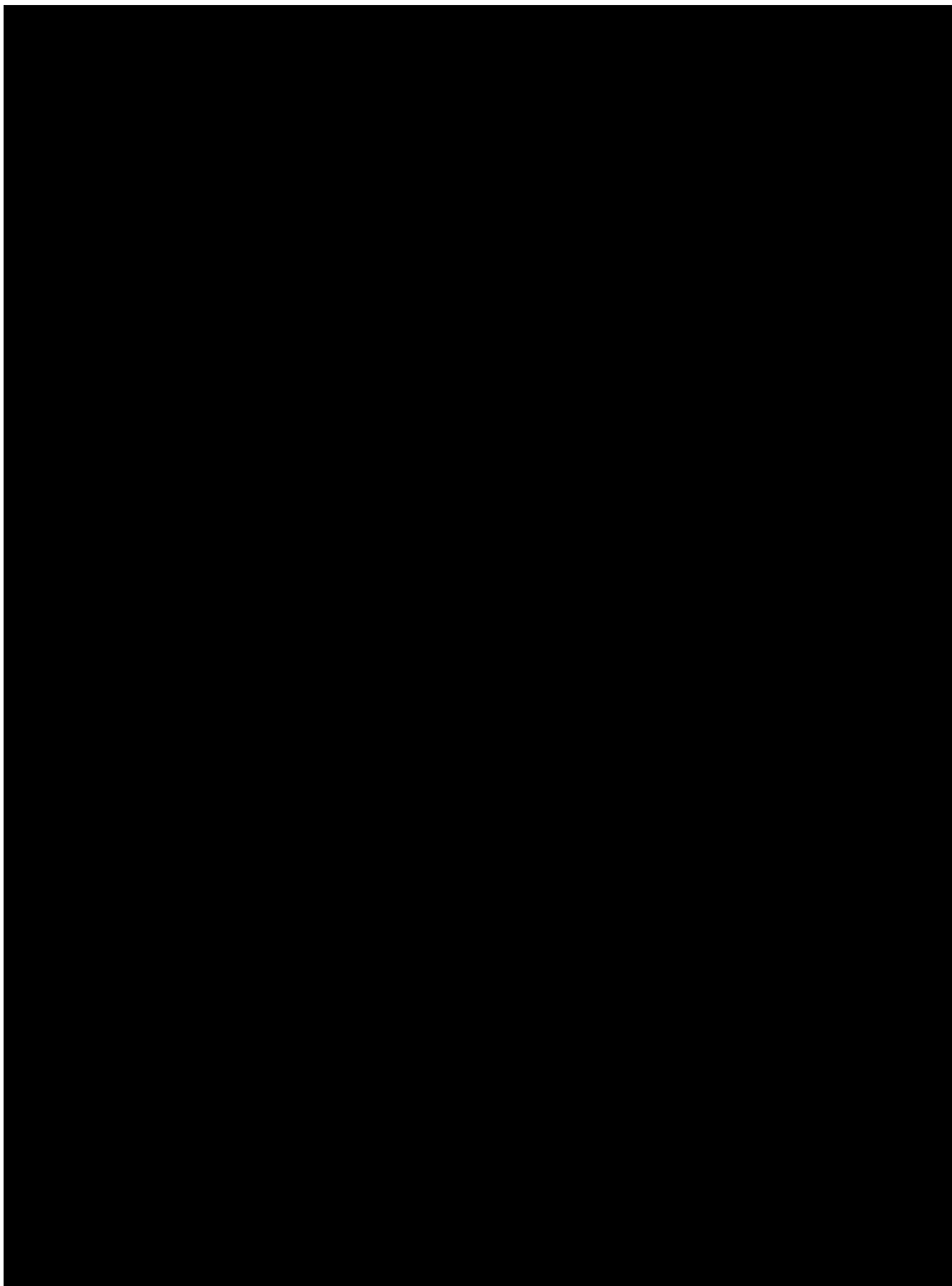
5.2.11 Each submission shall:

- (i) [REDACTED]
- (ii)
 - [REDACTED]
 - [REDACTED]
- (iii)
 - [REDACTED]
 - [REDACTED]

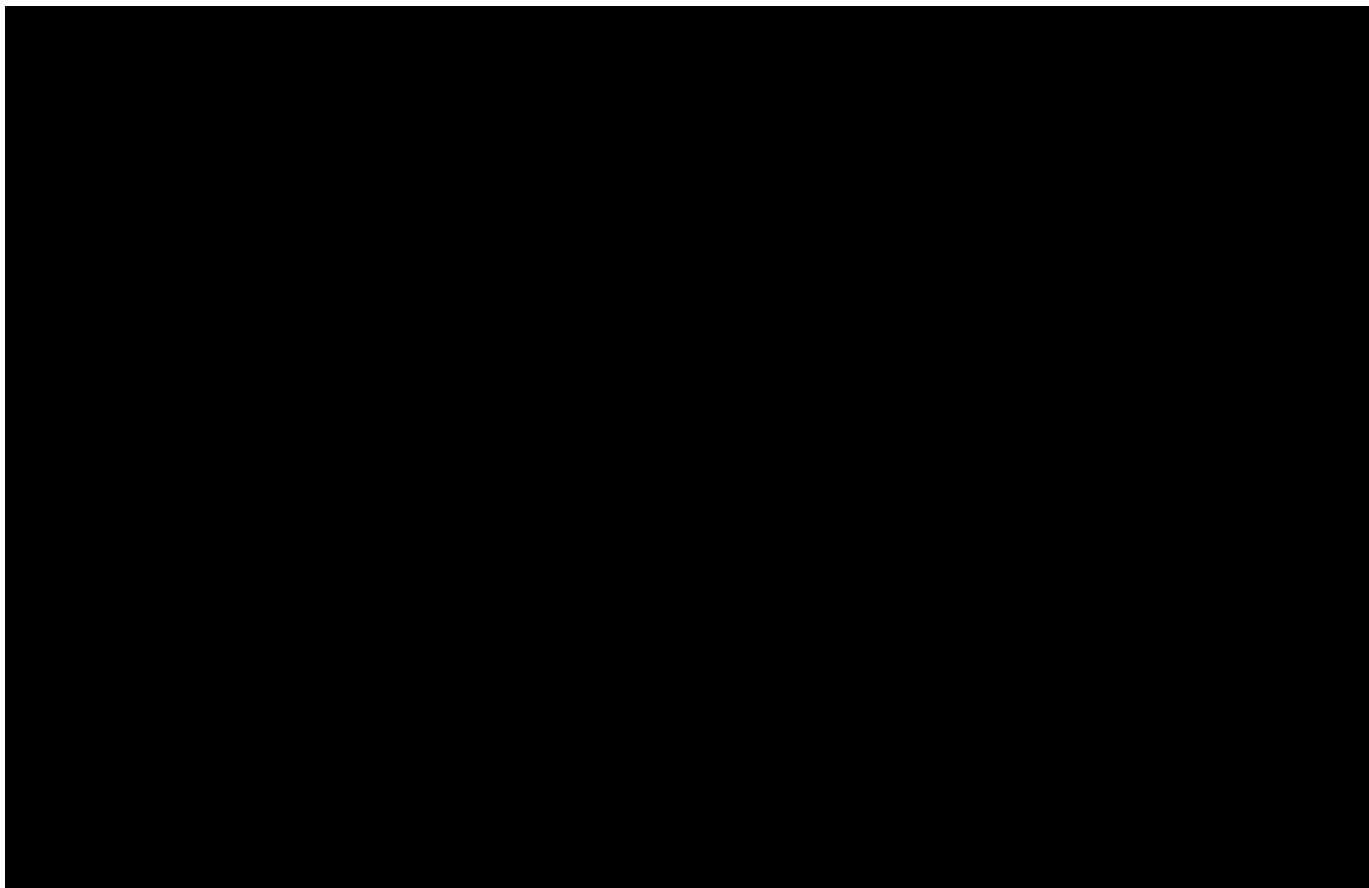
5.2.12 [REDACTED]
[REDACTED]

5.3 The Supplier shall produce all documentation in English.

ANNEX 1: TRANSPARENCY REPORTS



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ANNEX 2: RECORDS TO BE KEPT BY THE SUPPLIER

The records to be kept [REDACTED] by the Supplier are:

- 1 This Contract, its Schedules and all amendments to such documents.
- 2 All other documents which this Contract expressly requires to be prepared [REDACTED]
[REDACTED]
- 3 Records relating to the appointment and succession of the Supplier Representative and each member of the Key Personnel.
- 4 Notices, reports and other documentation submitted by any Expert.
- 5 All operation and maintenance manuals prepared by the Supplier for the purpose of maintaining the provision of the Services and the underlying IT Environment and Supplier Equipment.
- 6 Documents prepared by the Supplier or received by the Supplier from a third party relating to a Force Majeure Event.
- 7 All formal notices, reports or submissions made by the Supplier to the Authority Representative in connection with the provision of the Services.
- 8 All certificates, licences, registrations or warranties in each case obtained by the Supplier in relation to the provision of the Services.
- 9 Documents prepared by the Supplier in support of claims for the Charges.
- 10 Documents submitted by the Supplier pursuant to the Change Control Procedure.
- 11 Documents submitted by the Supplier pursuant to invocation by it or the Authority of the Dispute Resolution Procedure.
- 12 Documents evidencing any change in ownership or any interest in any or all of the shares in the Supplier and/or the Guarantor, where such change may cause a change of Control; and including documents detailing the identity of the persons changing such ownership or interest.
- 13 Invoices and records related to VAT sought to be recovered by the Supplier.
- 14 Financial records, including audited and [REDACTED] un-audited accounts of the Guarantor and the Supplier.
- 15 Records required to be retained by the Supplier by Law, including in relation to health and safety matters and health and safety files and all consents.
- 16 All documents relating to the insurances to be maintained under this Contract and any claims made in respect of them.
- 17 All journals and audit trail data referred to in Schedule 5 (Security Management).

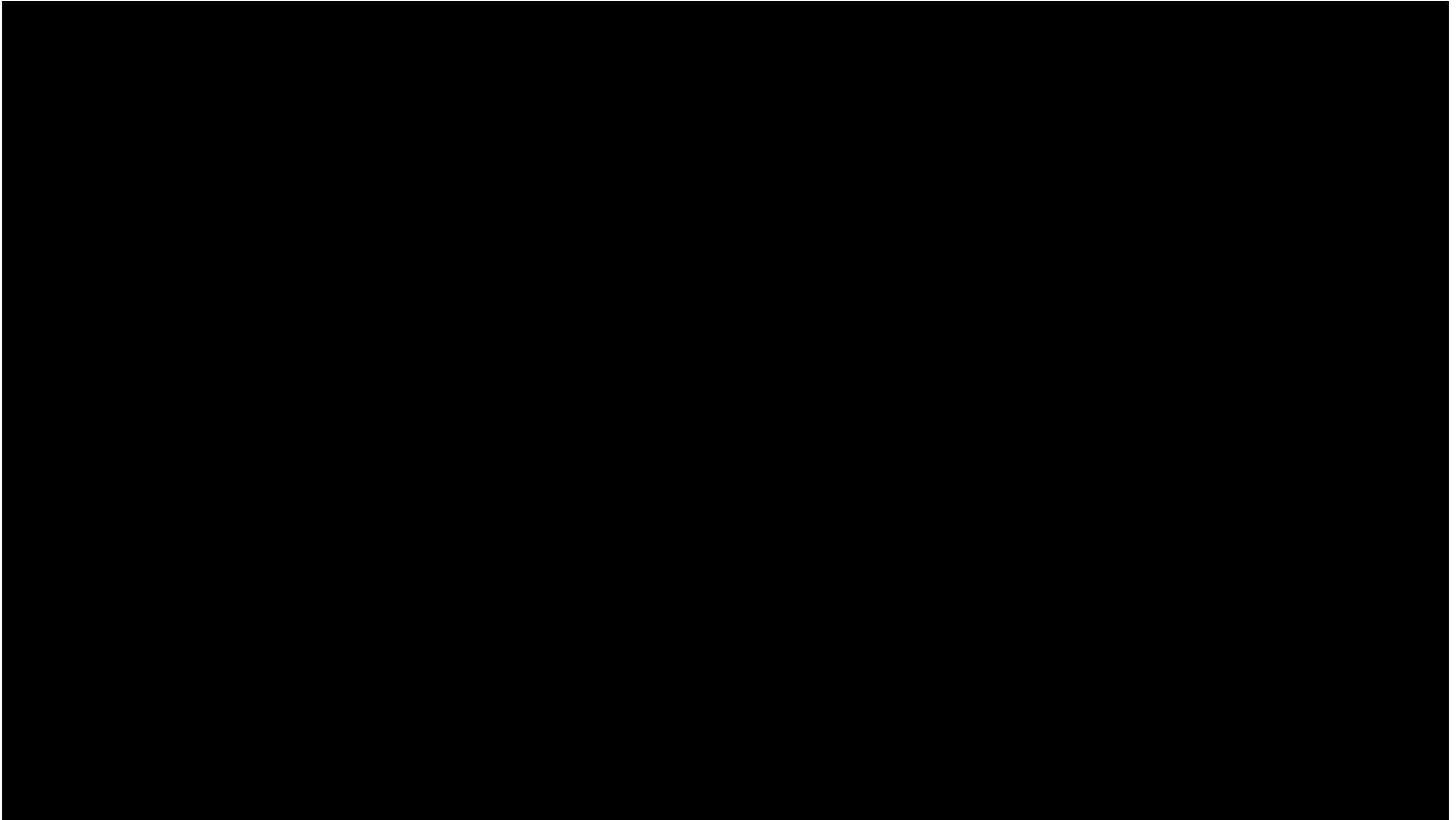
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- 18 All other records, notices or certificates required to be produced and/or maintained by the Supplier pursuant to this Contract.

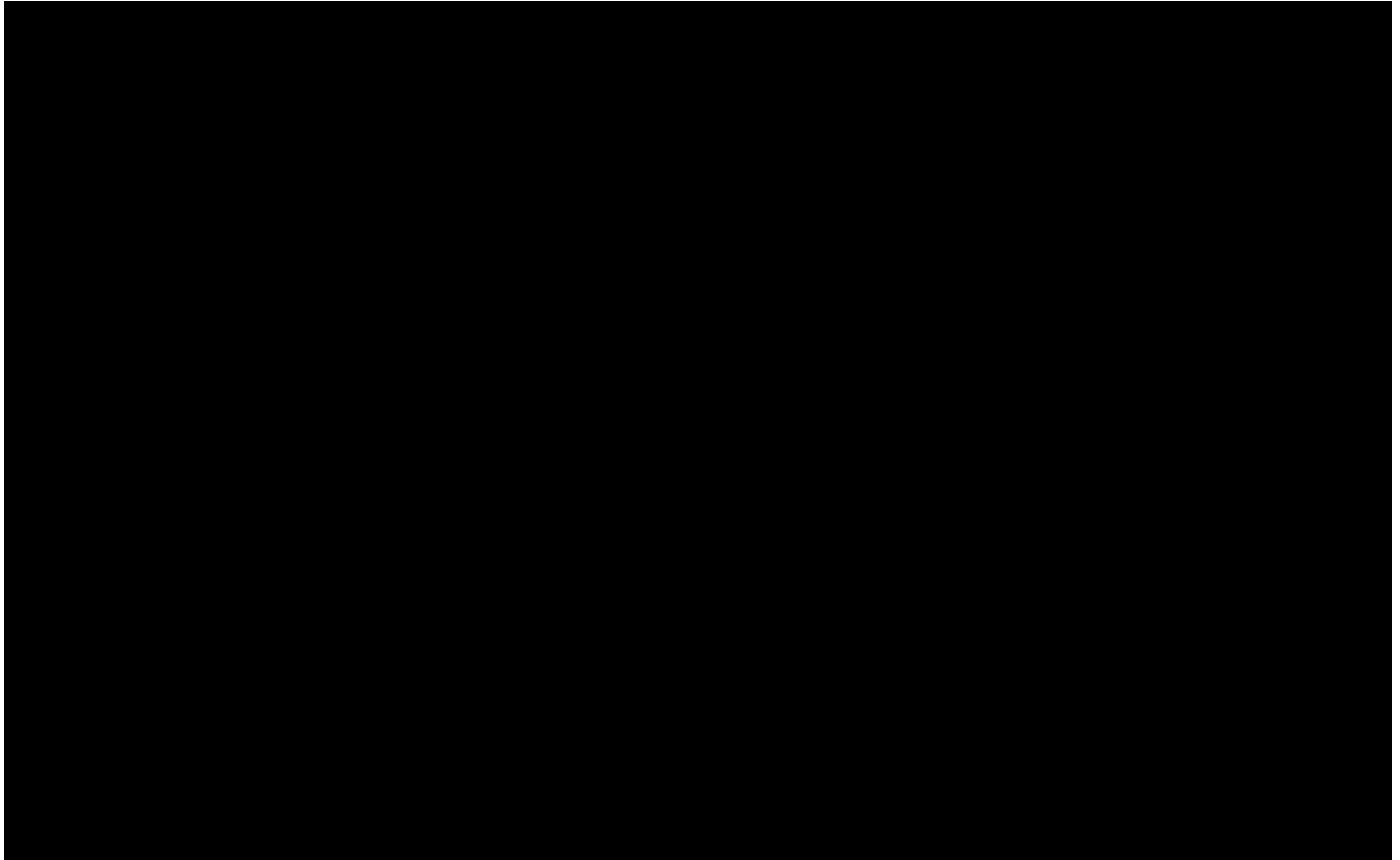
ANNEX 3: RECORDS TO UPLOAD TO ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

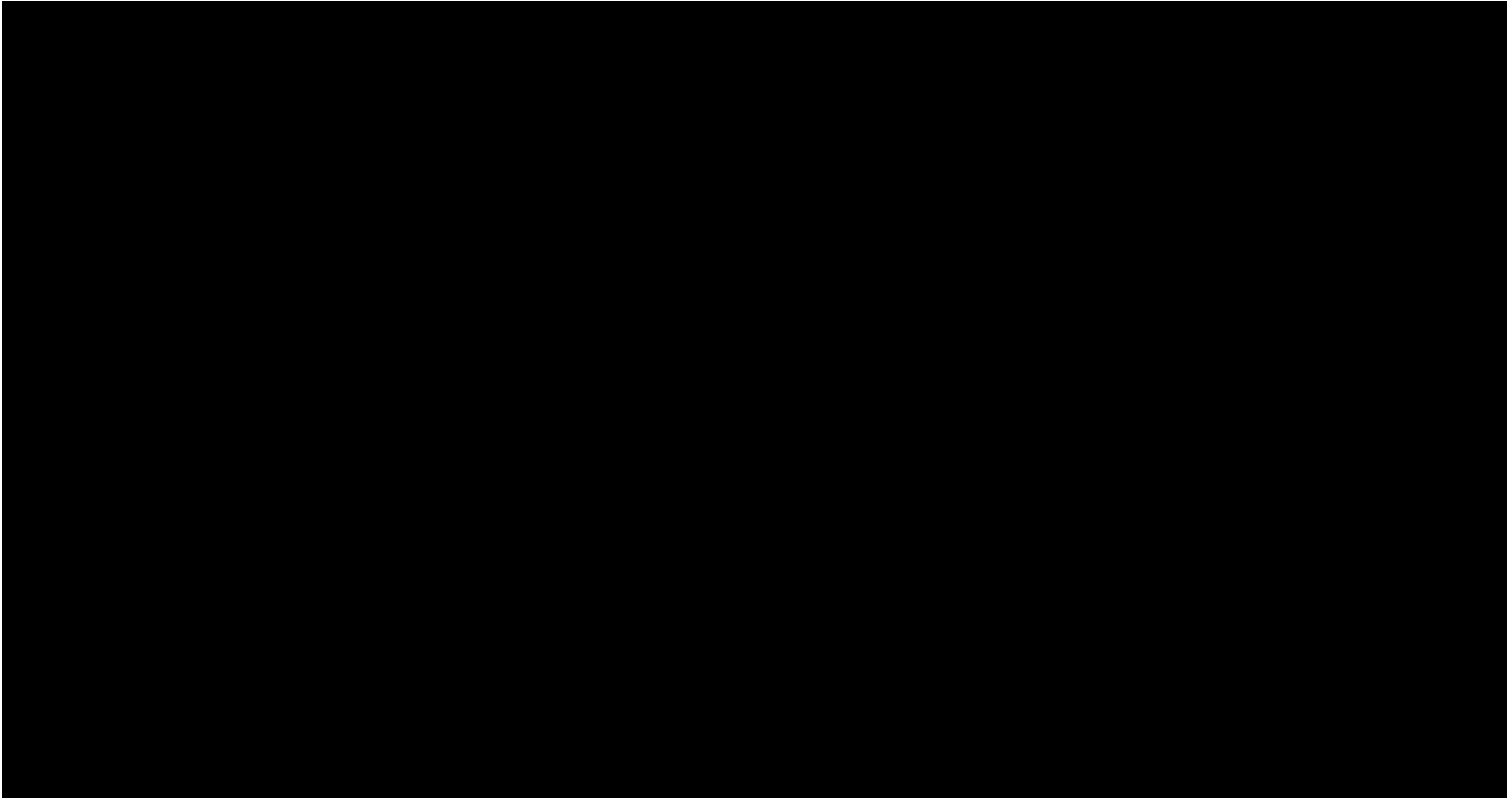
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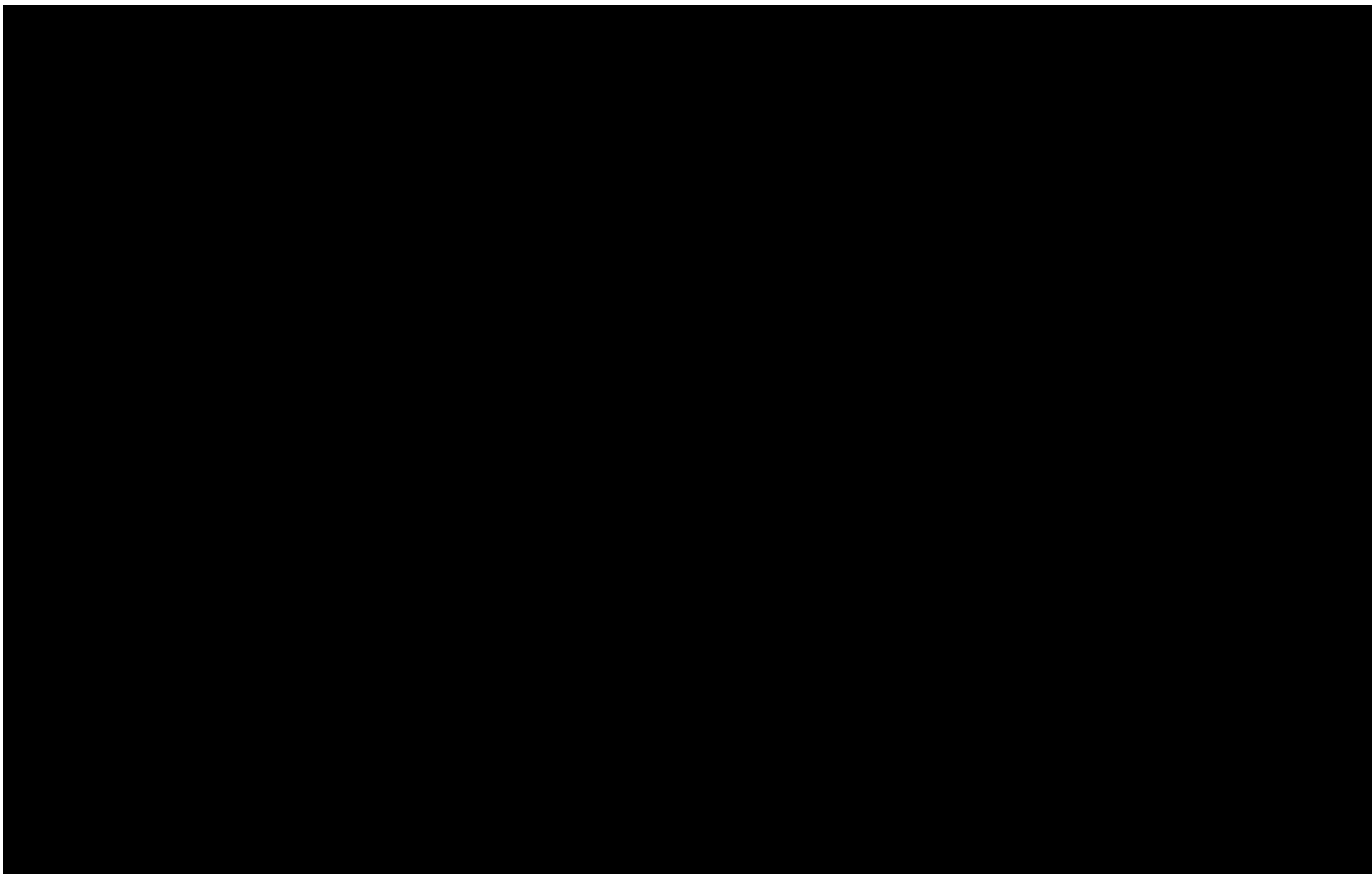
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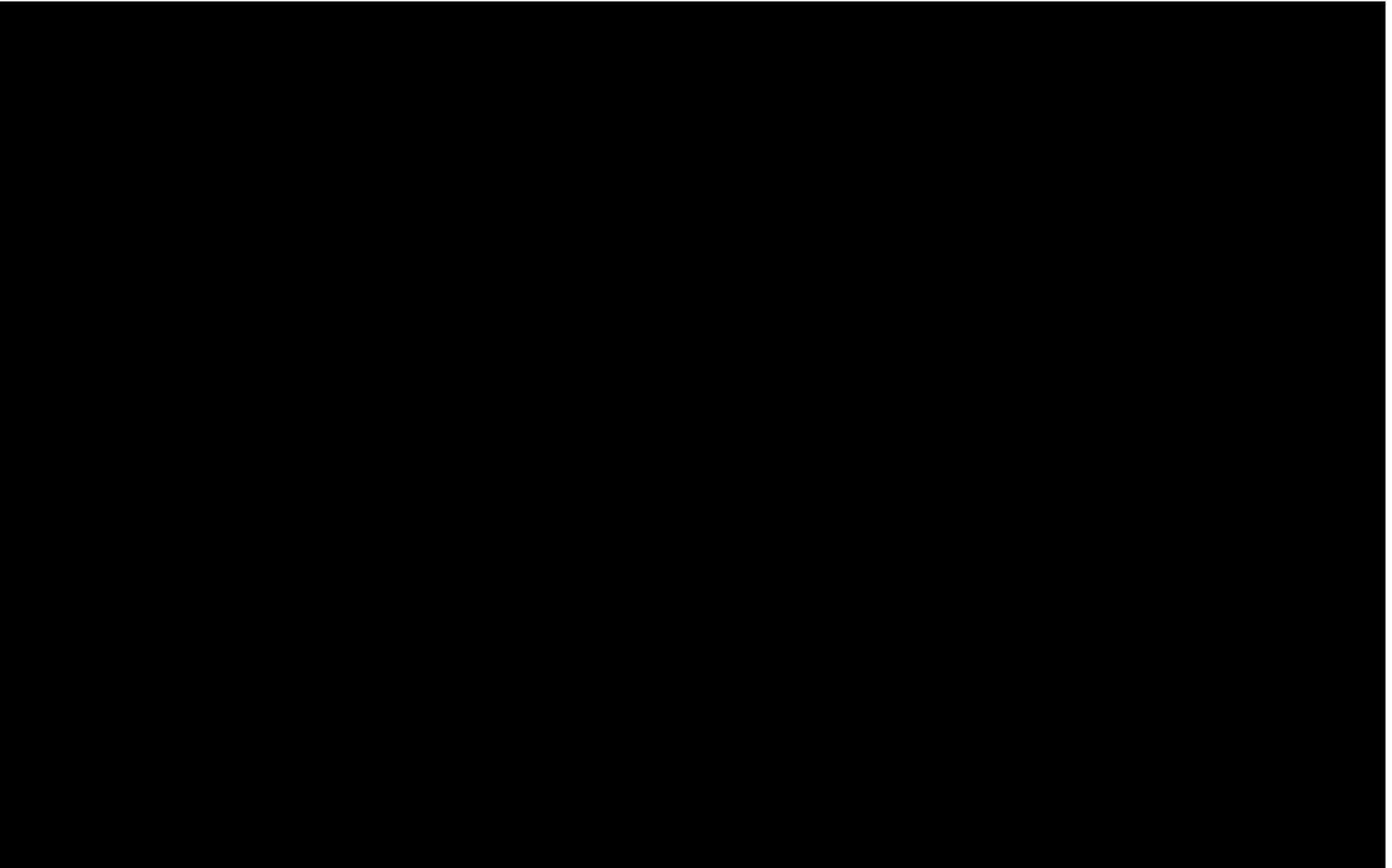
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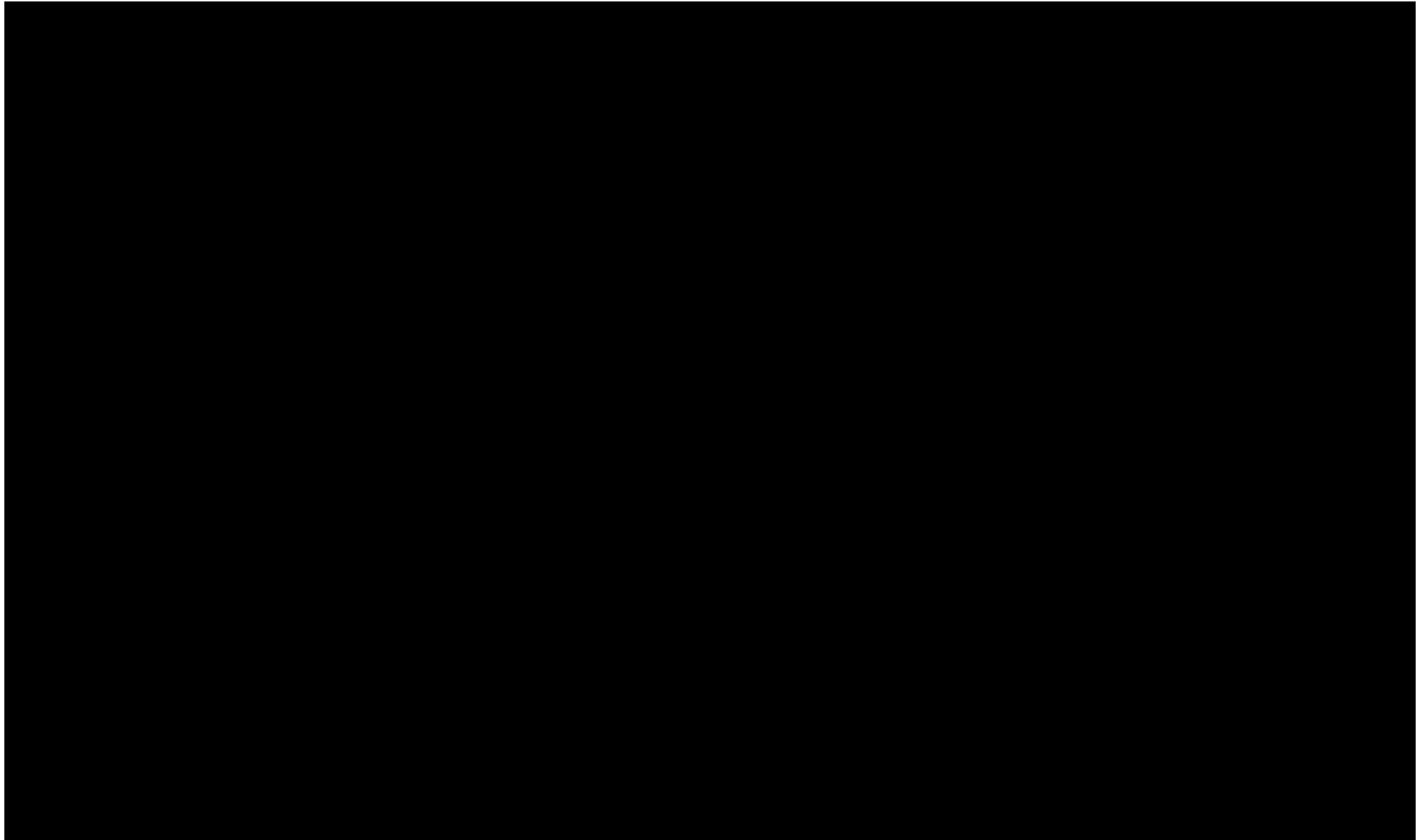
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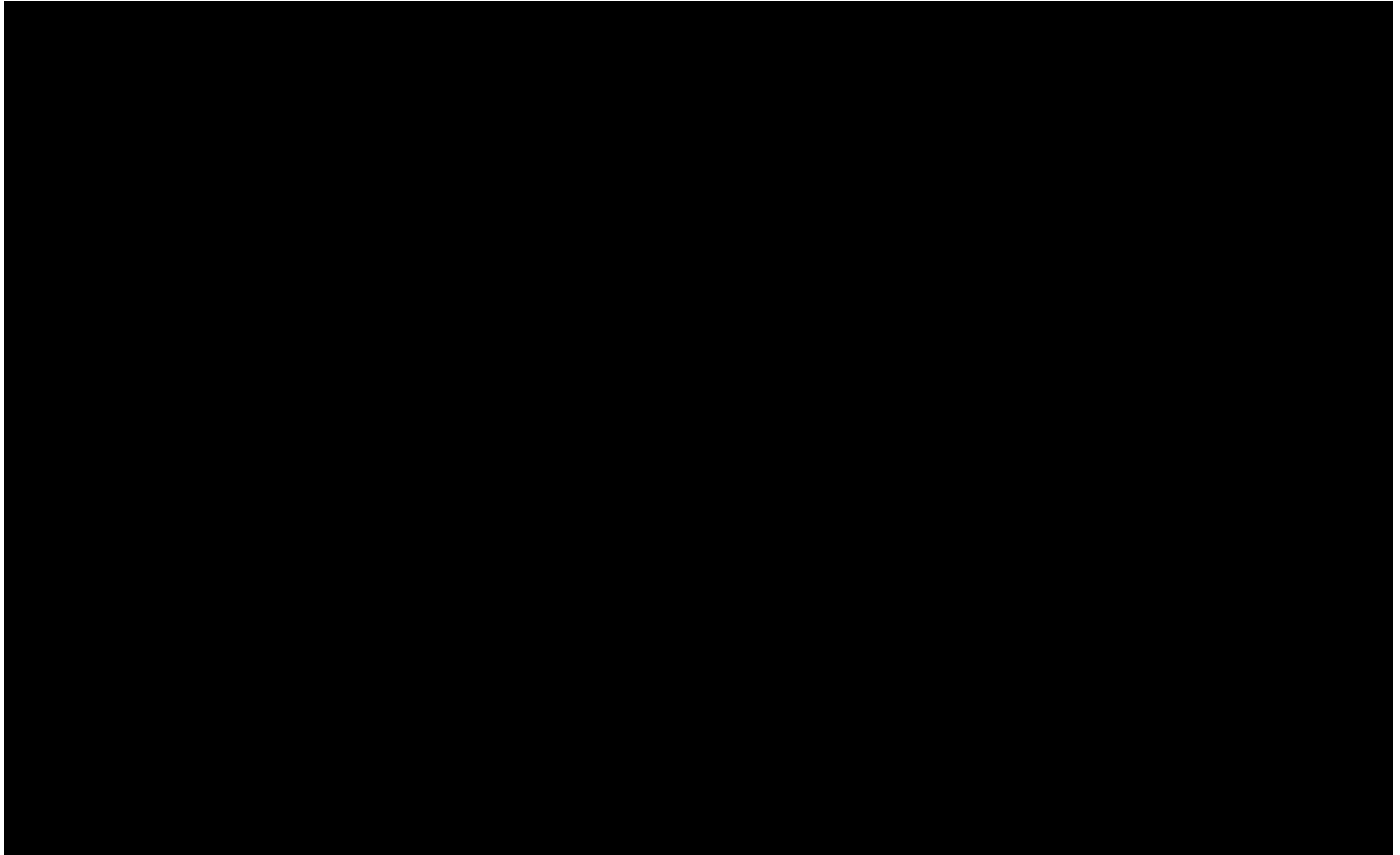
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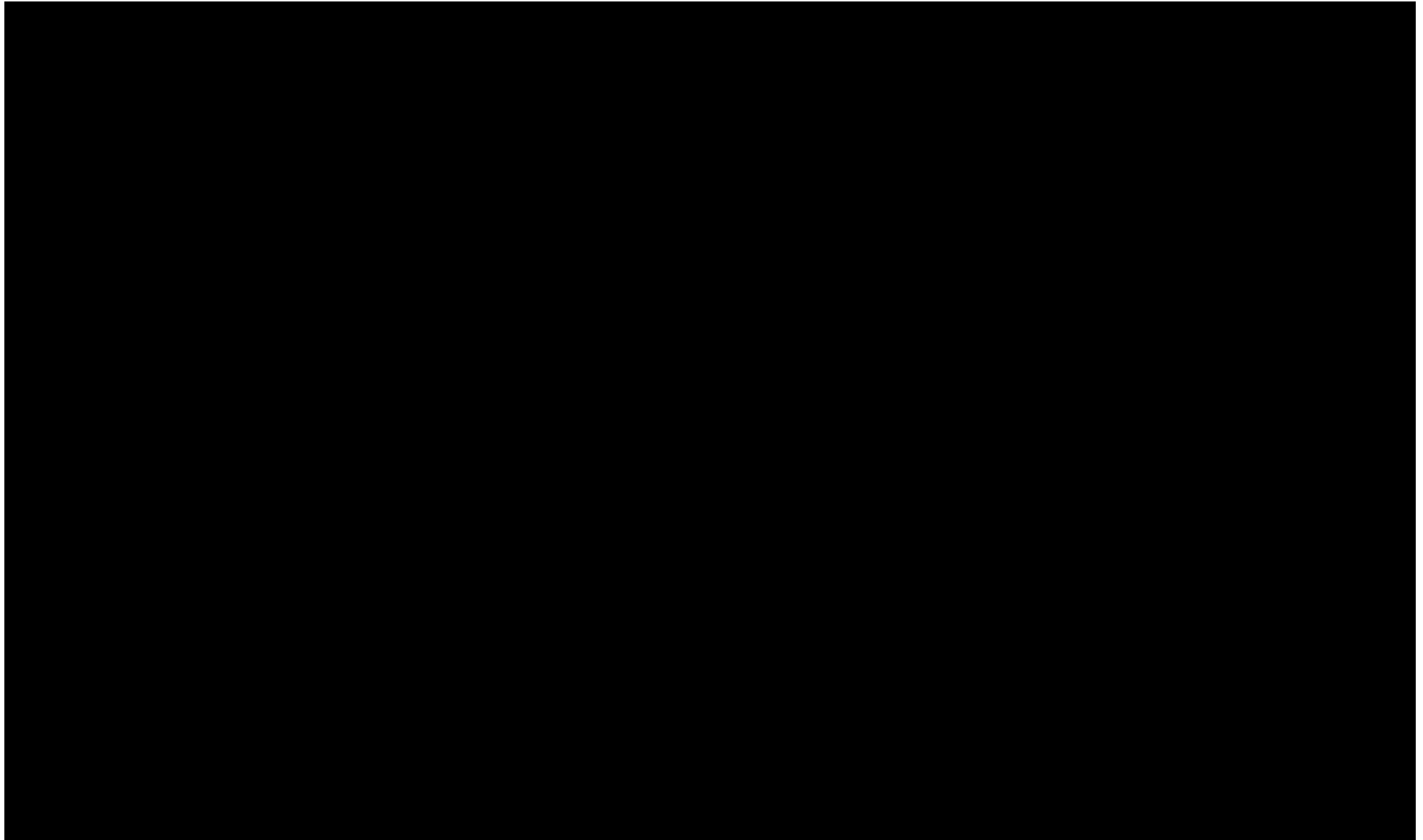
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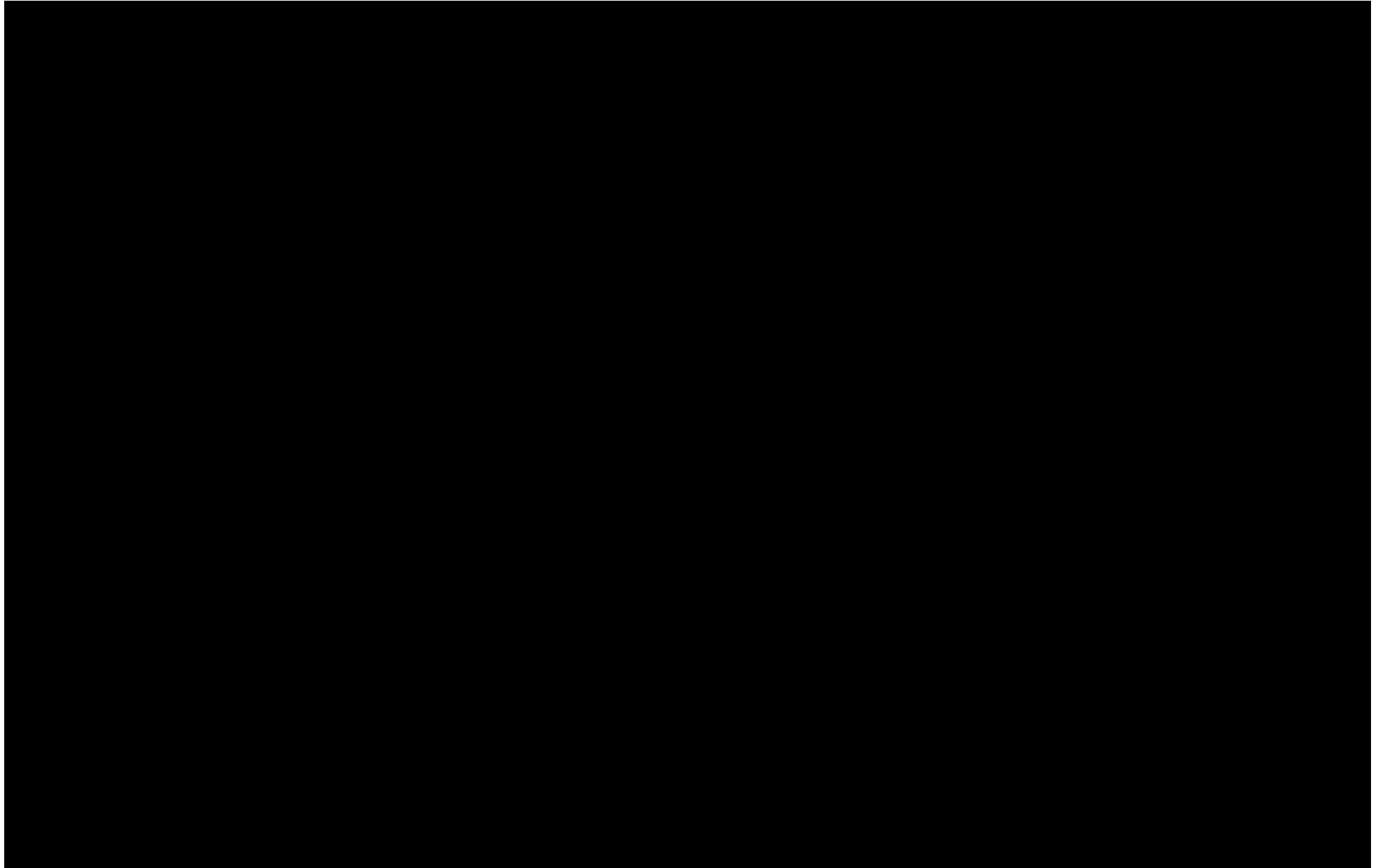
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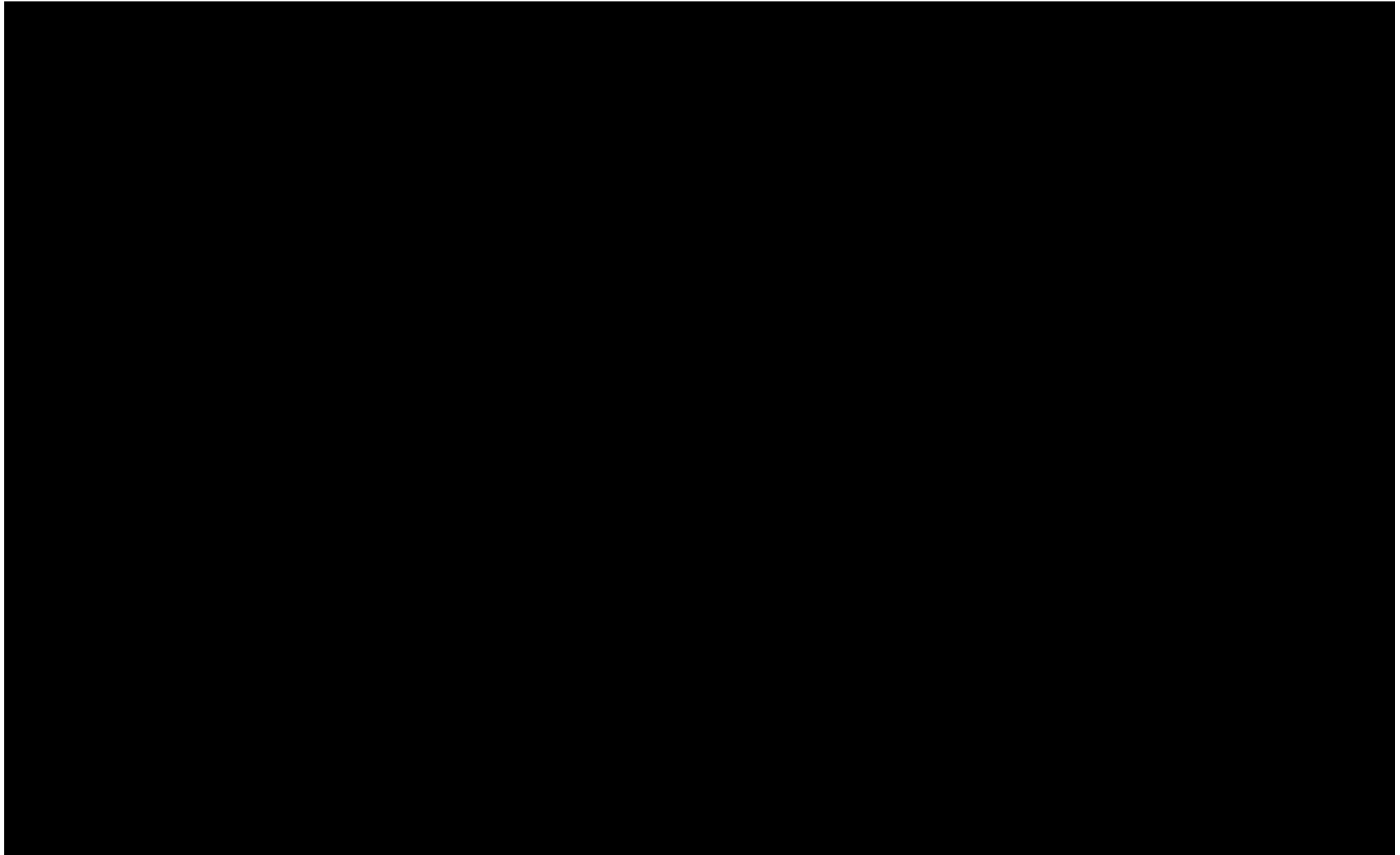
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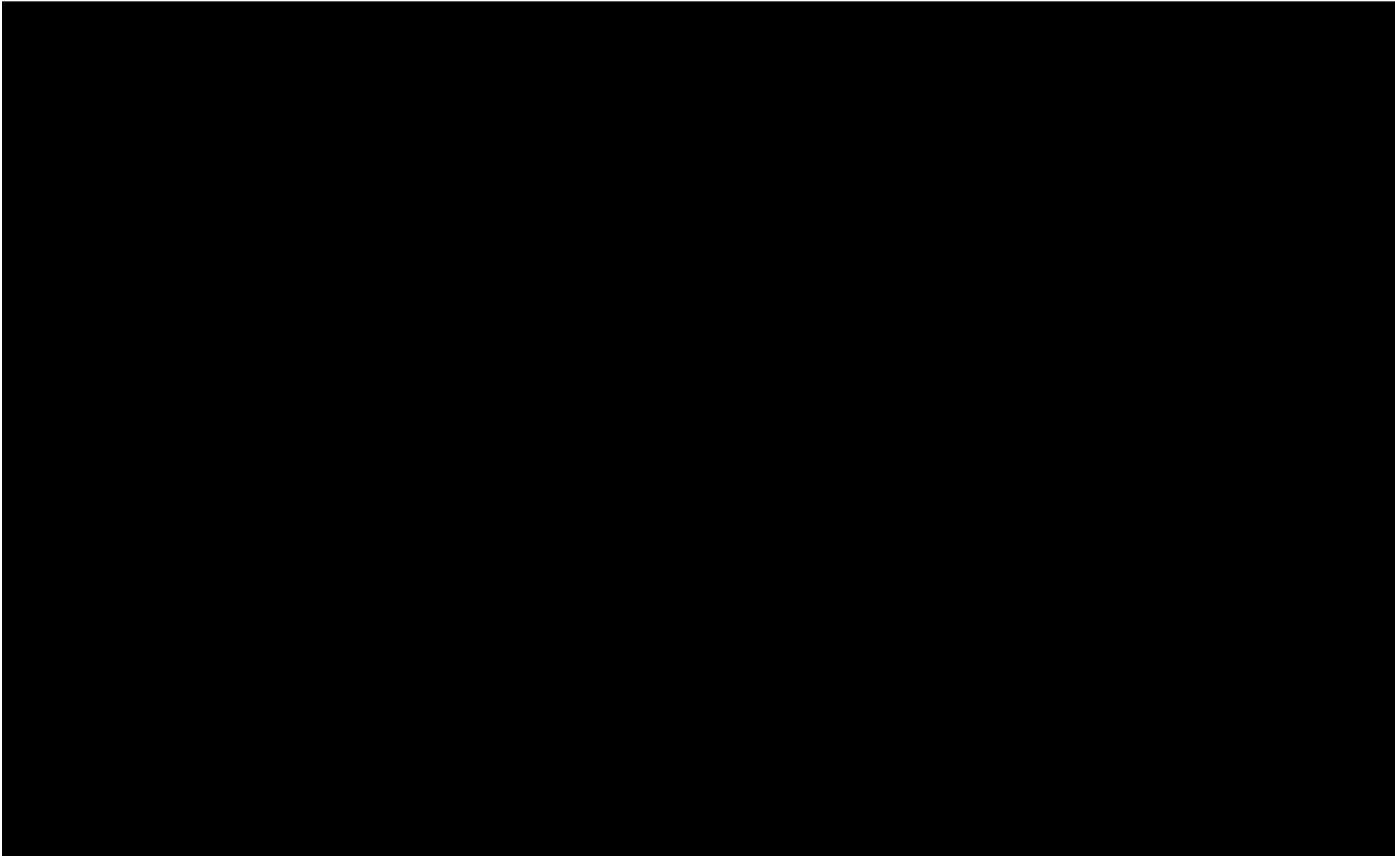
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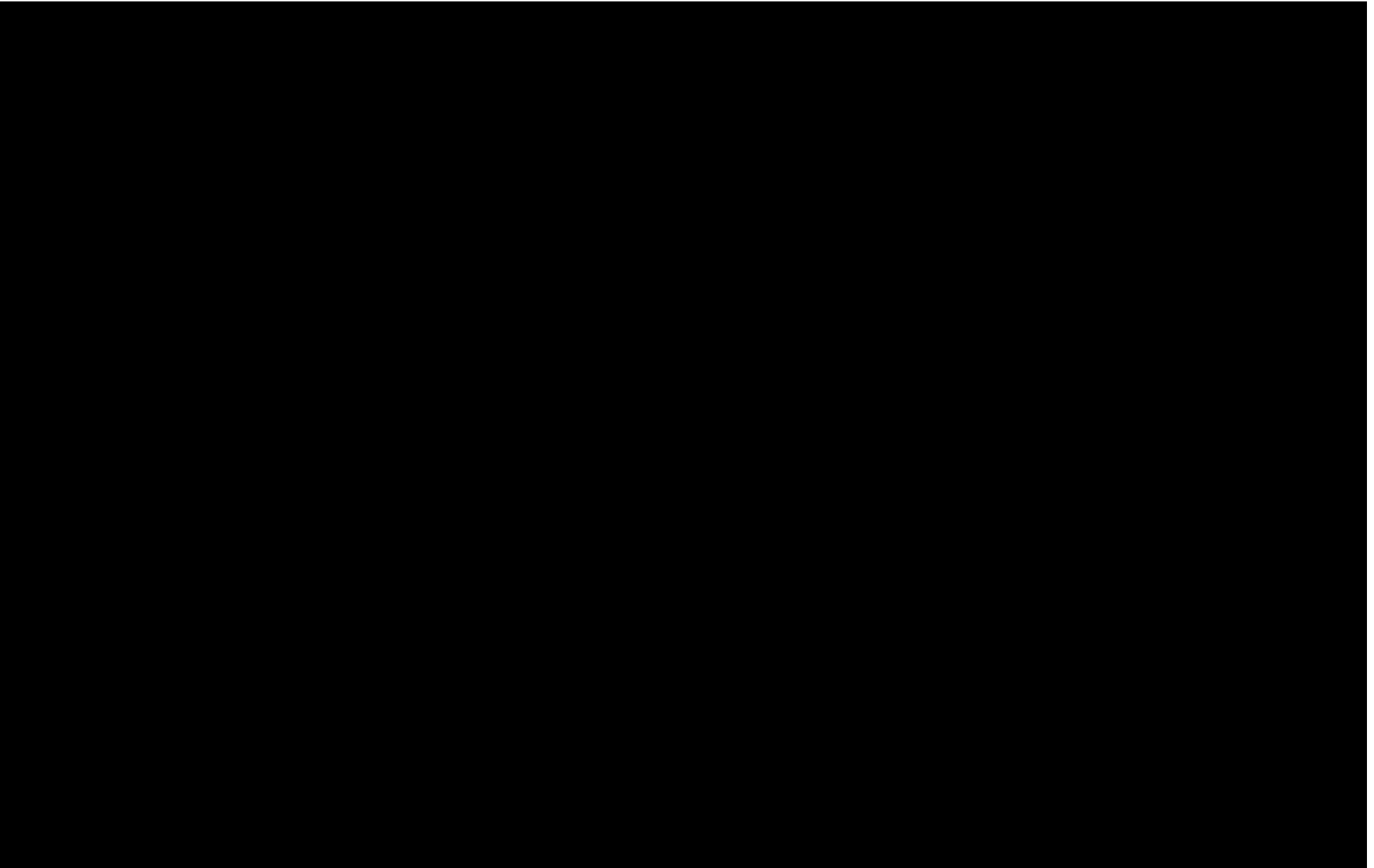
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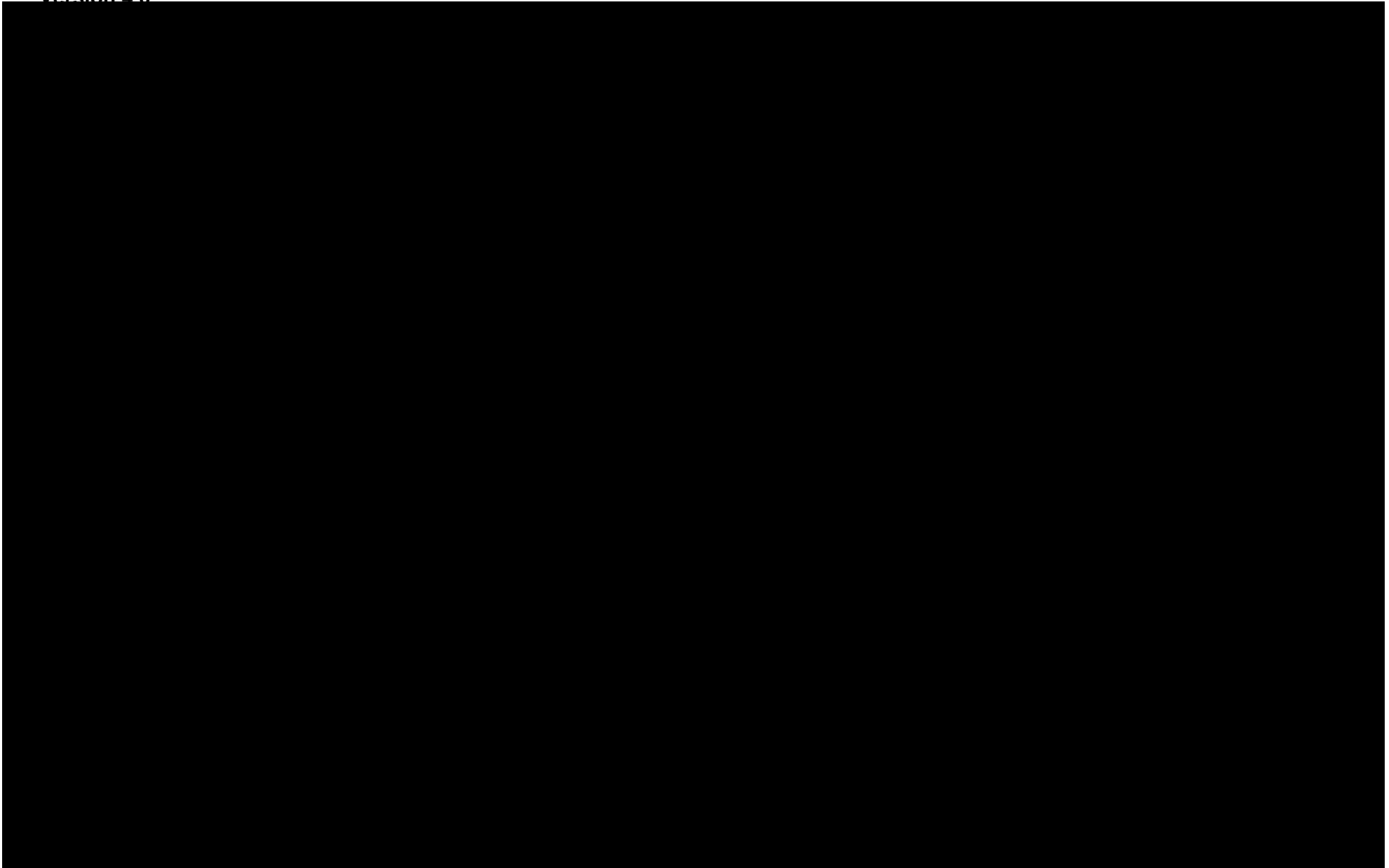
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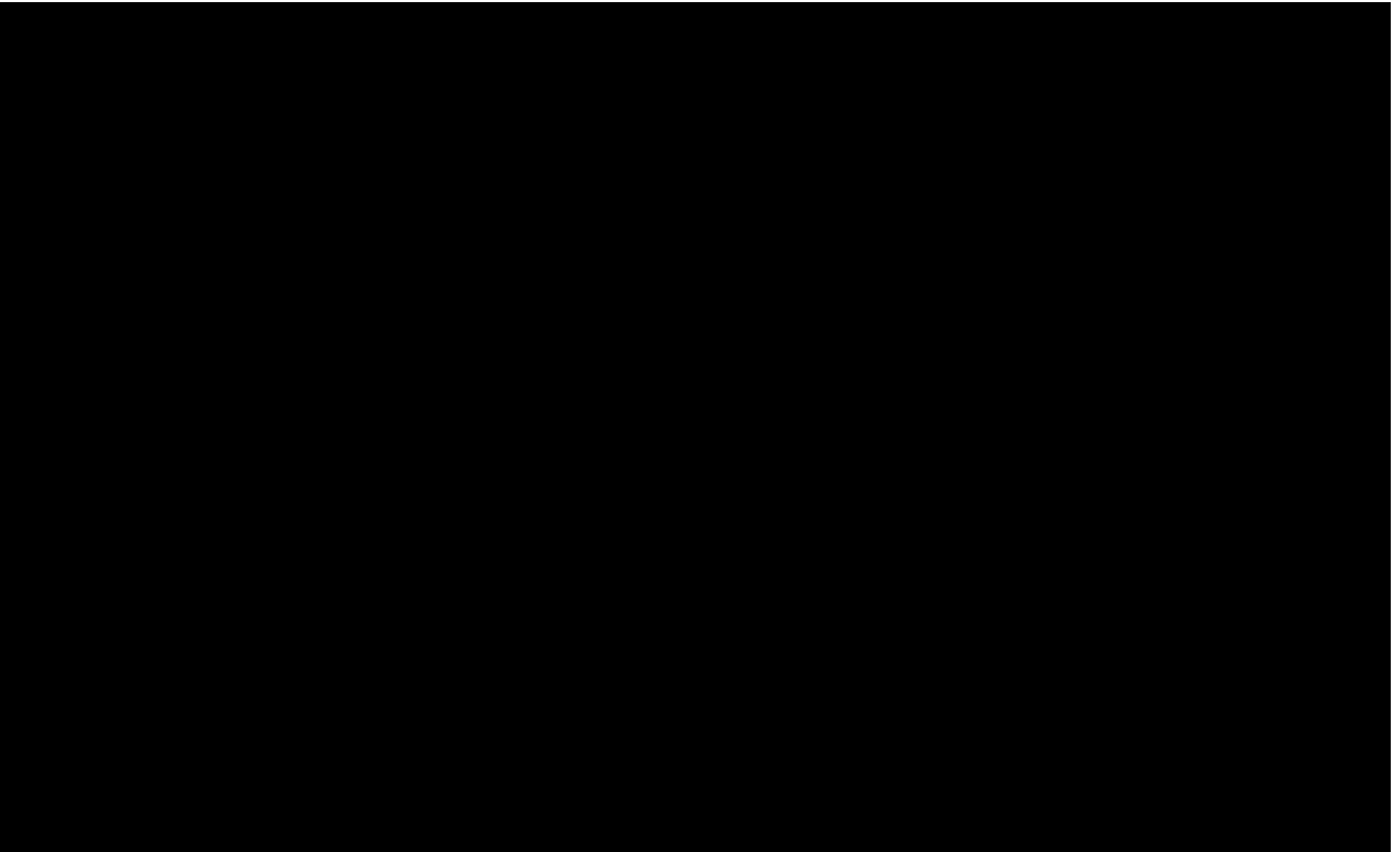
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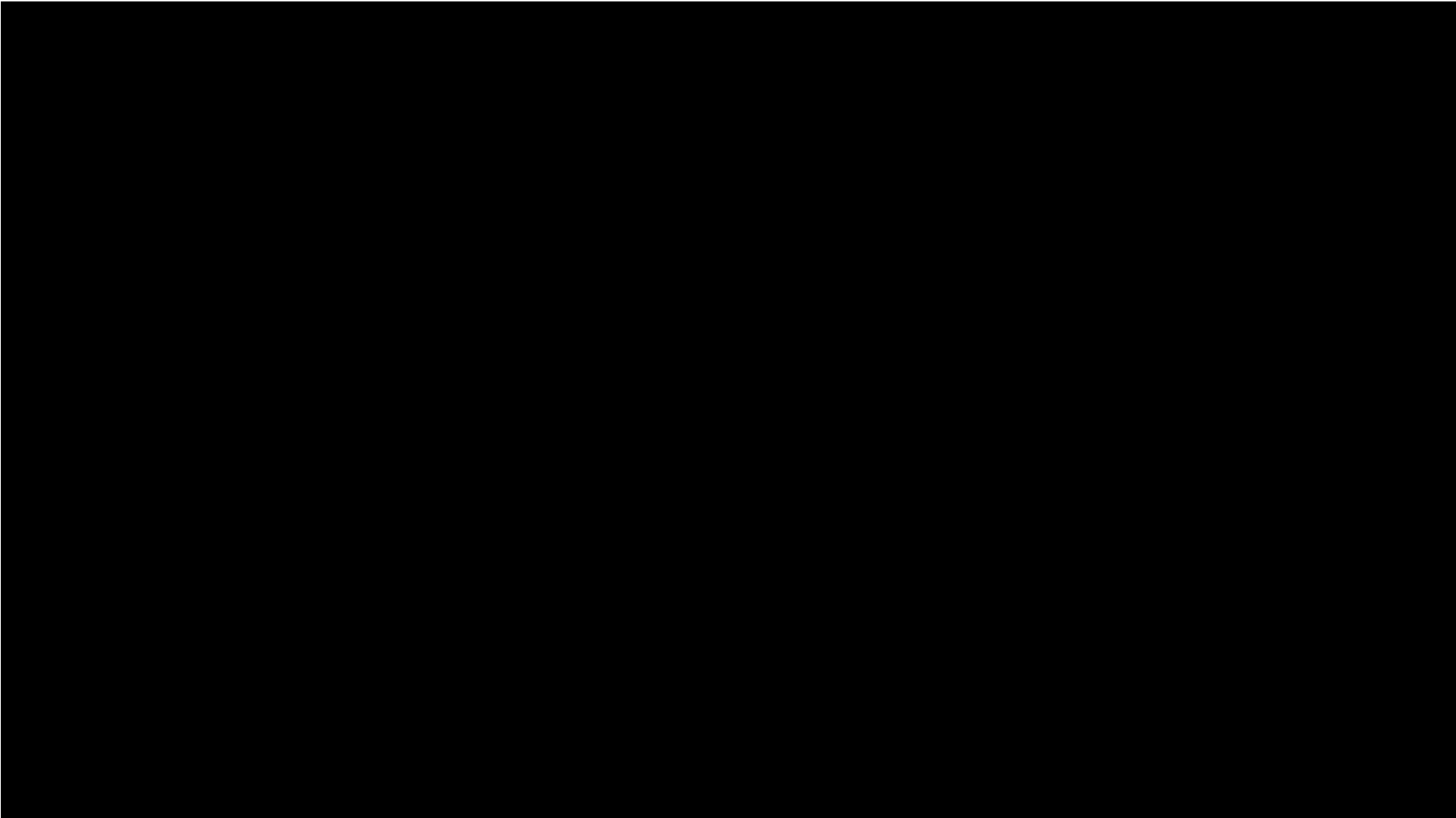


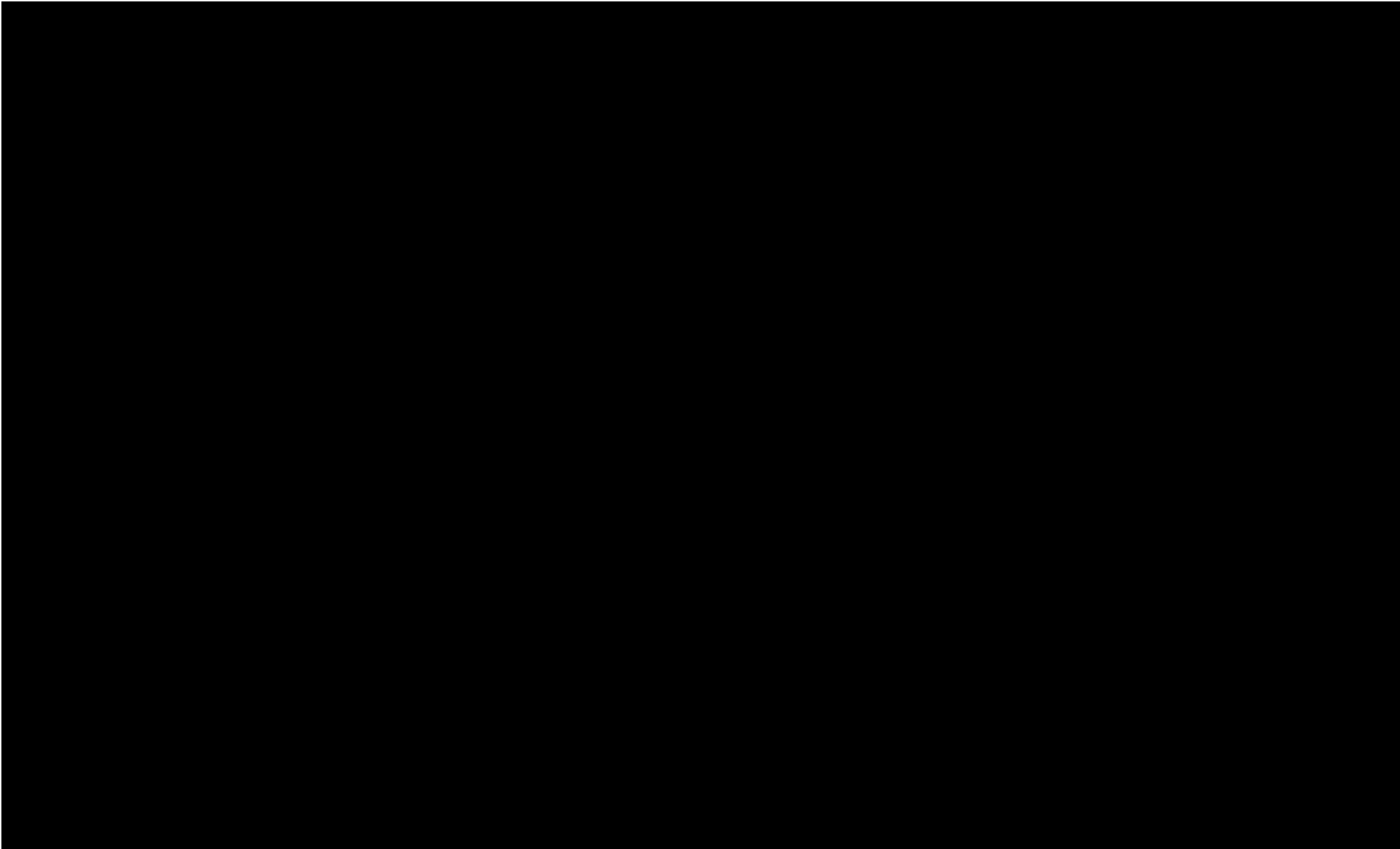
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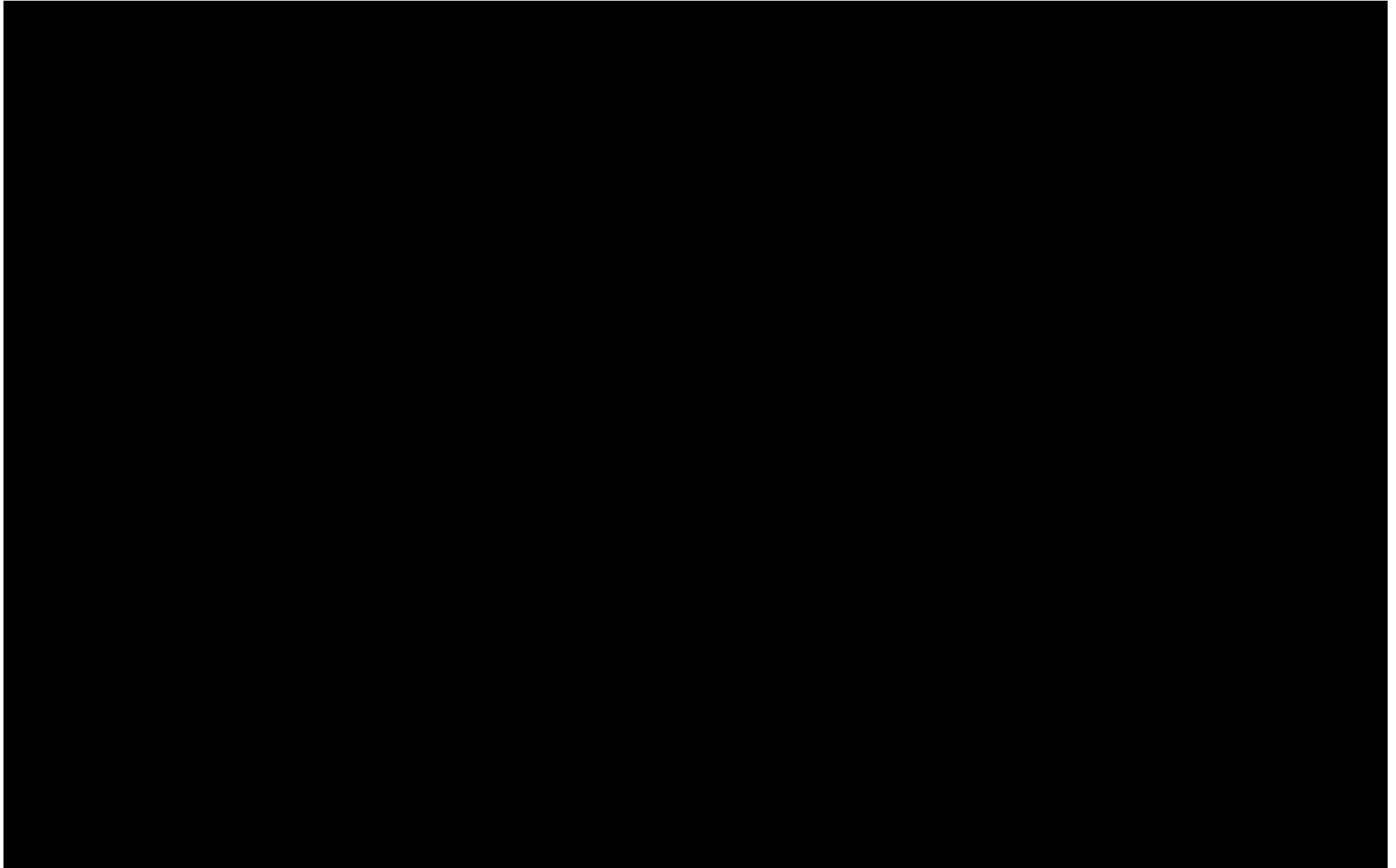
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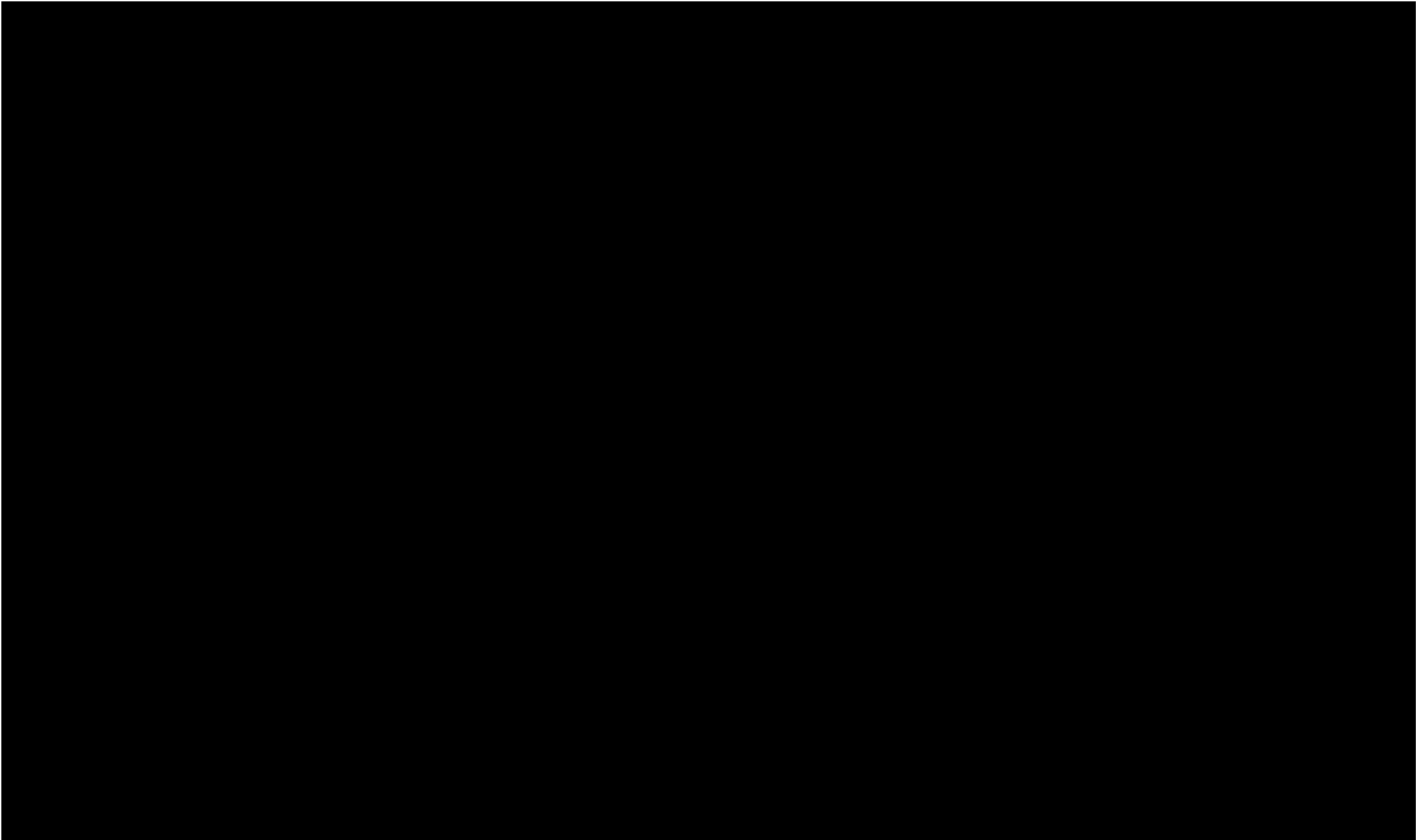




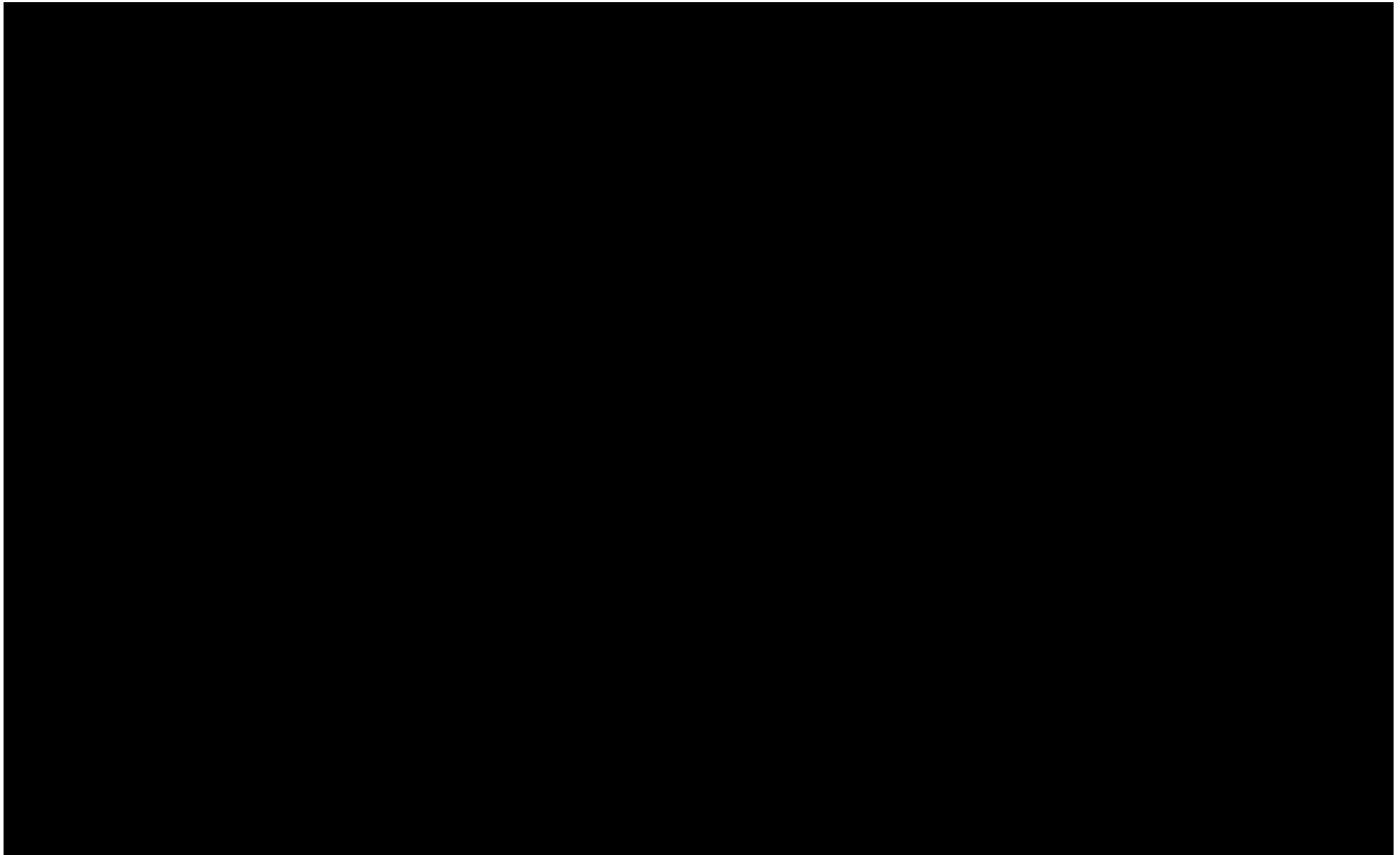
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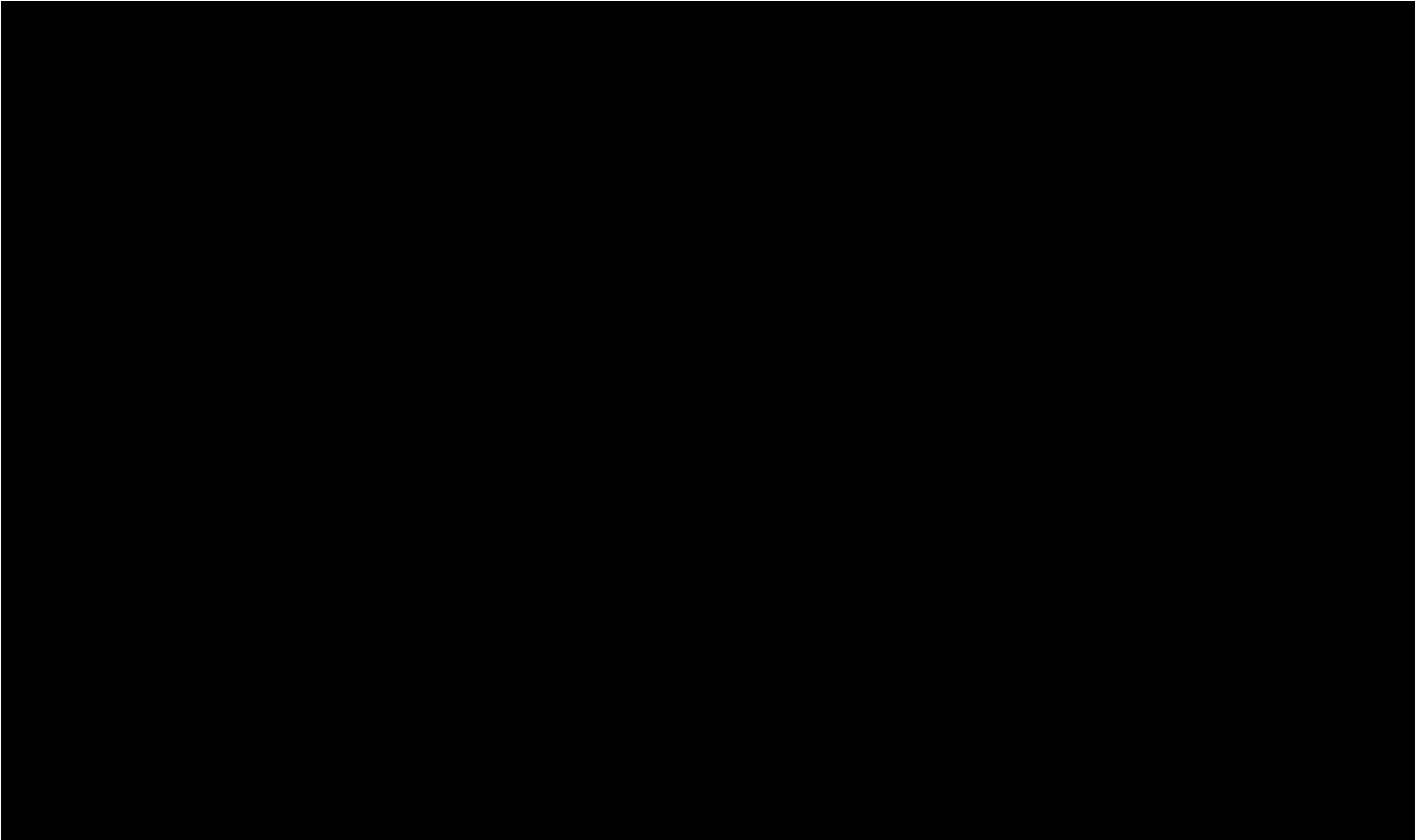


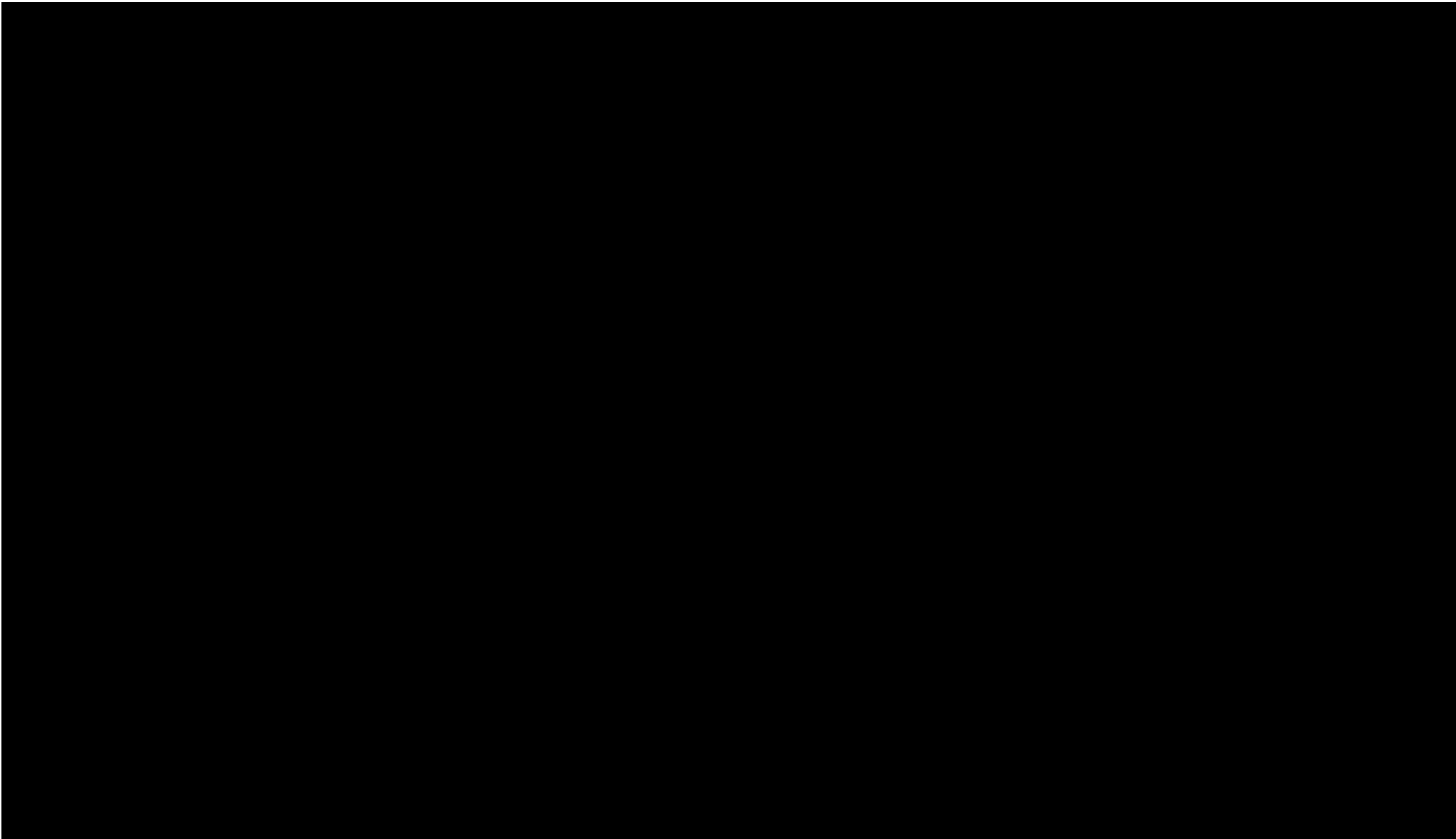
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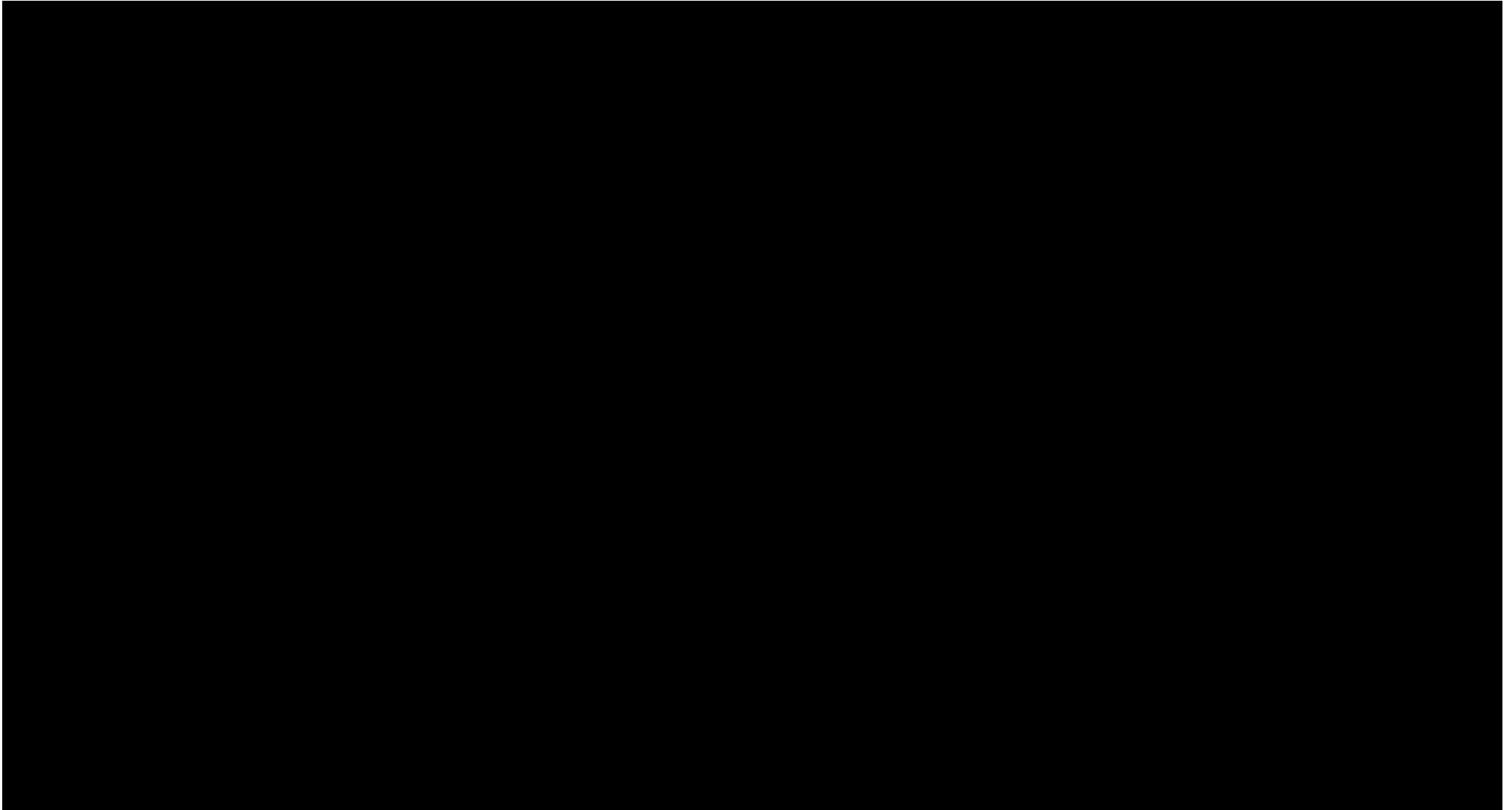
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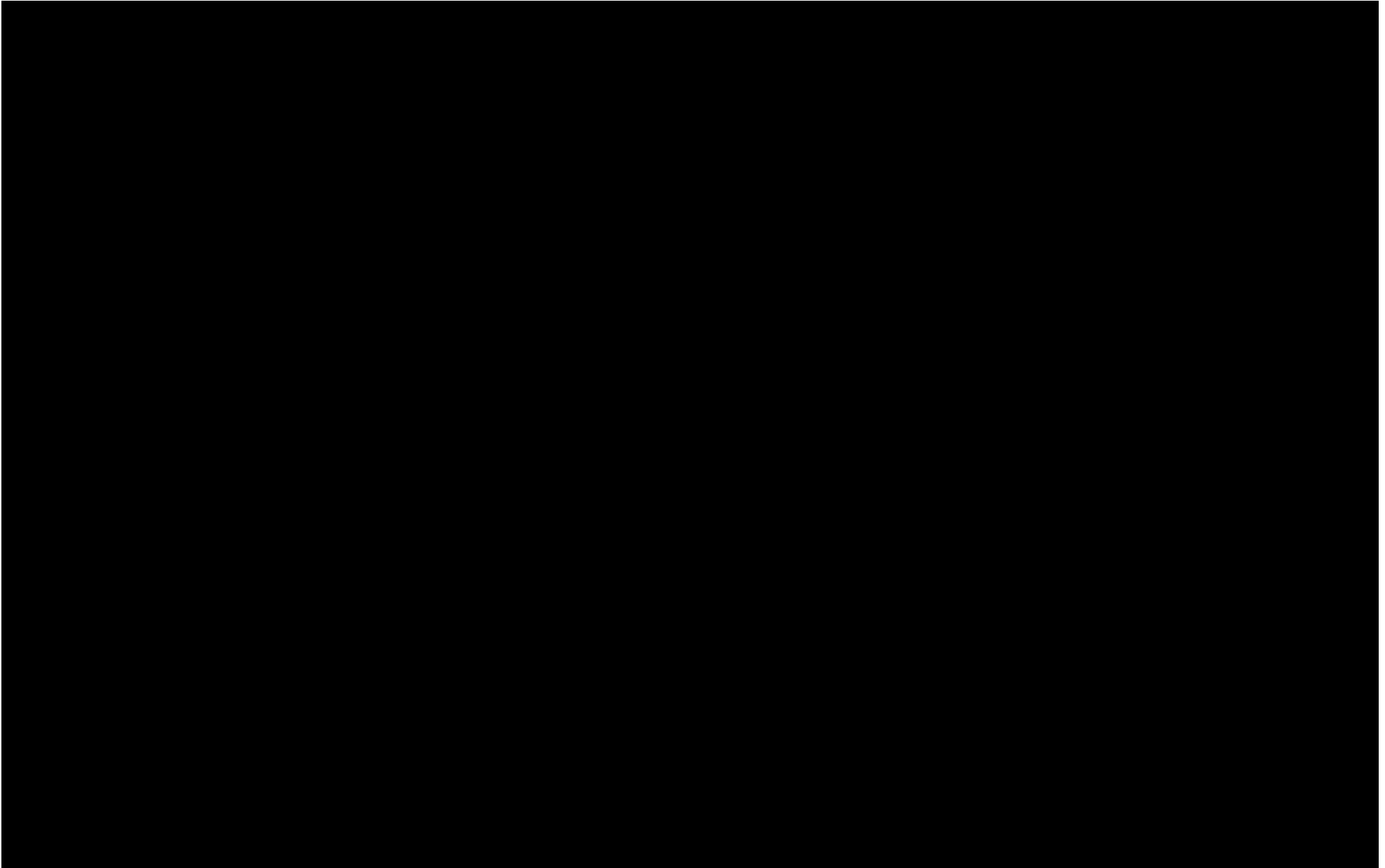




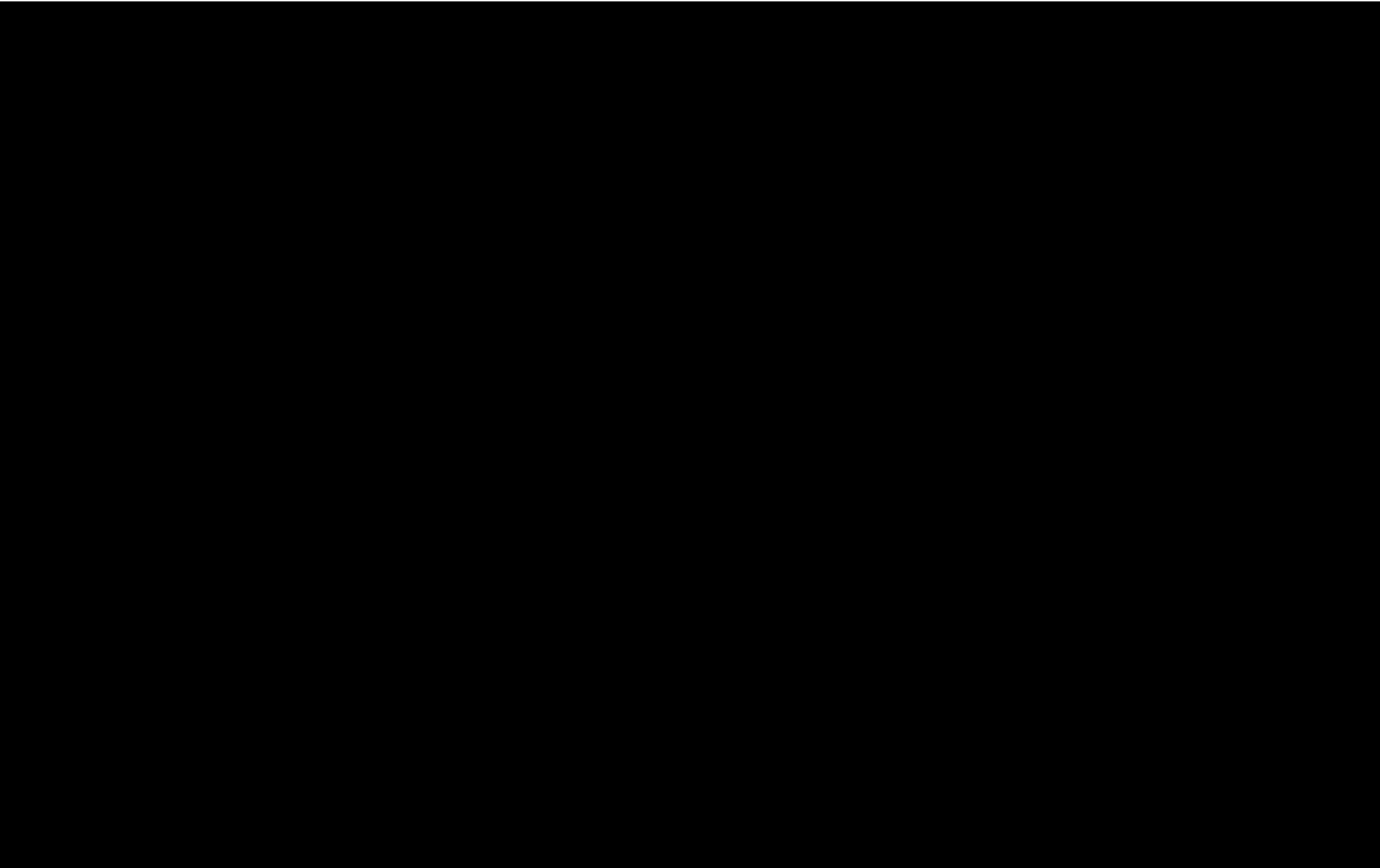
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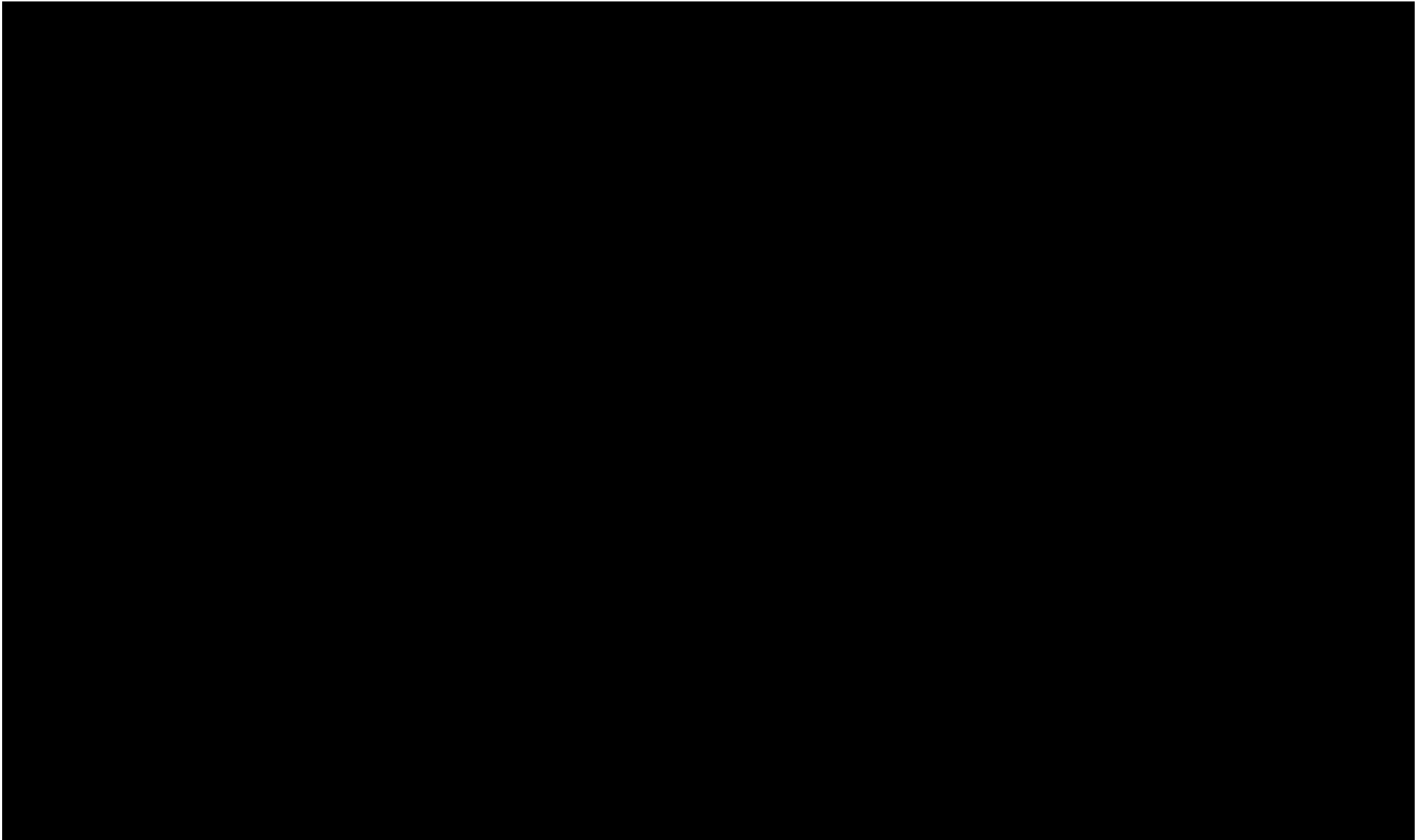
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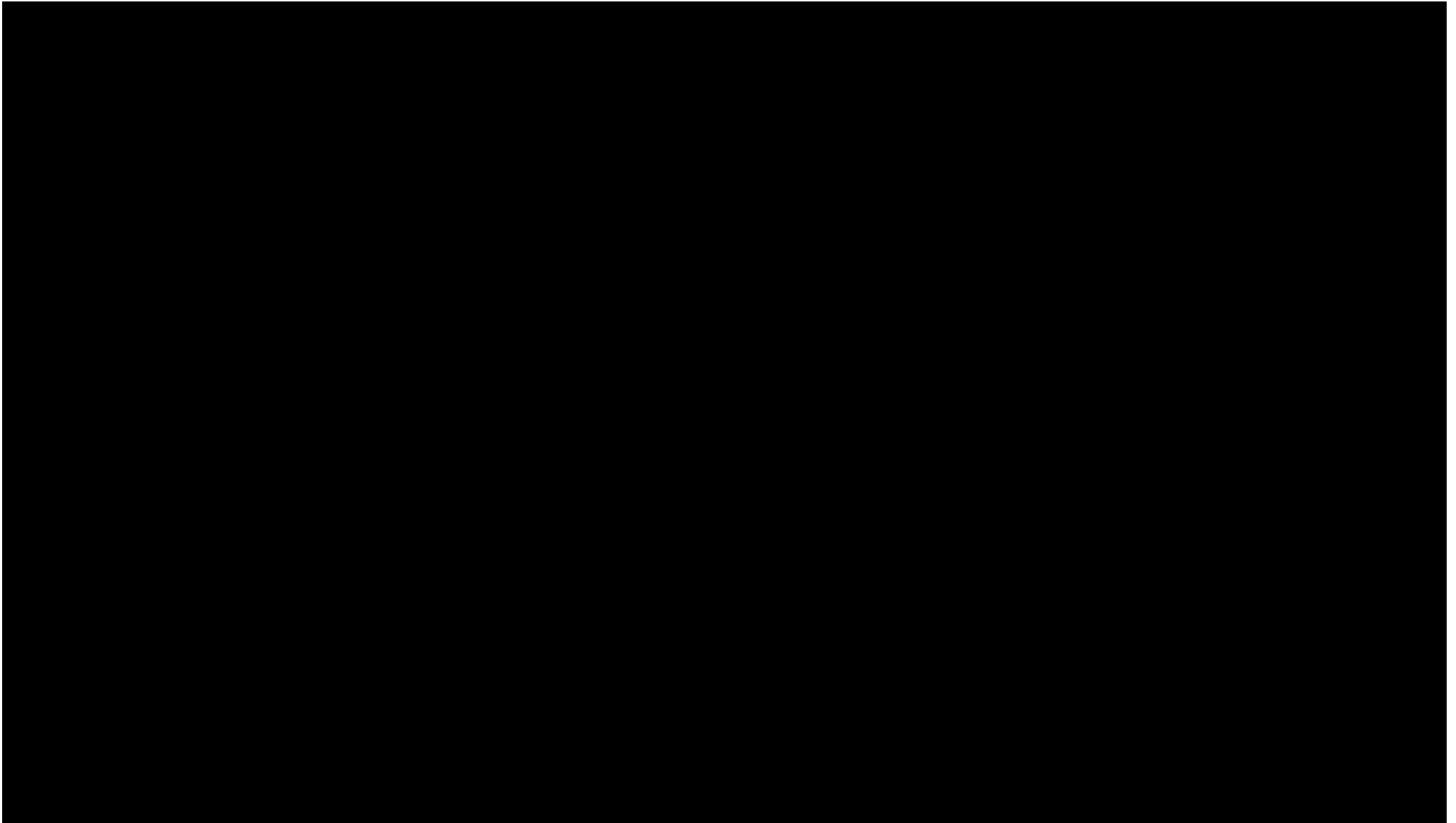
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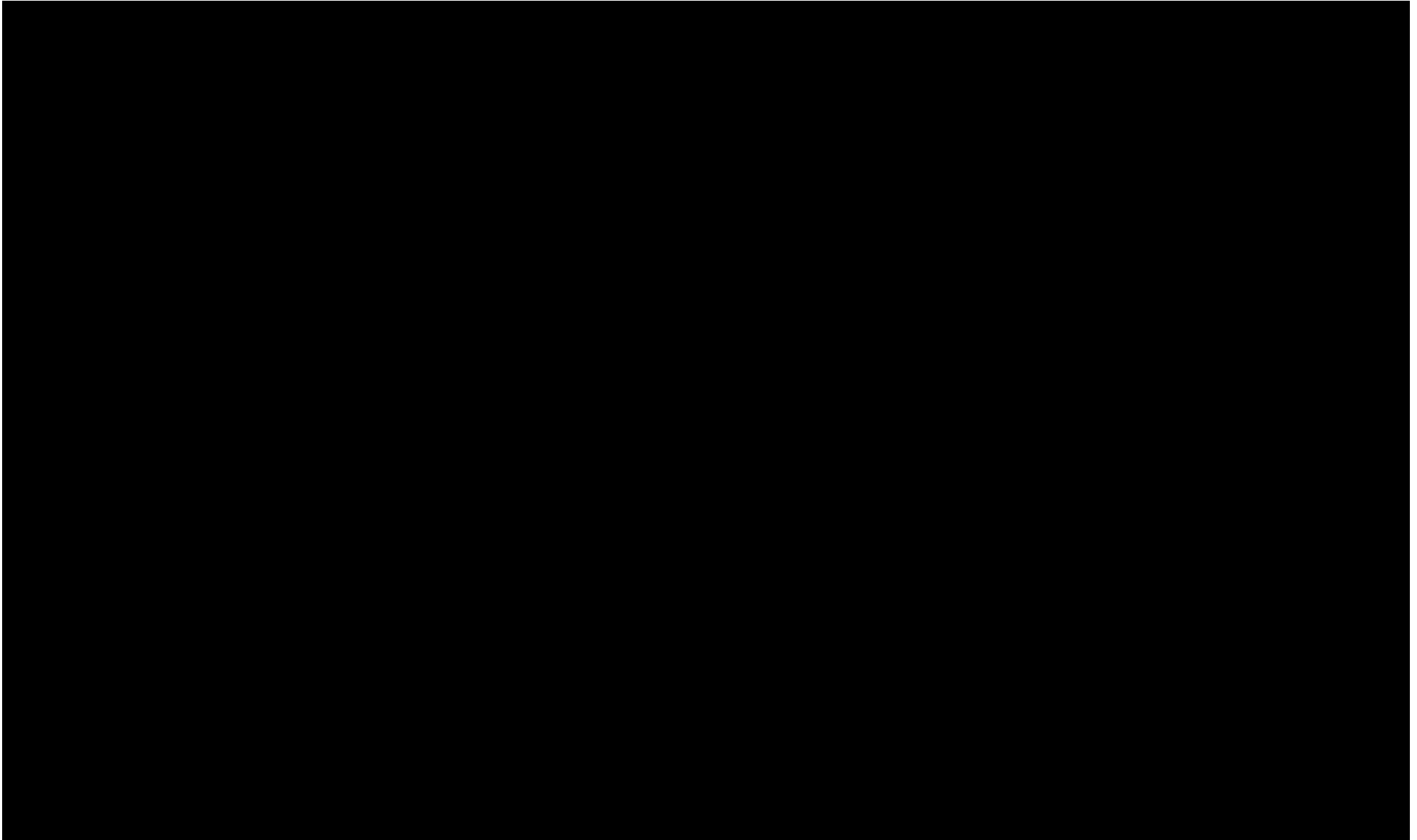
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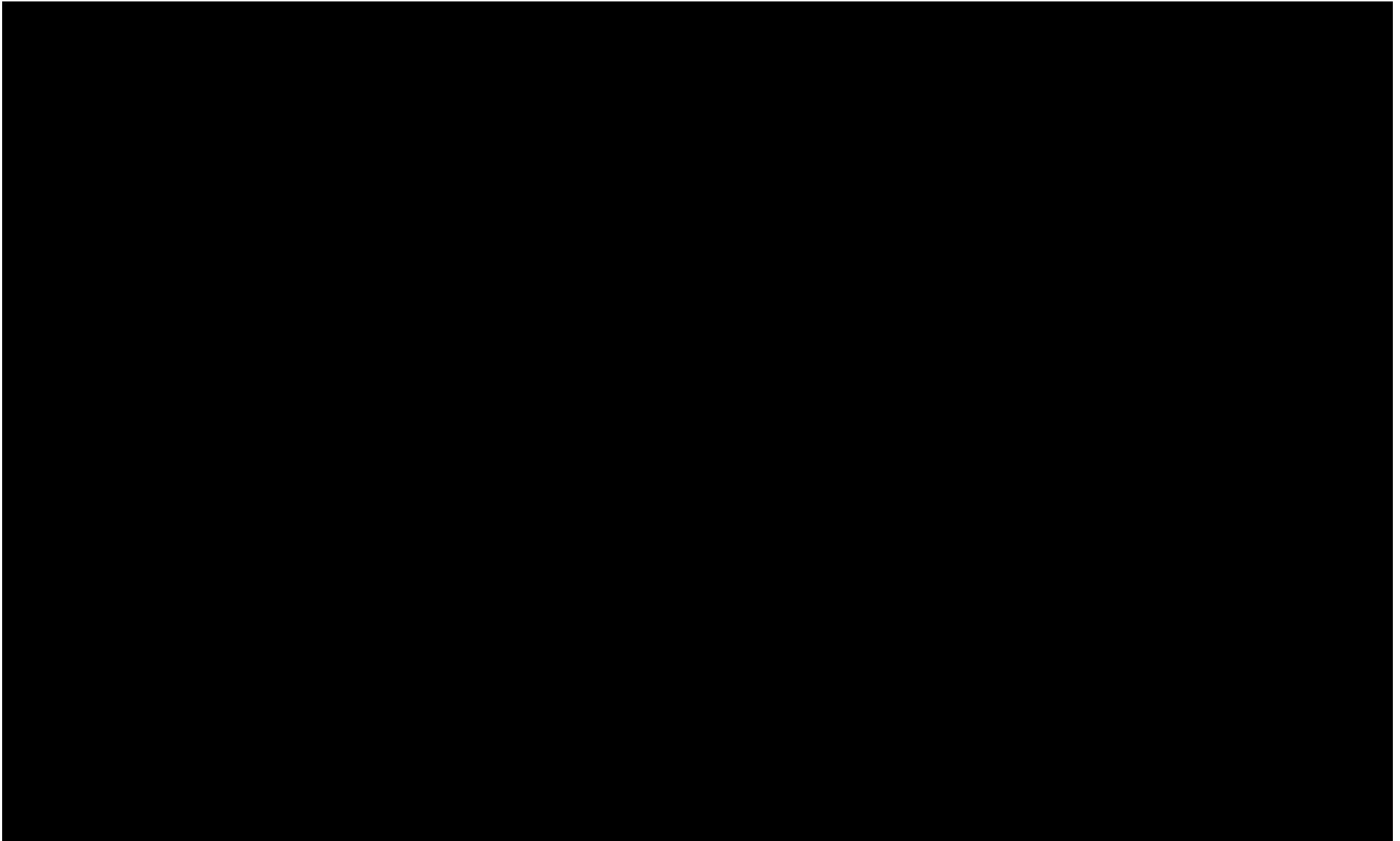
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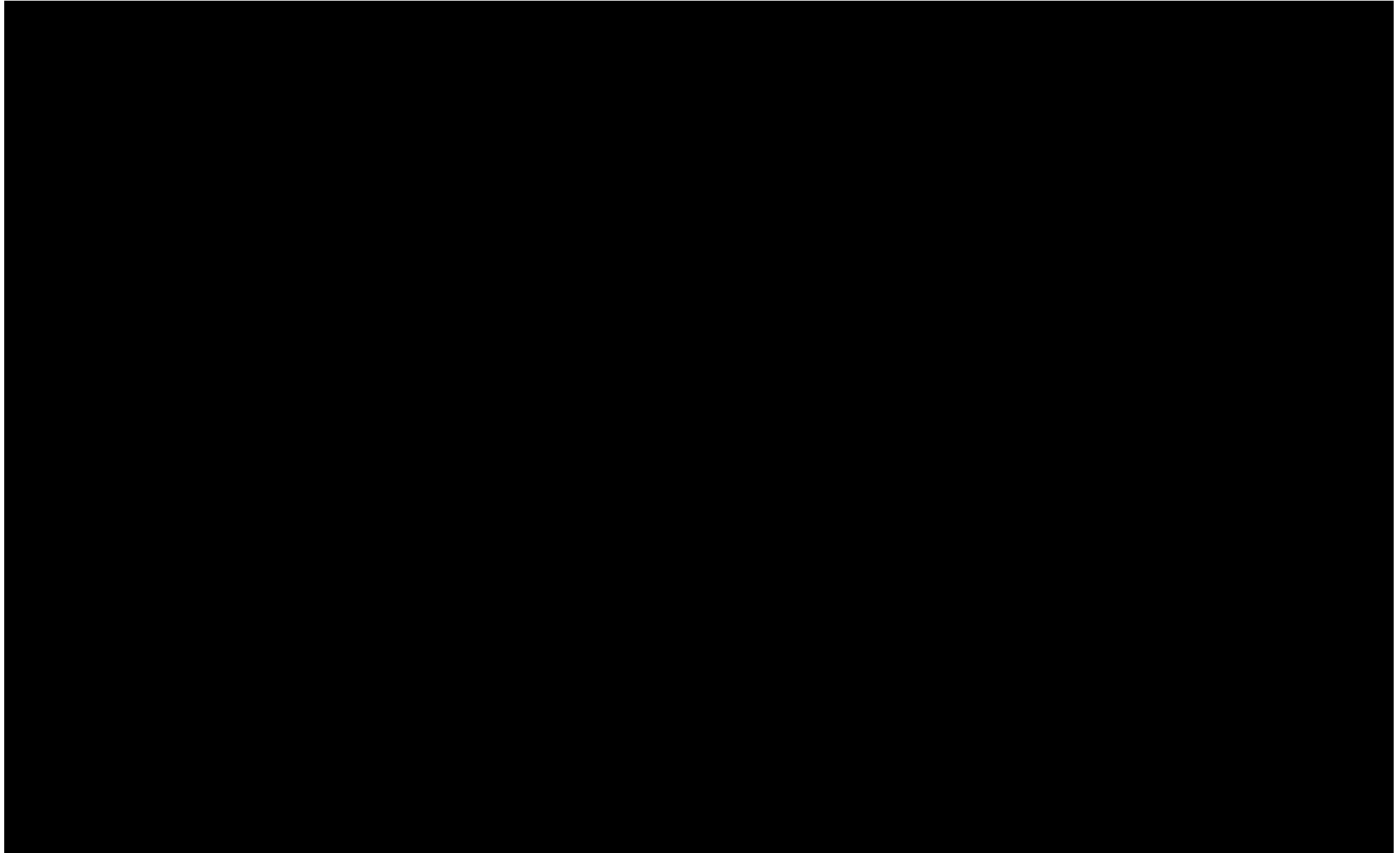
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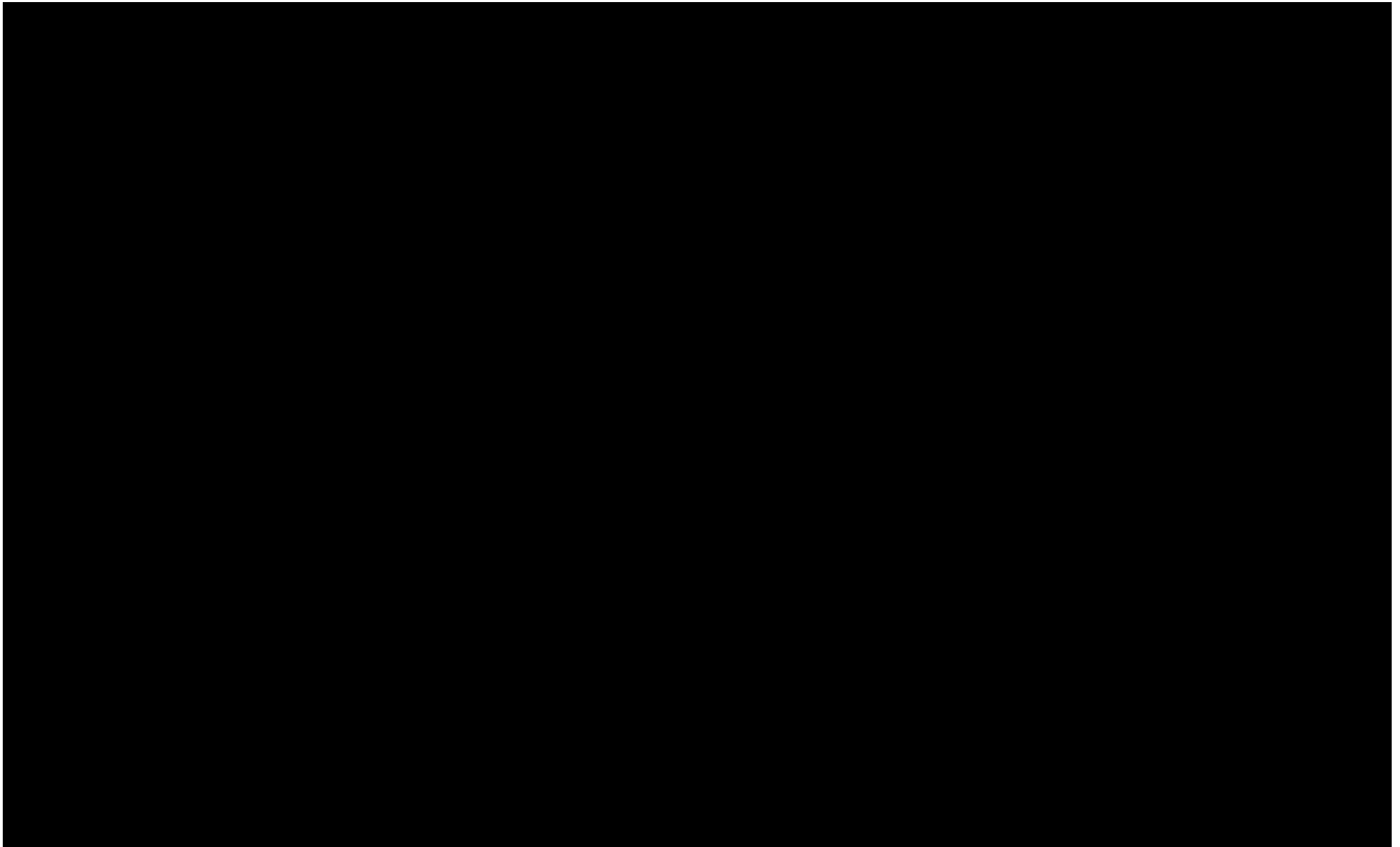
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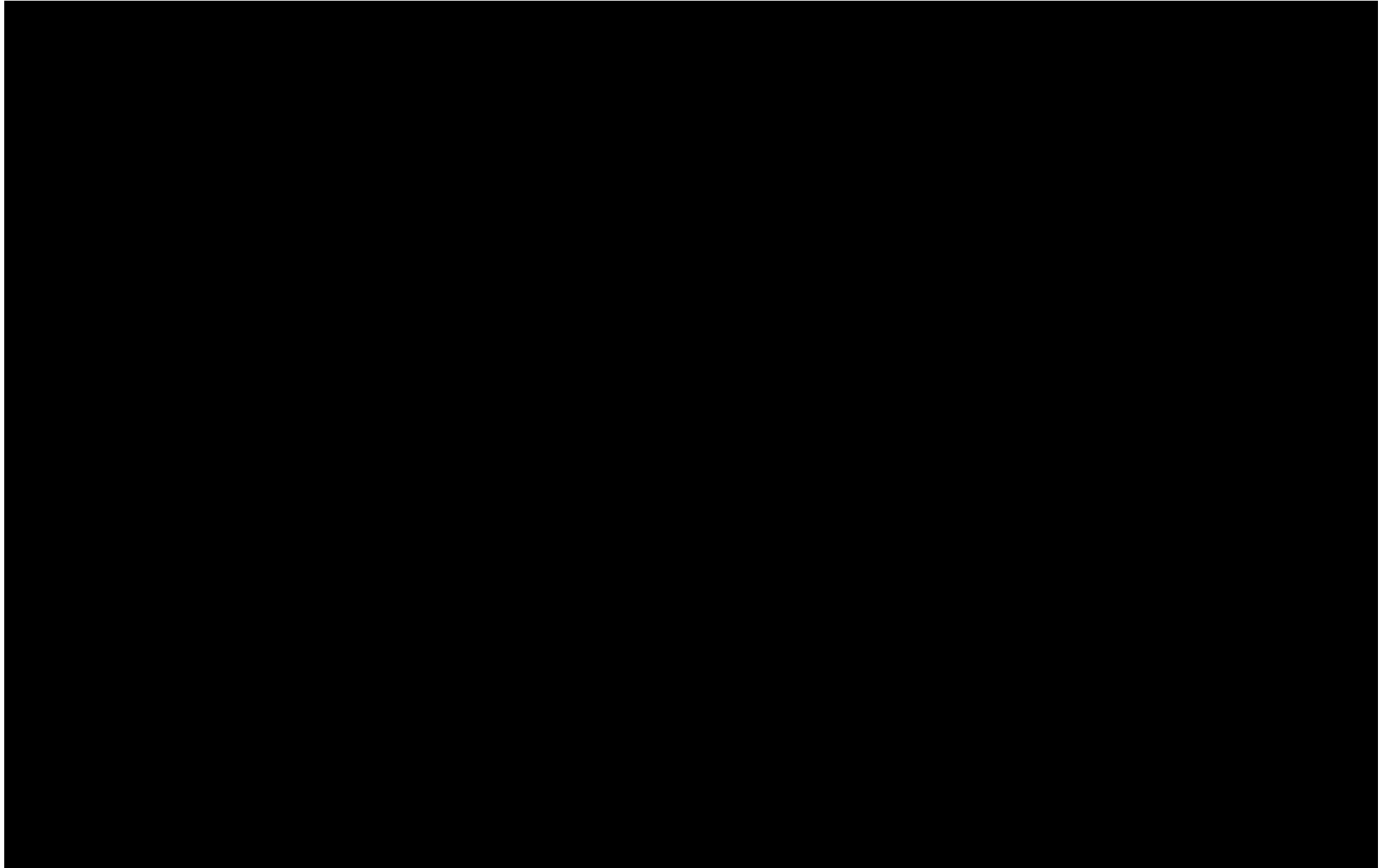
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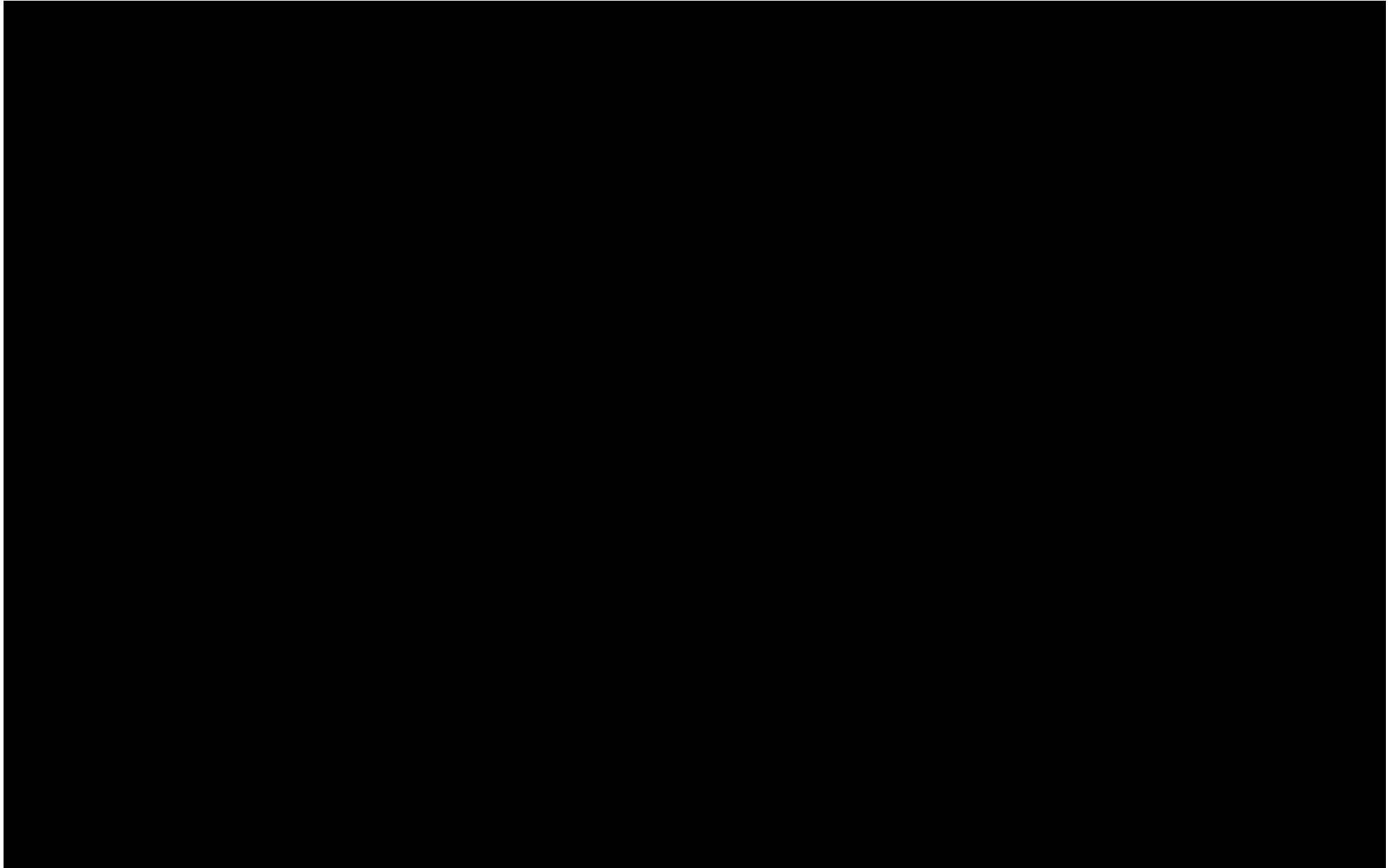
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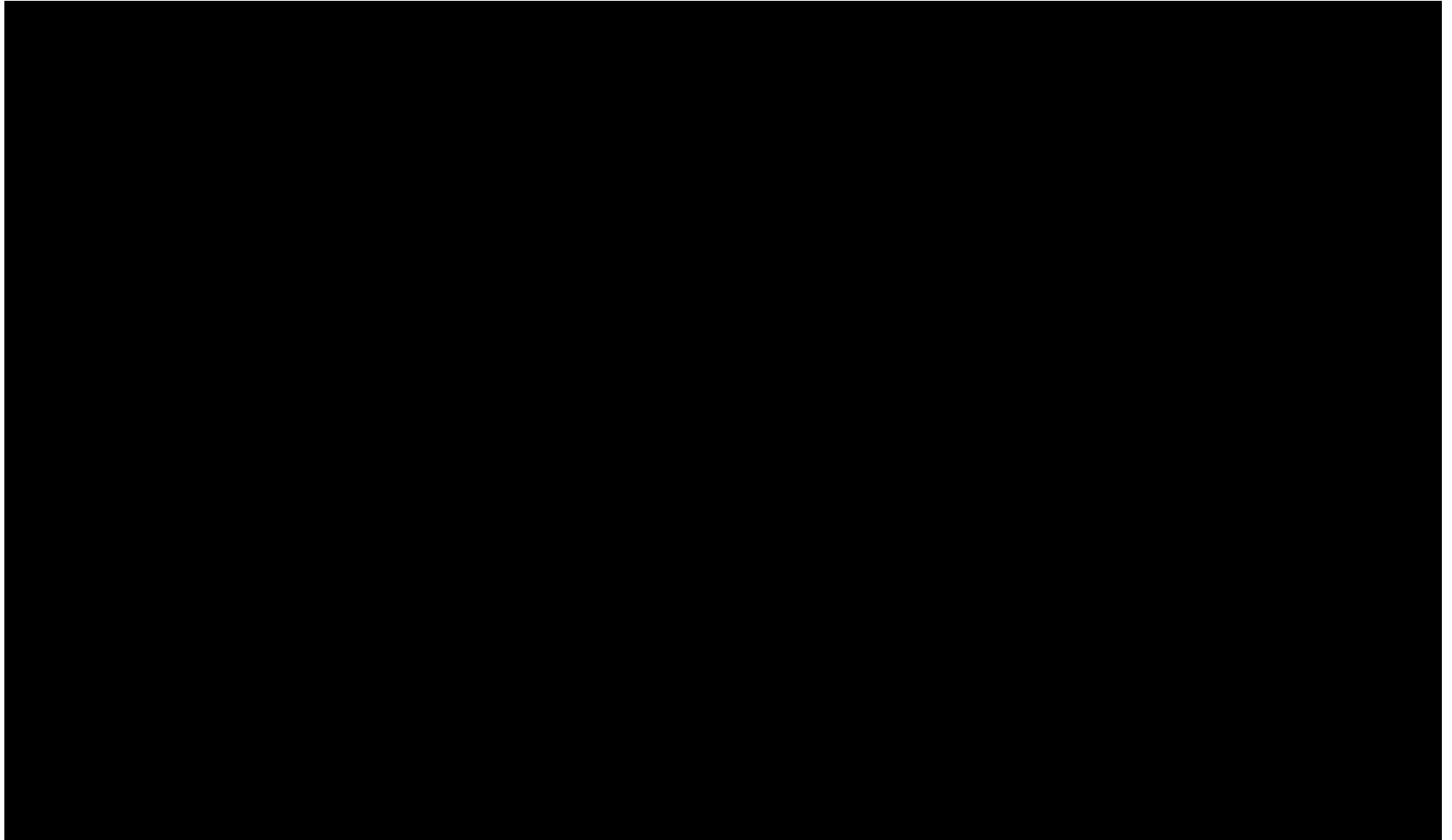
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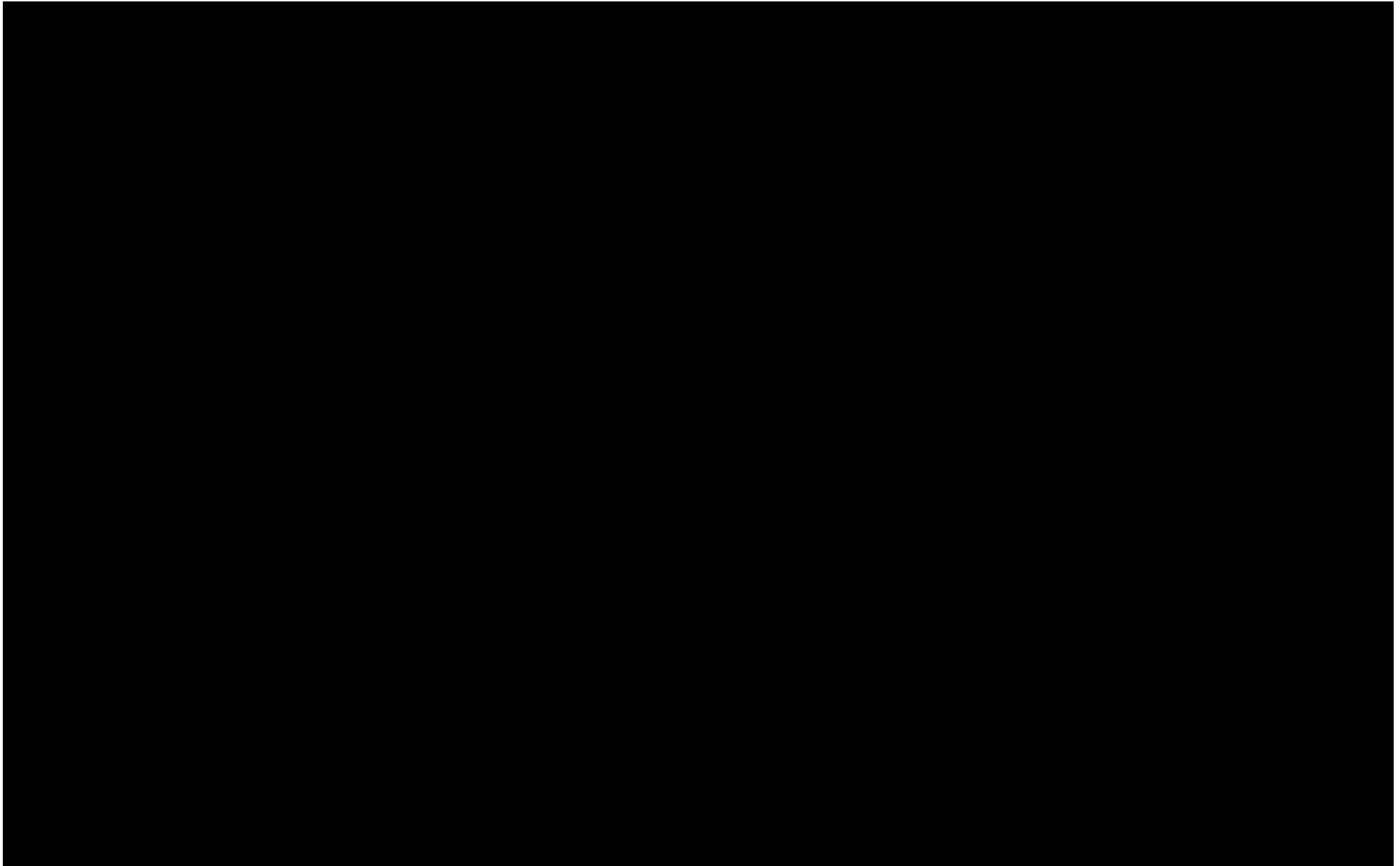
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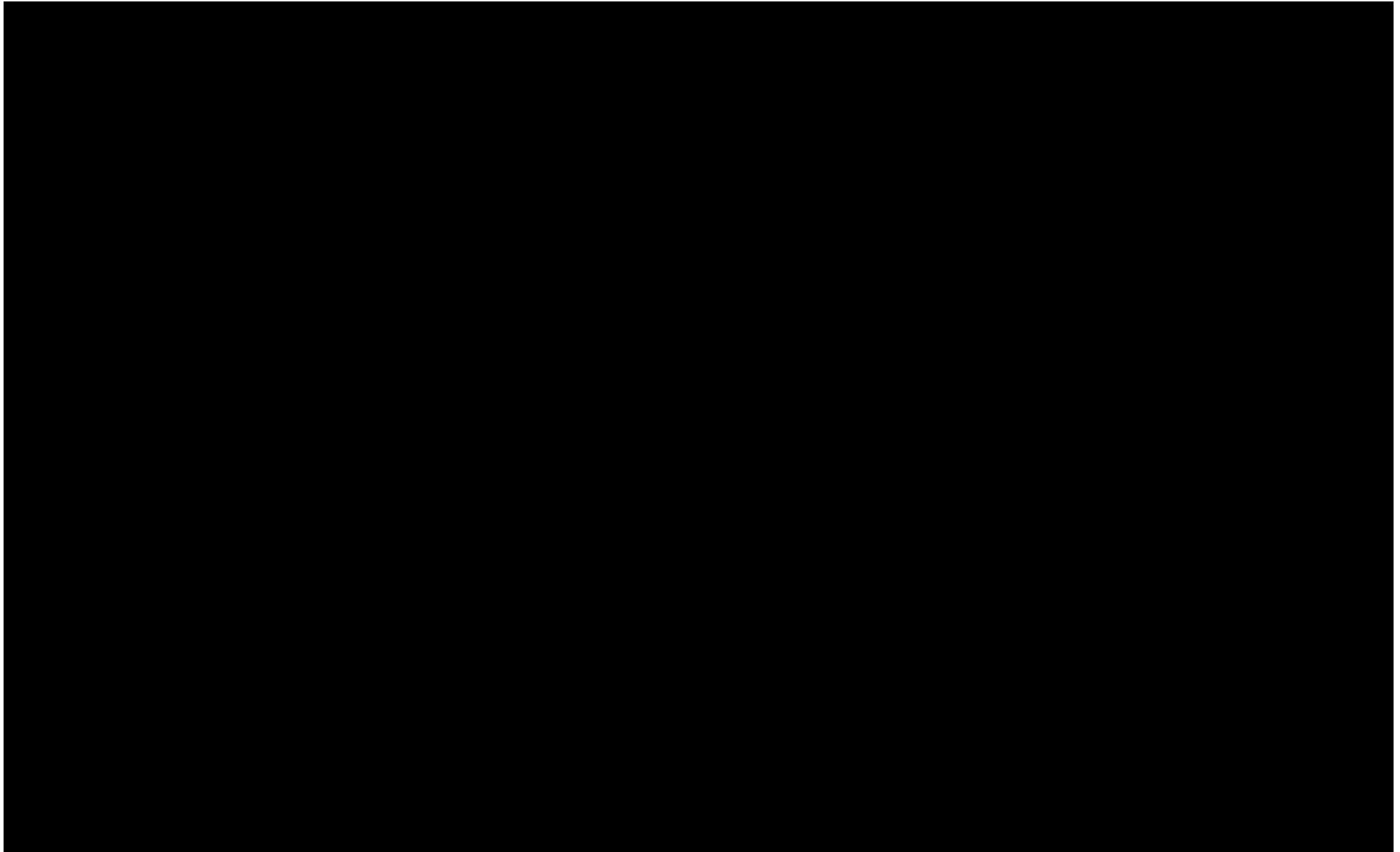
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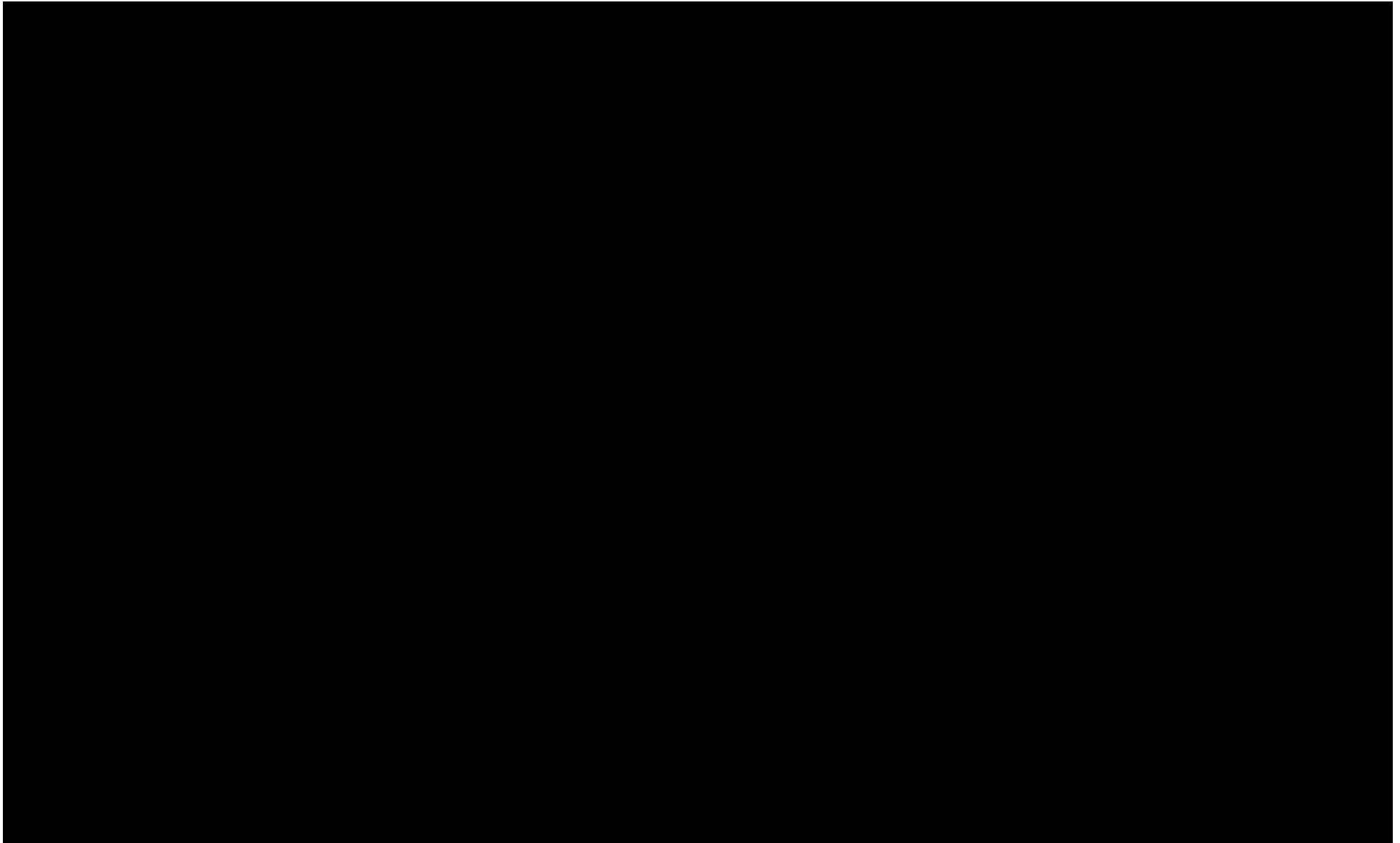
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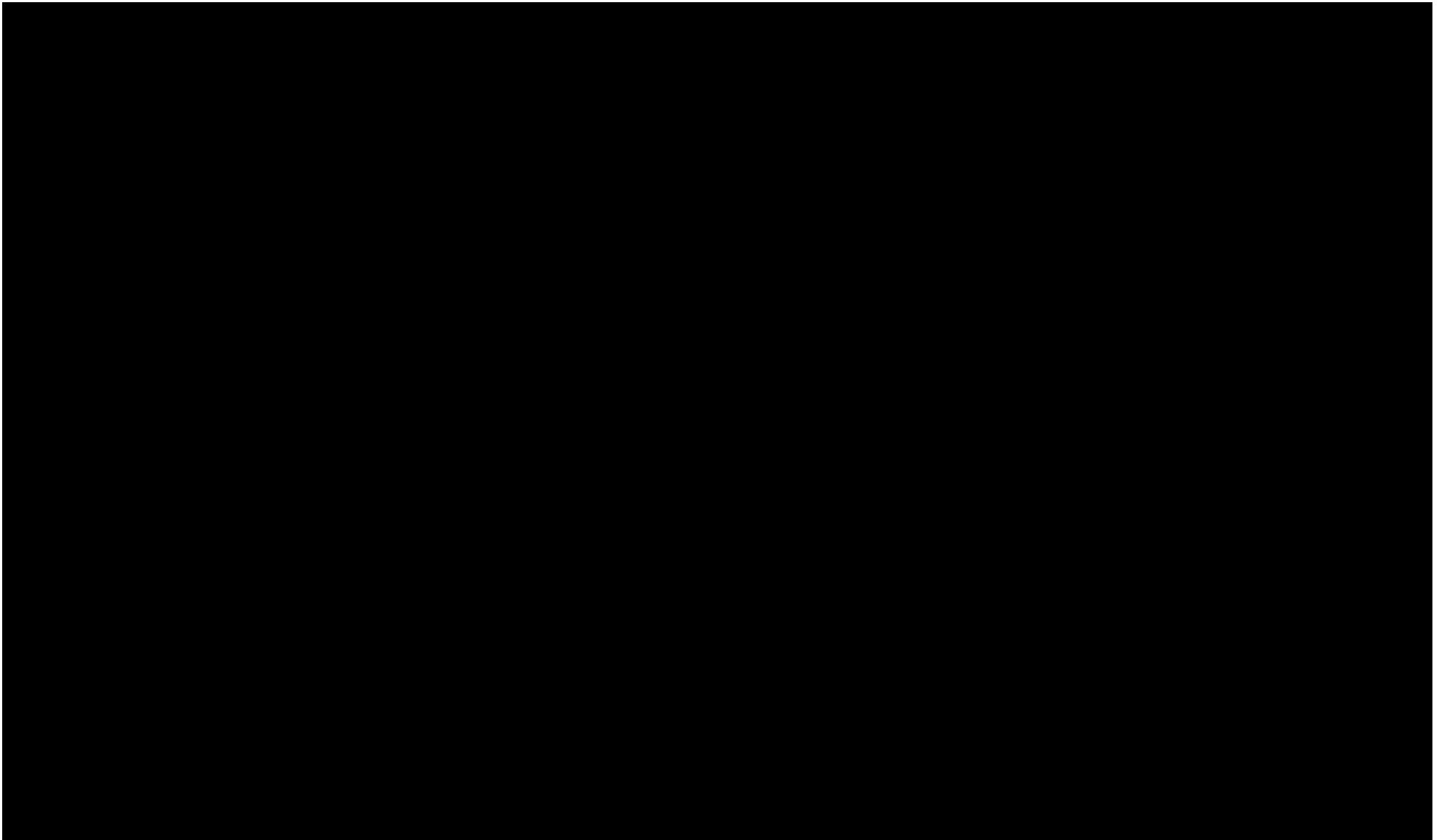
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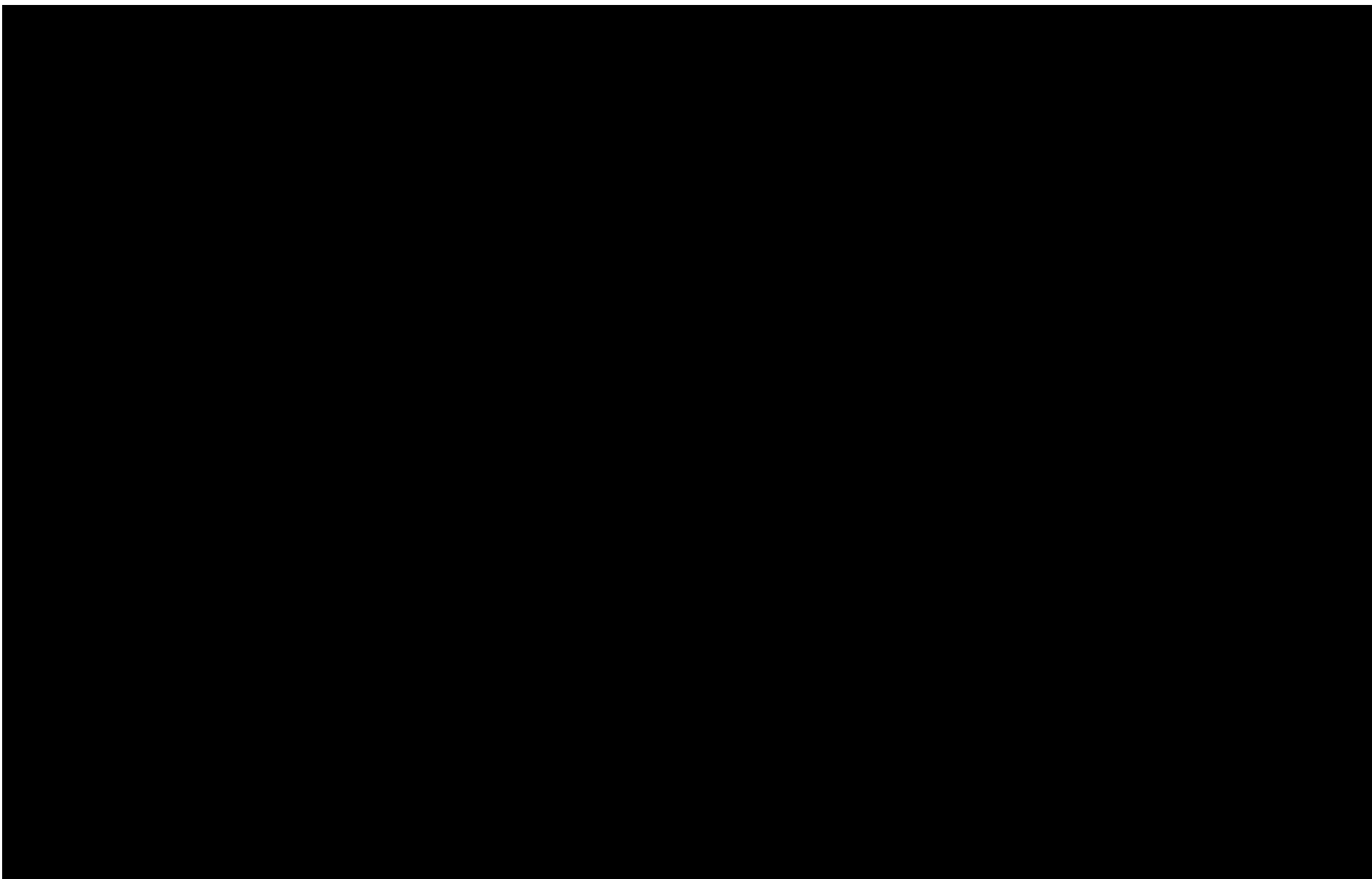
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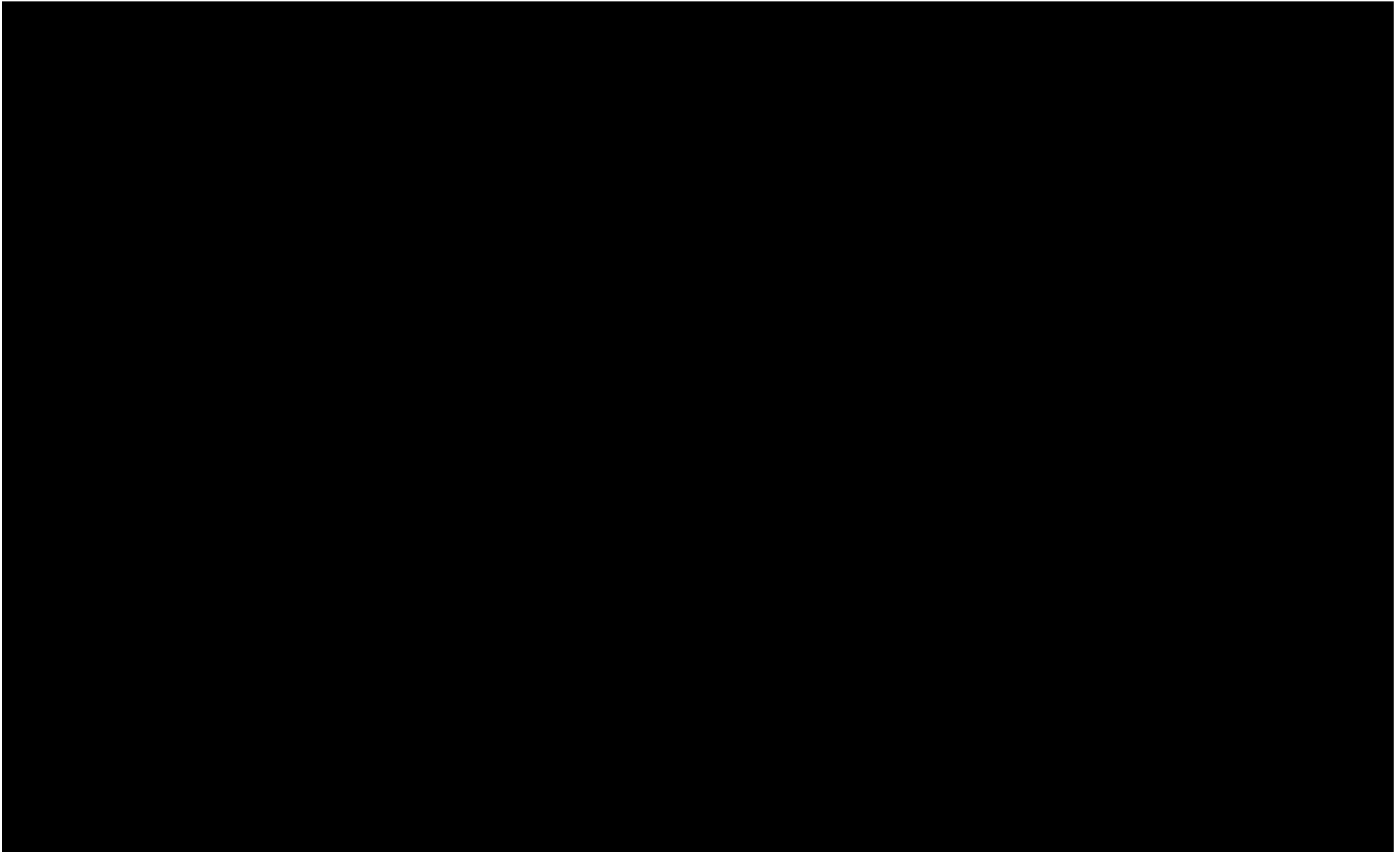
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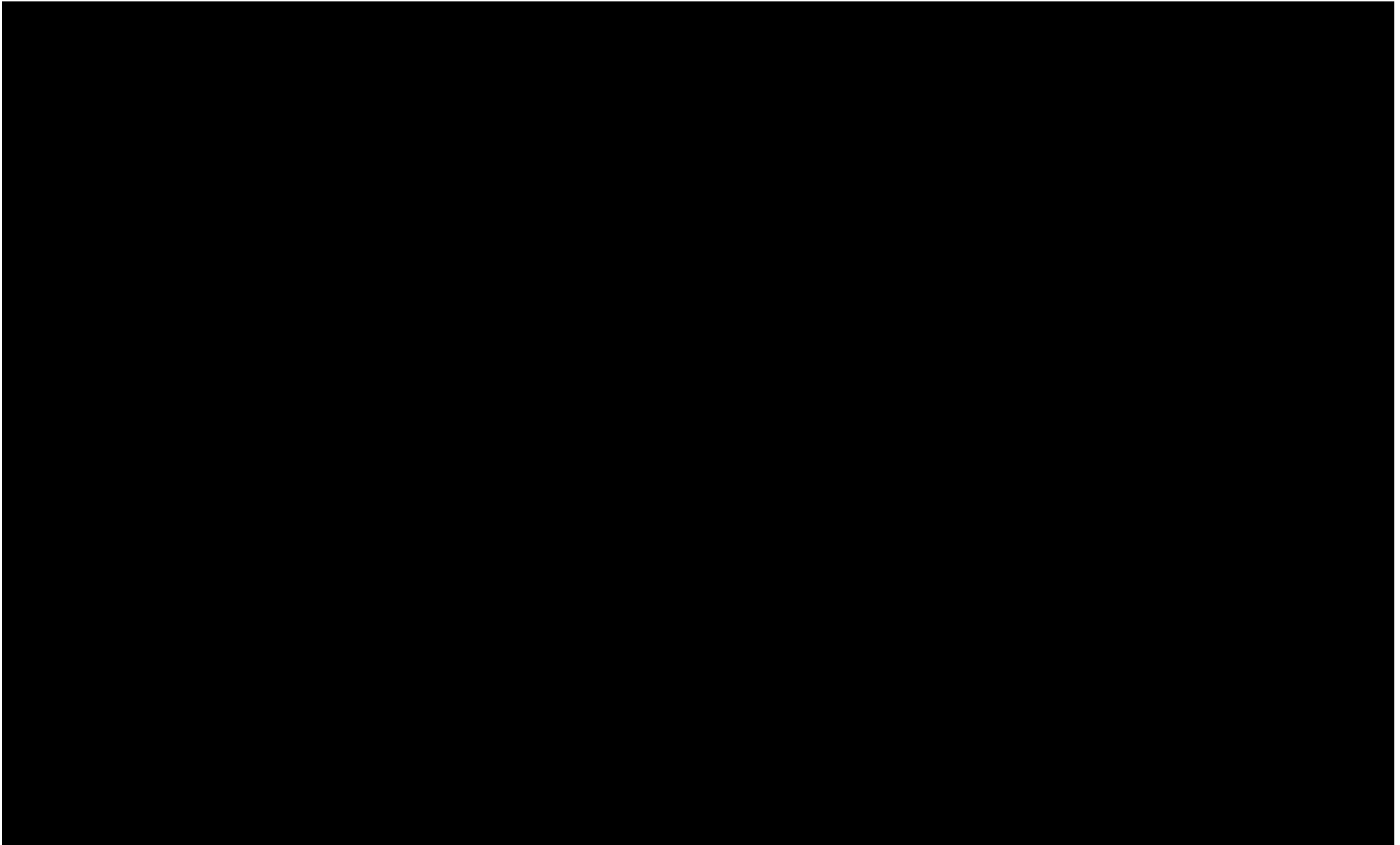
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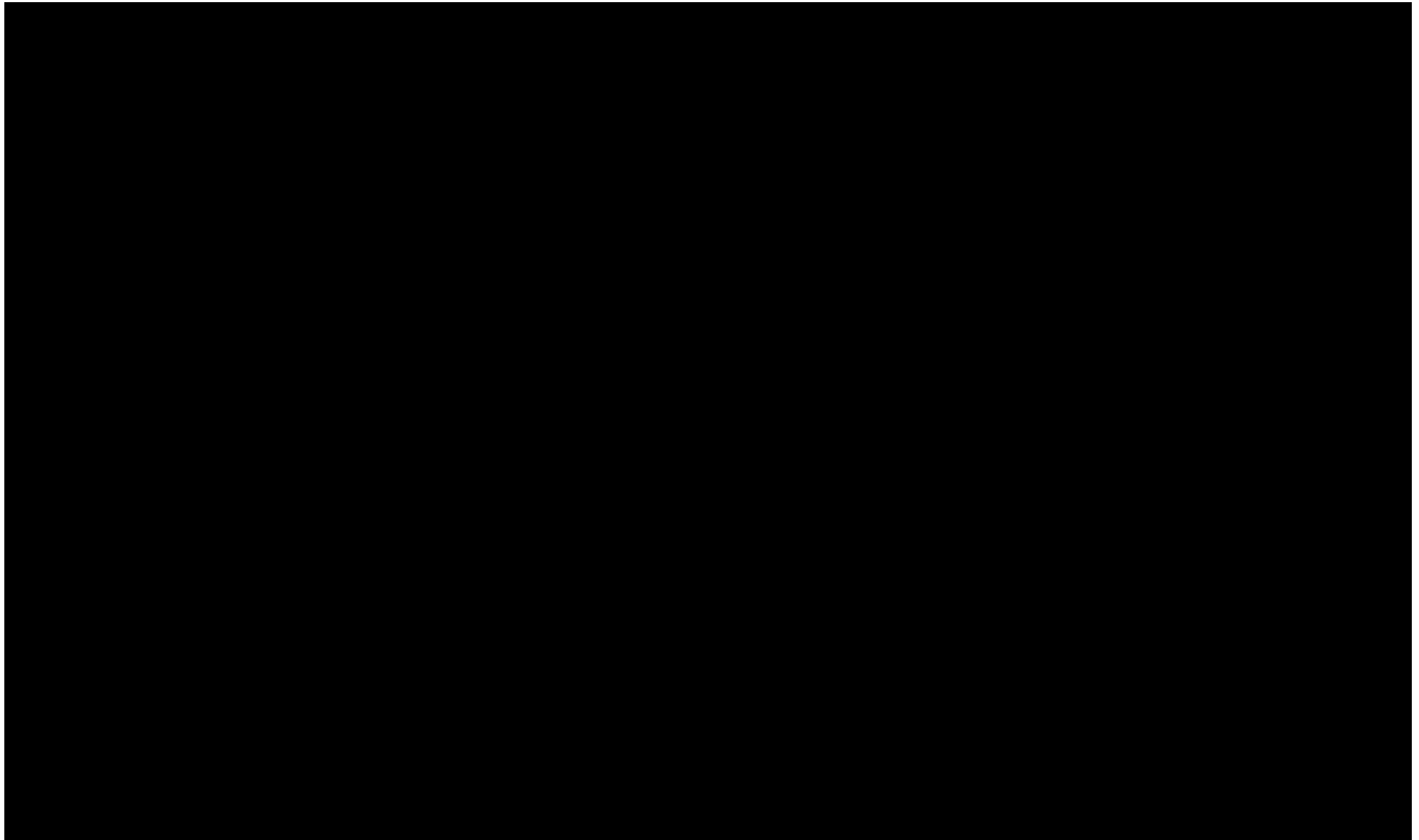
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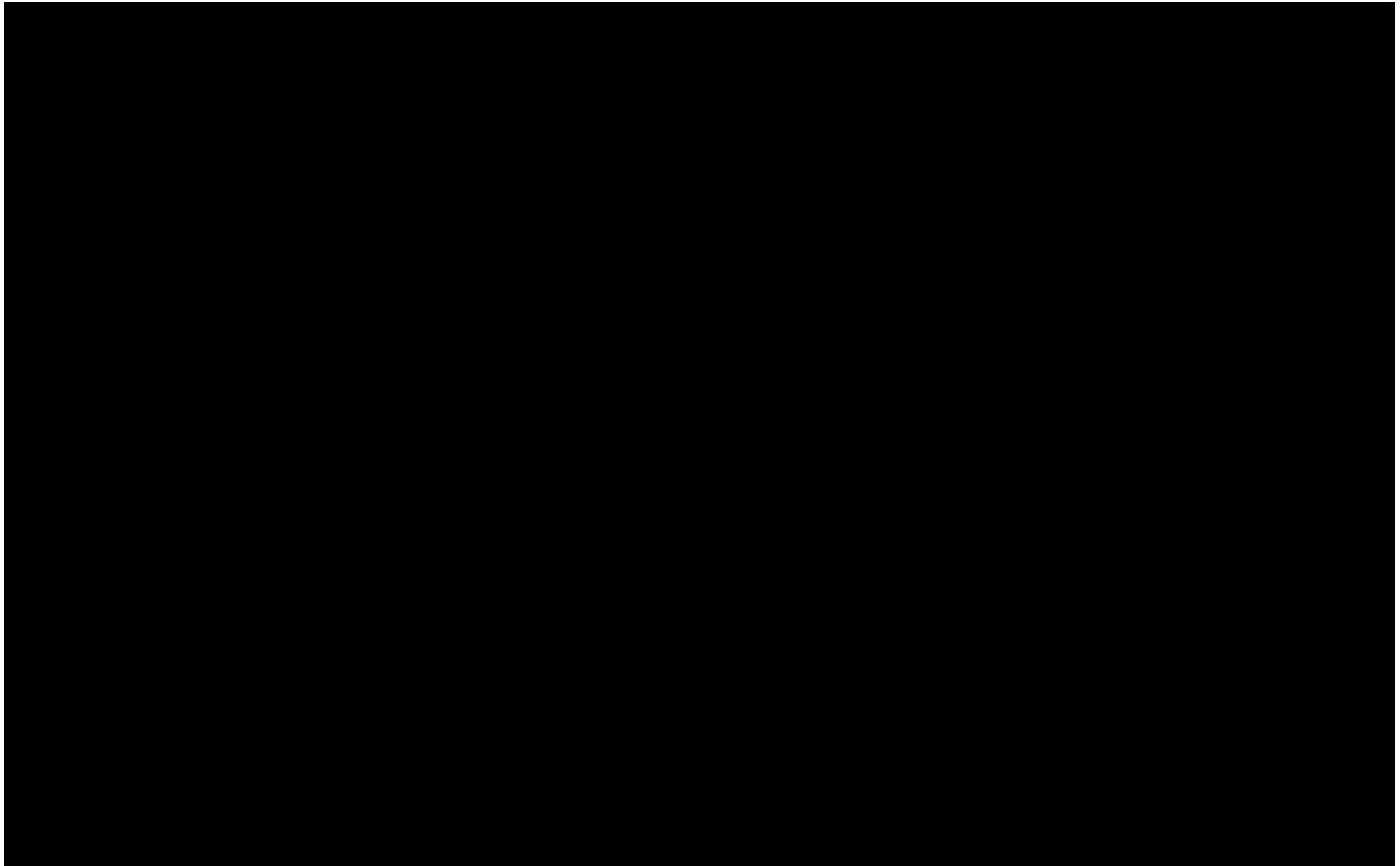
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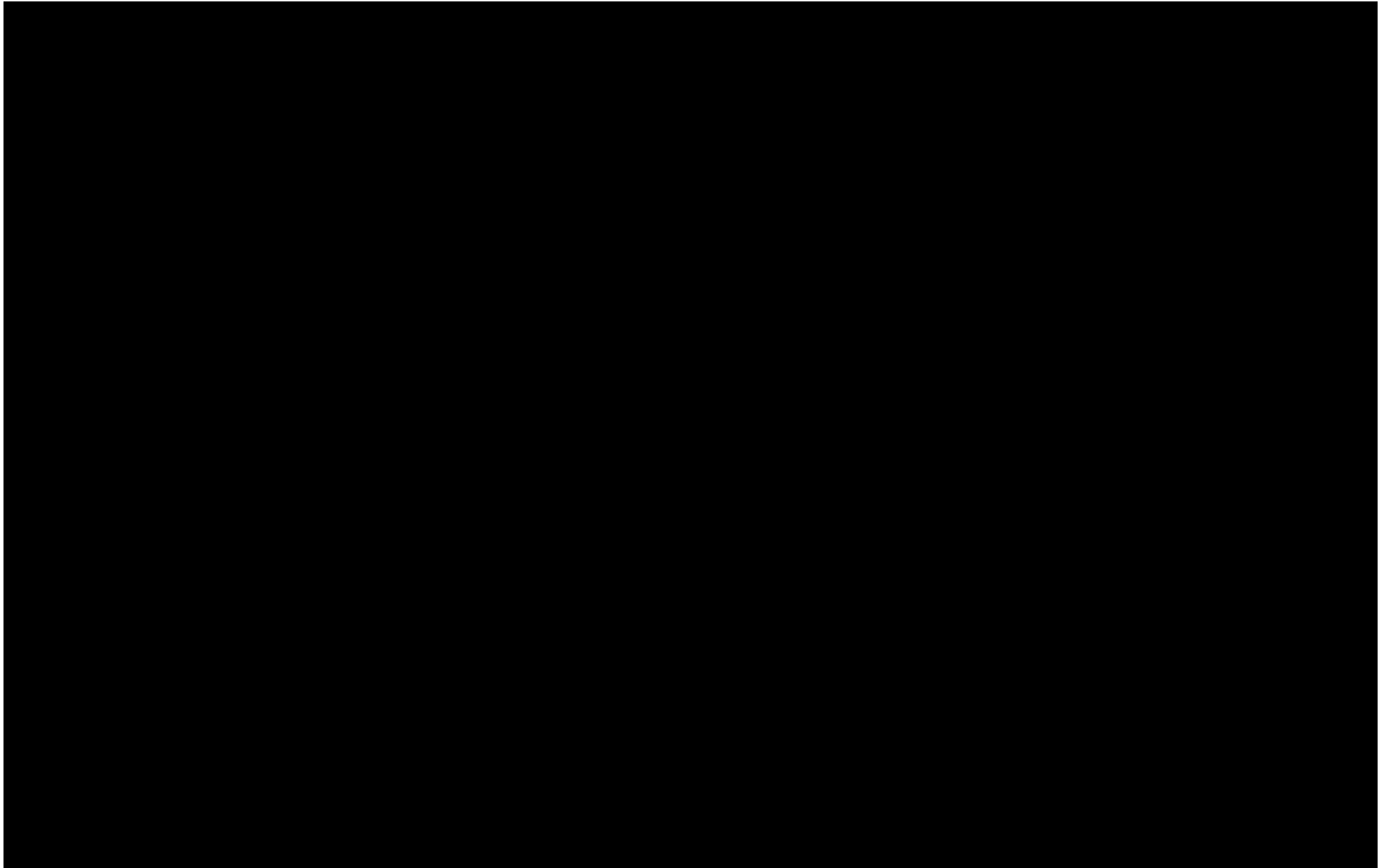
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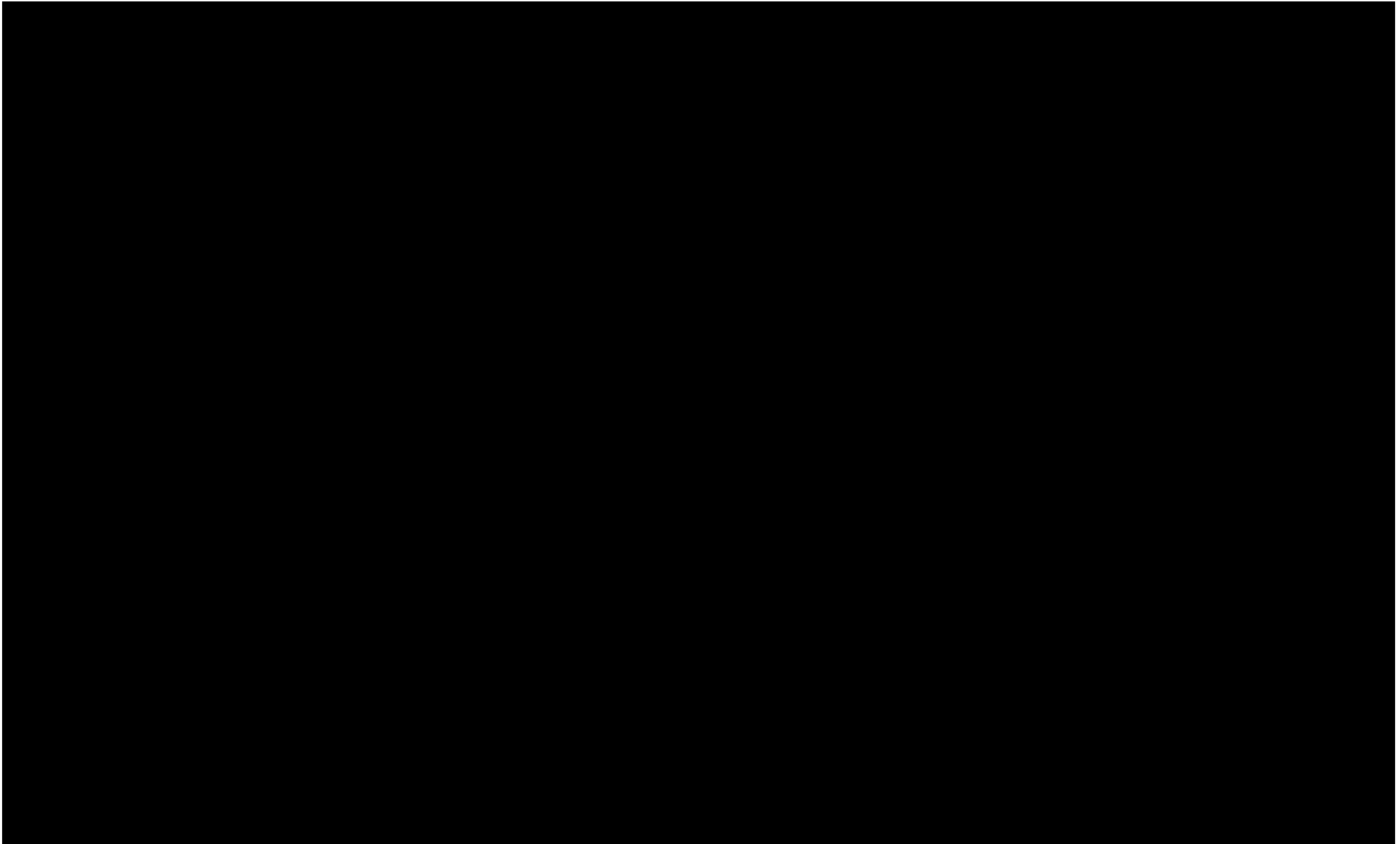
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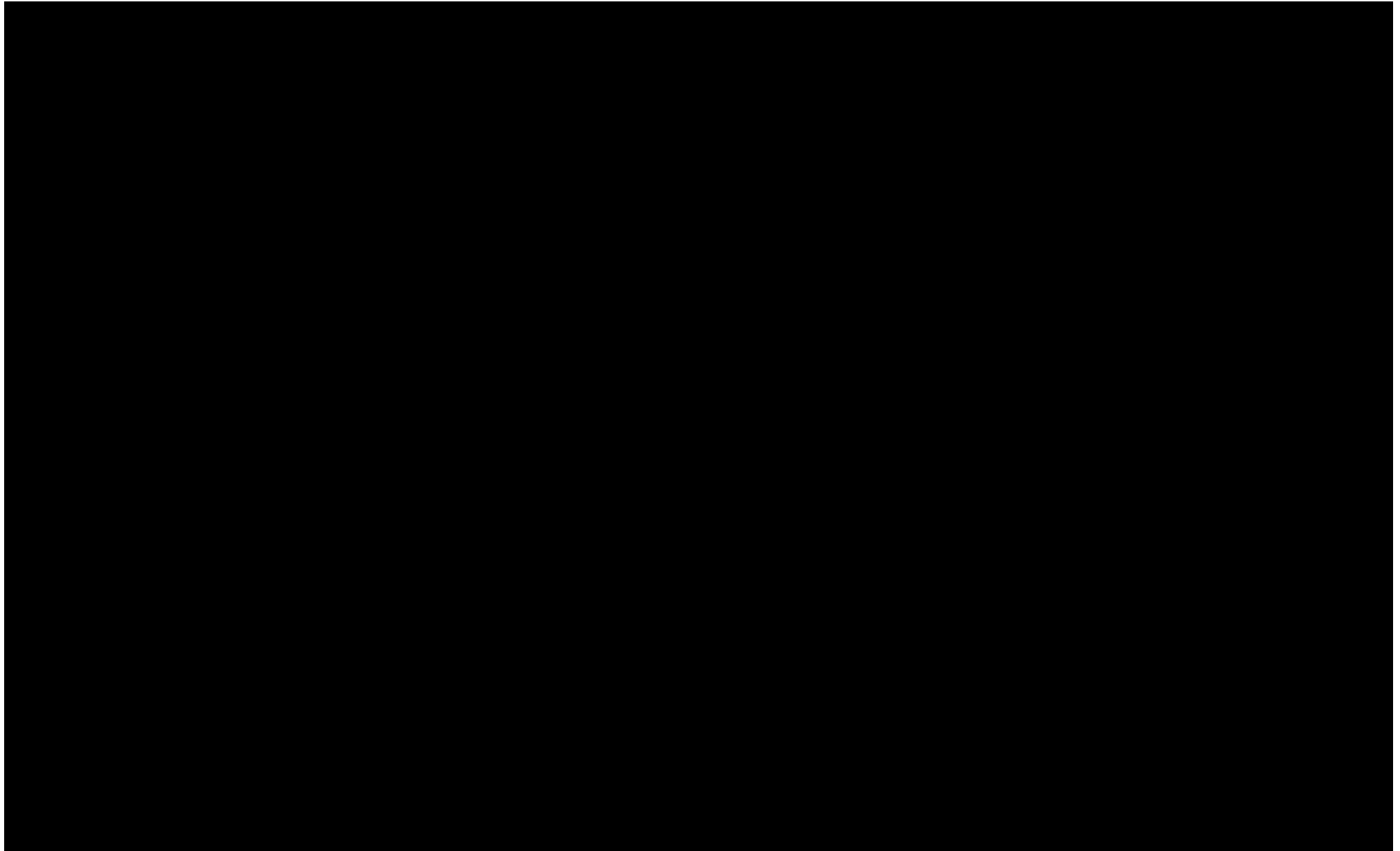
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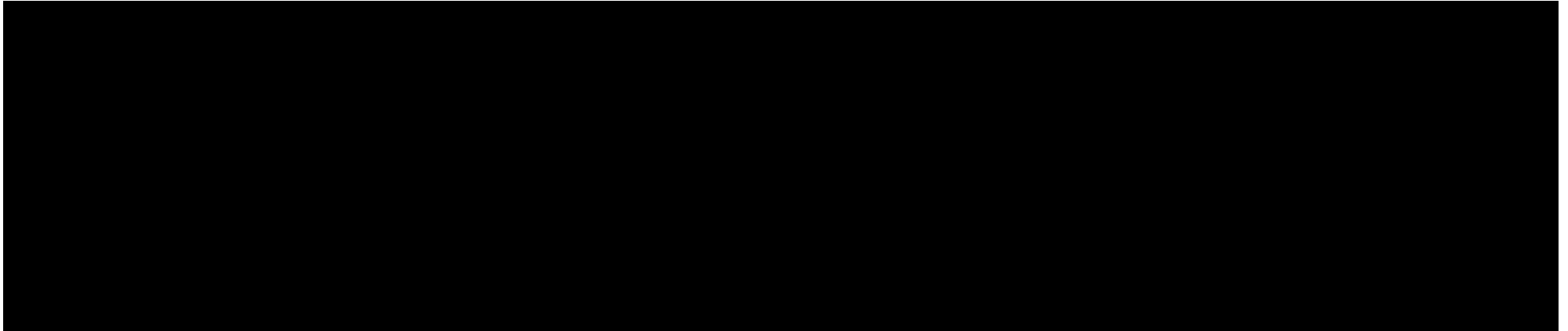
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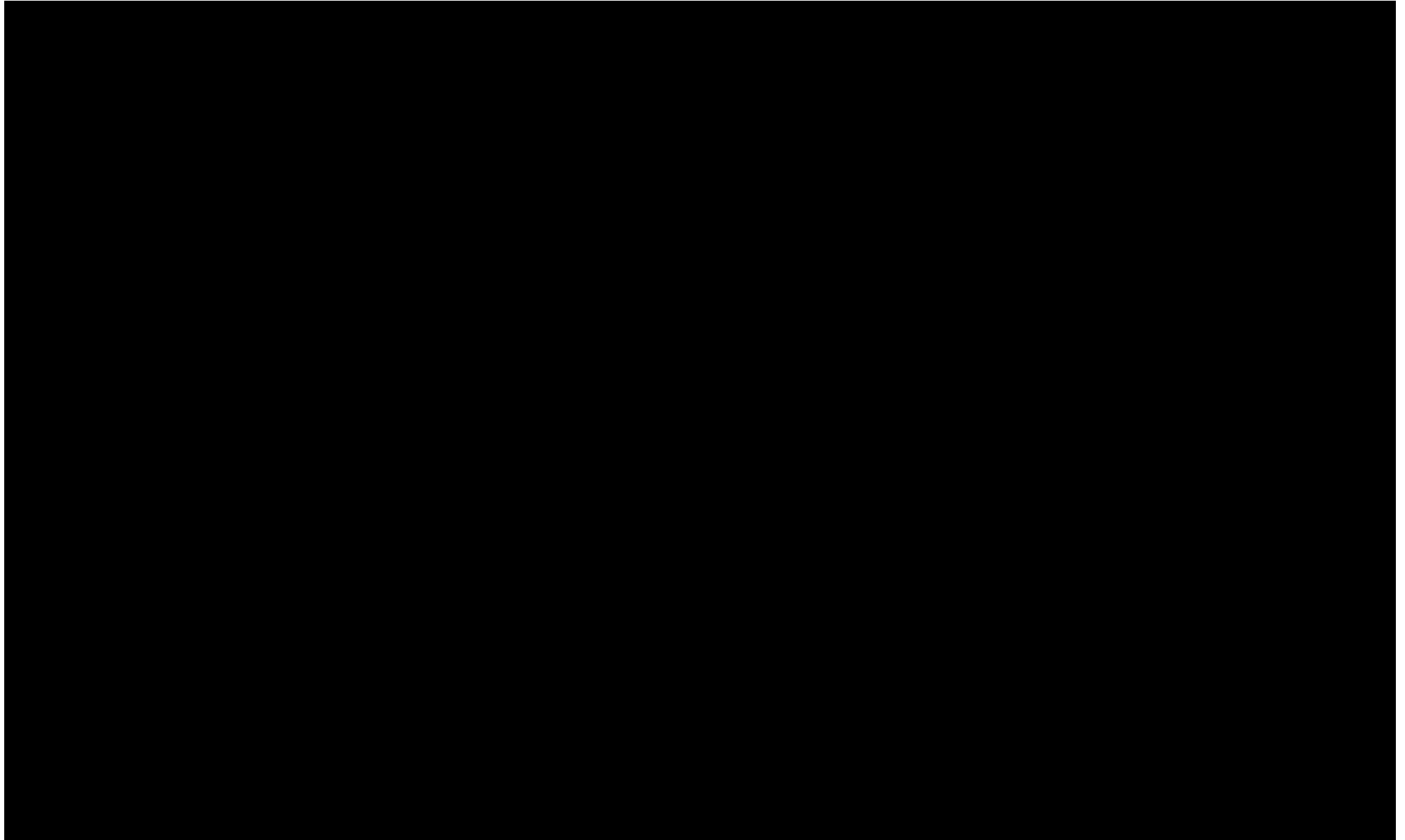
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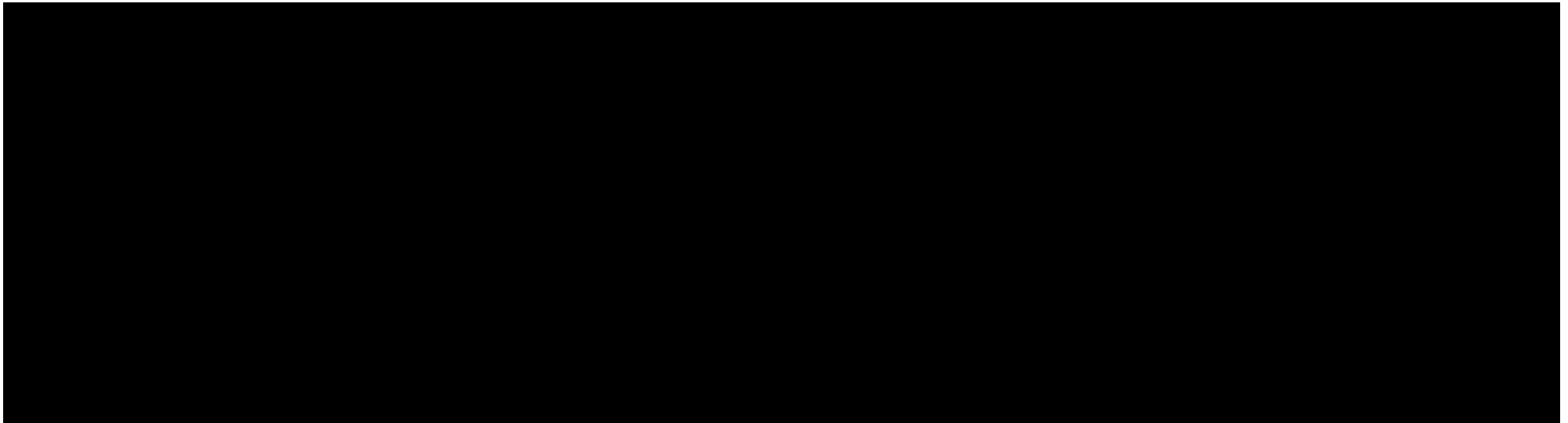
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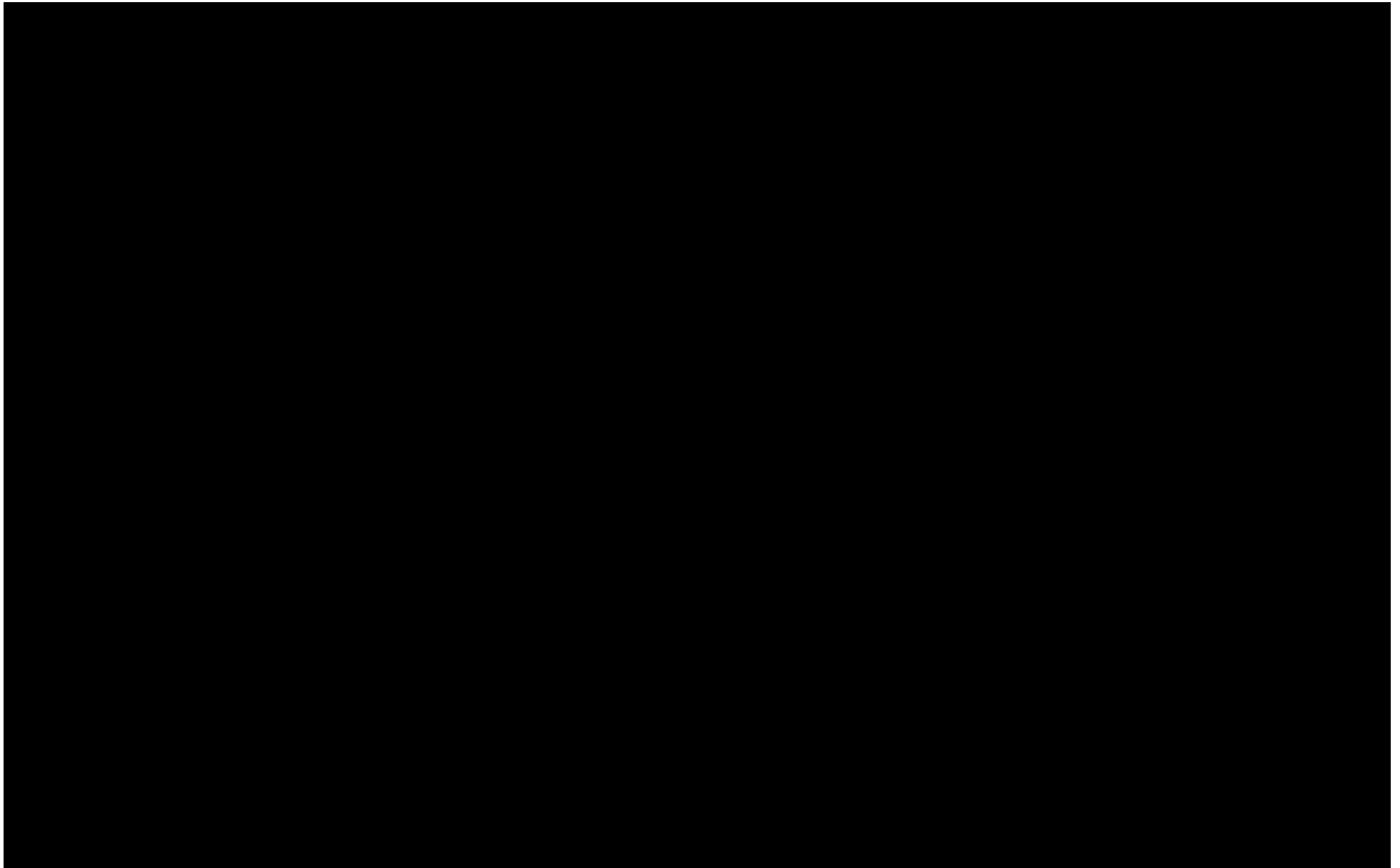
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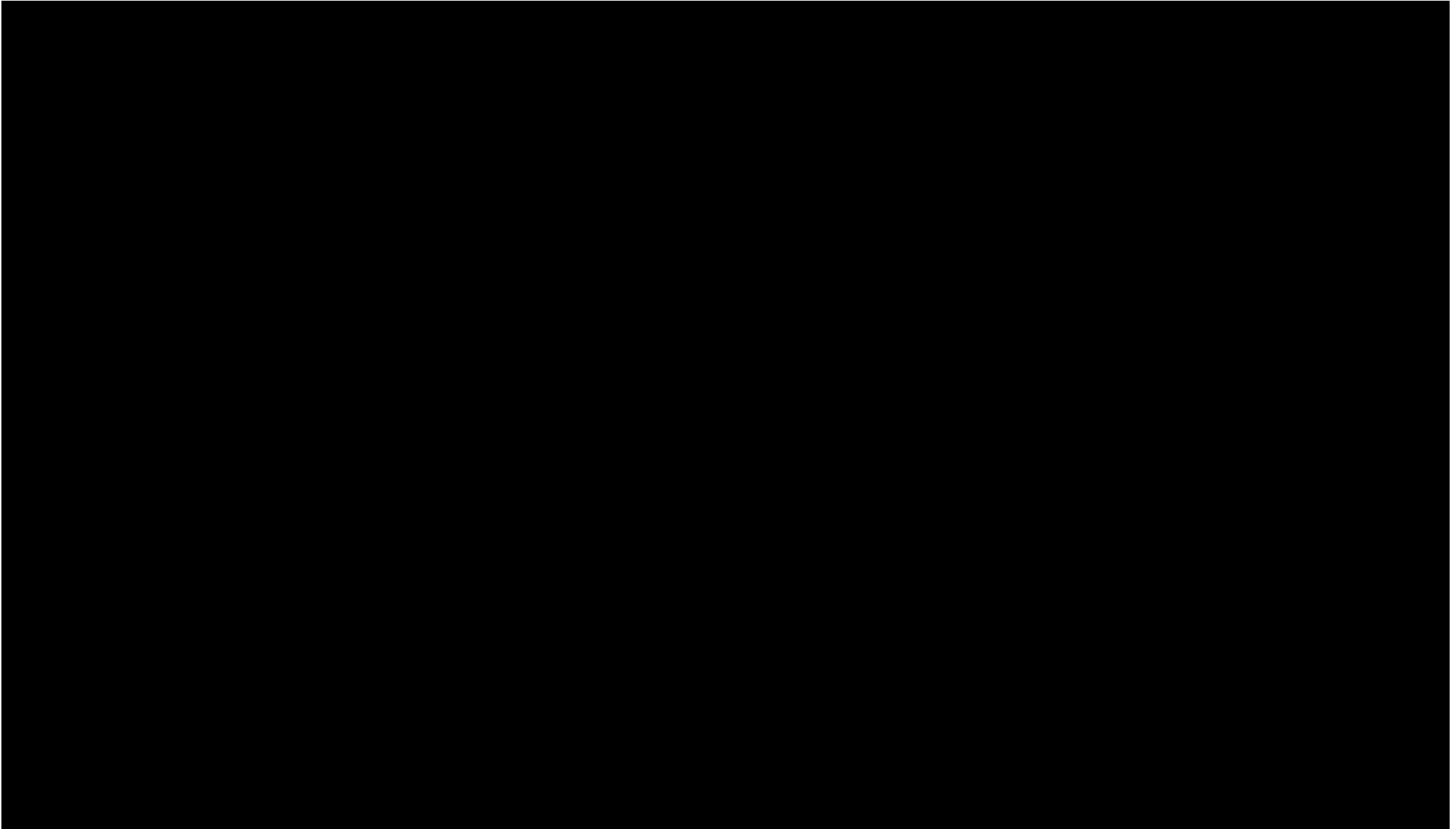
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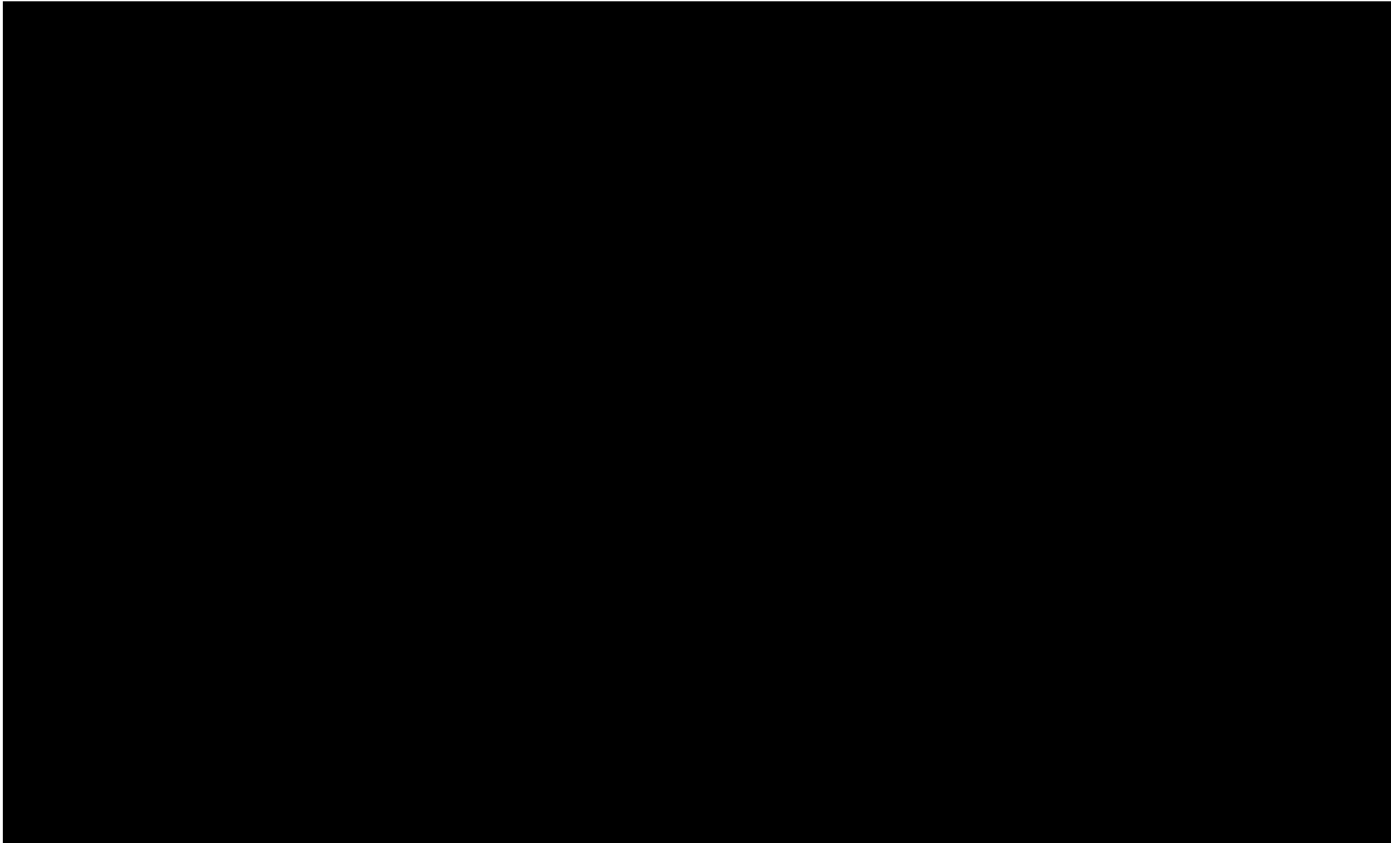
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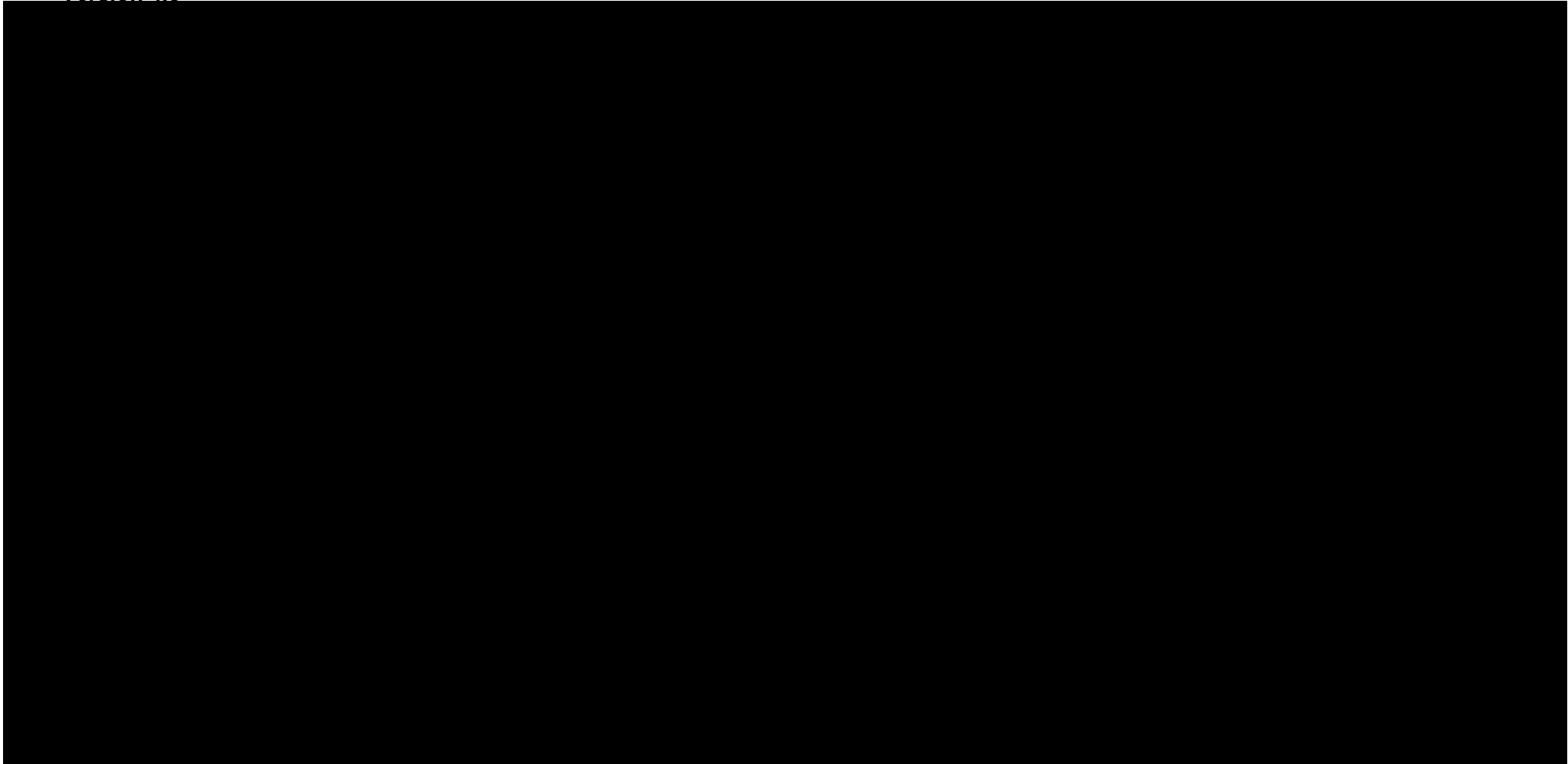
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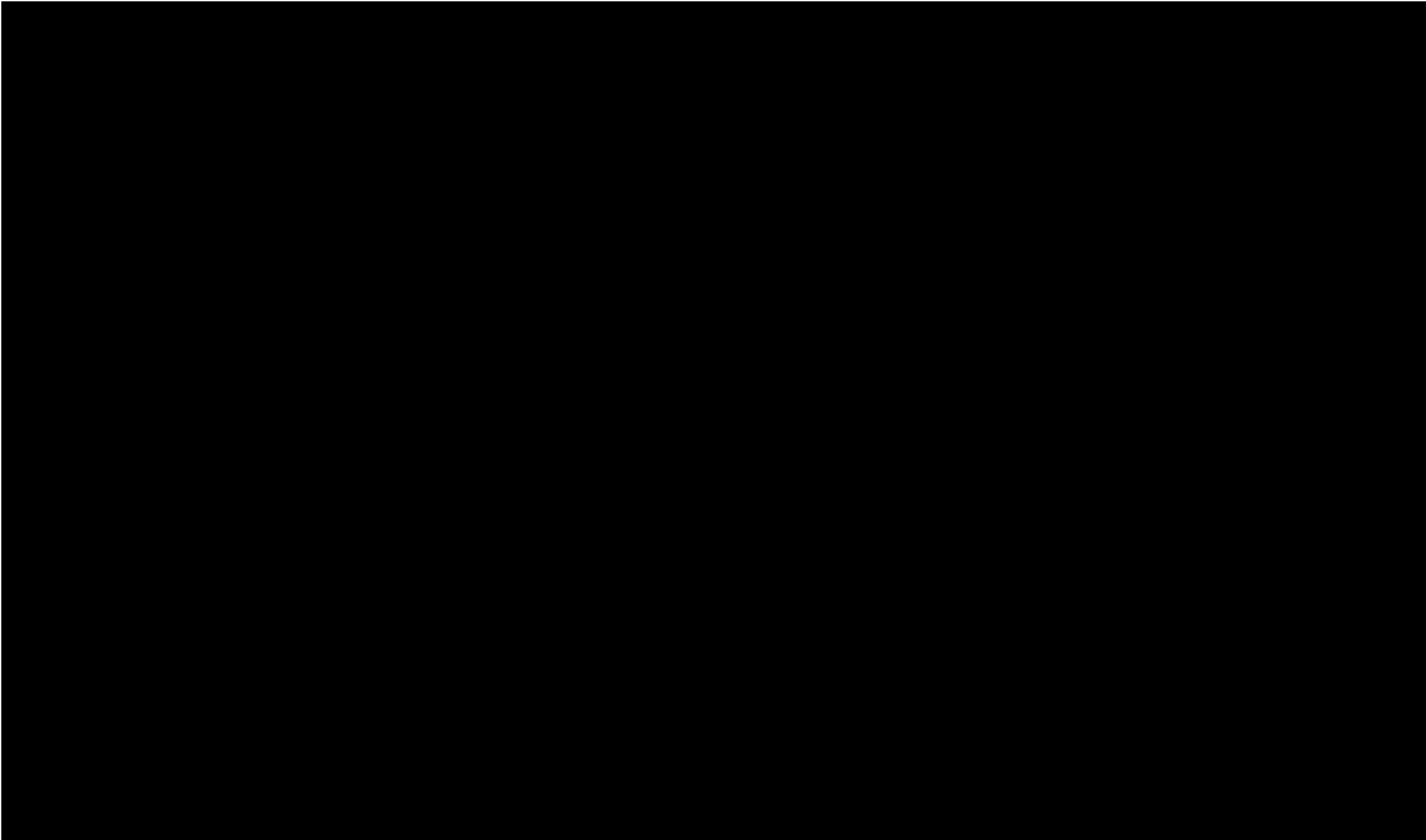


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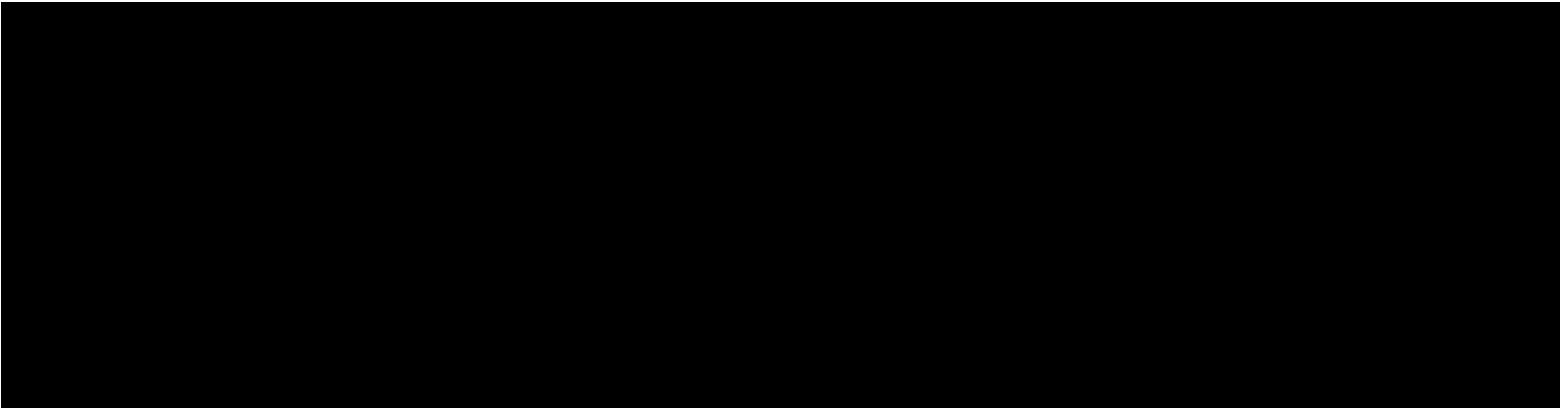


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ANNEX 4: SUPPLY CHAIN TRANSPARENCY INFORMATION TEMPLATE

	Financial Year 20[]			
	Under this Contract		Supplier as a whole	
	£	%	£	%
Estimated total contract revenue (£) to be received in this Financial Year	£[]	100%	£[]	100%
Total value of Sub-contracted revenues (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to SMEs (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to VCSEs (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to Affiliates of the Supplier (£) in this Financial Year	£[]	[]	£[]	[]

ANNEX 5: METADATA REQUIREMENTS

Emergency Services Mobile Communications Programme

Documentary Deliverable

<u>Title:</u>	<Add Document Title>	<u>Revision</u>	<Add Current Revision >
<u>Authority Document Number:</u>	N/A		
<u>Supplier Document Number:</u>	< Add Supplier Document Number>		
<u>Author:</u>	<Add Author Name>		
<u>Status:</u>	<Confirm Status> DRAFT APPROVED		

REVISION HISTORY

Revision	Revision Date	Revised By	Description
<add revision>	<add revision date YYYY-MM-DD>	<add author Name>	<add first revision or summary of changes, including any specific release information>

Approval History

Approval Comments	Date Approved	Approved By
e.g. approved for Connect+	<add approval date YYYY-MM-DD>	<add approved by>

SCHEDULE 24 (REPORTS AND RECORDS PROVISIONS) ESMCP User Services
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Acronyms	

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1. First Heading

1.1 Second Heading

1.1.1 Third Heading

Chart or table heading style

Table heading row (style TH)	Heading	Heading
Table data (style TD)	Text	Text
Text	Text	Text

2. References