



**UK Research
and Innovation**

Veezu Group Limited
Hodge House,
114--116 St Mary Street,
Cardiff,
CF10 1DY

Attn: [REDACTED]

By email to: [REDACTED]

Date: 10th July 2025

Our ref: GSS24735

Dear [REDACTED]

Award of framework Agreement for the supply of STFC Taxi Services

Following your tender/ proposal for the supply of STFC Taxi Services to UKRI, we are pleased to award this framework agreement ("**Agreement**") to you.

This letter ("**Award Letter**") and its Schedule(s) set out the terms of the Agreement between:

- (1) **United Kingdom Research and Innovation**, a statutory corporation whose registered office is at Polaris House, North Star Avenue, Swindon, England, SN2 1FL ("**UKRI**"); and
- (2) **Veezu Group Limited**, a company incorporated and registered in England with company number 9107007 and registered VAT number 475189061 whose registered office is at Hodge House, 114-116 St Mary Street, Cardiff, CF10 1DY (the "**Supplier**").

(each a "**Party**" and together the "**Parties**").

Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in Schedule 1 to this Award Letter (the "**Conditions**"). Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by UKRI and may delay conclusion of the Agreement.

The Agreement is a framework under which UKRI may from time to time procure Goods and/or Services from the Supplier. When UKRI wishes to do so, the Parties shall use all reasonable endeavours to agree in good faith a call-off contract ("**Contract**") in relation to those Goods and/or Services within such timeframes as are reasonable. Each Contract may be documented by a further award letter, another form of contractual document, or (in the case of simpler Contracts) the issuance by UKRI and acceptance by the Supplier of a Purchase Order.

For the purposes of the Agreement, UKRI and the Supplier agree as follows:

Term

- 1 Commencement Date: Monday 14th July 2025
- 2 Expiry Date: Thursday 13th July 2028
- 3 The initial term of the contract is for a period of three (3) years, from Monday 14th July 2025 to Thursday 13th July 2028. UKRI may extend this Contract for a period of up to one (1) year until Friday 13th July 2029 (3+1) by giving not less than 1 calendar month notice in writing to the Supplier prior to the Expiry Date. The terms and conditions of this Agreement shall apply throughout any such extended period.

Description of Goods and/or Services

- 4 The Specification of the Goods and/or Services to be delivered is as set out in: i) Schedule 2; and/or ii) the relevant Contract.
- 5 Any booking issued in reference to and under this framework shall constitute an order, and the framework terms at Schedule 1 will apply to all such bookings.

Charges & Payment

- 6 The Charges for the Goods and/or Services shall be as set out in: i) Schedule 3; and/or ii) the relevant Contract.
- 7 All invoices should be sent, quoting a valid purchase order number (PO Number) provided by UKRI, to: UKRI C/O UK Shared Business Services Ltd, Polaris House, North Star Avenue, Swindon, SN2 1UH.
- 8 To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your UKRI contact (i.e. Agreement Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section either by email to [REDACTED] or by telephone [REDACTED] between 09:00-17:00 Monday to Friday.

Supplier's Liability

- 9 Pursuant to clause 21.4, the Supplier's Limit of Liability under this Agreement and/or any Contract shall be: 125% of the total aggregate Charges paid and payable to the Supplier under this Agreement and any Contract.

Insurances

- 10 The Supplier is not required to maintain the following insurance policies referred to in clause 20.1 of the Conditions:
- product liability insurance for not less than £5 million for claims arising from any single event.

Notices

- 11 The address for notices of the Parties are:

UKRI

Polaris House, North Star Avenue,
Swindon, England, SN2 1FL

Attention: [REDACTED]

Email: [REDACTED]

Supplier

Veezu Group Limited
Hodge House,
114--116 St Mary Street,
Cardiff,
CF10 1DY

Attention: [REDACTED]

Email: [REDACTED]

Liaison & Disputes

- 12 For general liaison your contact will continue to be [REDACTED]
- 13 Pursuant to Clause 33.3, Disputes shall be escalated to the following individuals:
- (a) Stage 1 escalation:

UKRI: [REDACTED]

Supplier: [REDACTED]

(b) Stage 2 escalation:

UKRI: [REDACTED]

Supplier: [REDACTED]

We thank you for your co-operation to date and look forward to forging a successful working relationship resulting in a smooth and successful supply of the Goods and/or Services. Please confirm your acceptance of the award of this Agreement by signing and returning the enclosed copy of this letter to Core Services, email address: [REDACTED] at the above address. No other form of acknowledgement will be accepted. Please remember to quote the reference number above in any future communications relating to this contract.

Yours sincerely,

Signed for and on behalf of **United Kingdom Research and Innovation**

Signature: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date:14/07/2025.....

We accept the terms set out in this Award Letter and the Schedule(s), together forming the Framework Agreement.

Signed for and on behalf of **Veezu Group Limited**

Signature: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date:07/12/2025.....

Schedule 1 - The Conditions

1 INTERPRETATION

1.1 **Definitions.** In the Agreement (as defined below), the following definitions apply:

Agreement: means the framework agreement between UKRI and the Supplier constituted by the Supplier's countersignature of the Award Letter and includes the Award Letter and Schedules;

Award Letter: means the letter from UKRI to the Supplier printed above these terms and conditions;

Change in Law: any change in Law which impacts on the performance of the Goods and/or Services which comes into force after the Commencement Date;

Charges: the charges payable by UKRI for the supply of the Goods and/or Services as specified in Schedule 3 or any Contract;

Commencement Date: means the date for the start of the Agreement as set out in the Award Letter;

Confidential Information: means:

- (a) all confidential information and data which is acquired from or made available (directly or indirectly) by the Disclosing Party or the Disclosing Party's representatives however conveyed or presented, including but not limited to any information or document relating to the Disclosing Party's business, affairs, operations, budgets, policies, processes, initiatives, plans, product information, pricing information, technical or commercial know-how, trade secrets, specifications, strategies, inventions, designs, software, market opportunities, personnel, customers or suppliers (whether relating to this Agreement or otherwise) either orally, in writing, or in whatever form obtained or maintained;
- (b) any information or analysis derived from the Confidential Information;
- (c) anything marked as confidential and any other information notified by or on behalf of the Disclosing Party to the Receiving Party as being confidential;

- (d) the existence and terms of this Agreement and of any subsequent agreement entered into in relation to this Agreement (including any Contract);
- (e) the fact that discussions and negotiations are taking place concerning this Agreement and the status of those discussions and negotiations; and
- (f) any copy of any of the information described in (a), (b), (c), (d), or (e) above, which shall be deemed to become Confidential Information when it is made. For the purposes of this definition, a copy shall include, without limitation, any notes or recordings of the information described in (a), (b), (c), (d), or (e) above (howsoever made);

but not including any information which:

- (i) was in the possession of the Receiving Party without a breach of an obligation of confidentiality prior to its disclosure by the Disclosing Party;
- (ii) the Receiving Party obtained on a non-confidential basis from a third party who is not, to the Receiving Party's knowledge or belief, bound by a confidentiality agreement with the Disclosing Party or otherwise prohibited from disclosing the information to the Receiving Party;
- (iii) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Agreement or breach of a duty of confidentiality;
- (iv) was independently developed without access to the Confidential Information; or
- (v) relates to the Supplier's performance under this Agreement or failure to pay any sub-contractor as required pursuant to clause 11.9;

Contract: means a call-off contract for the provision of Goods and/or Services agreed between the Parties under this Agreement;

Contract Commencement Date and **Contract Expiry Date** each have the meanings given in clause 4.3(a);

Contract Term: means the term of a Contract, beginning on the Contract Commencement Date and ending on the Contract Expiry Date (unless the Contract is terminated earlier in accordance with its provisions or those of this Agreement);

Cyber Essentials Questionnaire: UKRI's questionnaire for suppliers regarding their cyber security arrangements, a copy of which is available from UKRI on request;

Data Protection Legislation: means, for the periods in which they are in force in the UK, all laws giving effect or purporting to give effect to the GDPR, the Data Protection Act 2018, or otherwise relating to data protection, including the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the European Union Withdrawal Act 2018, the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019, the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003), the GDPR (or in each case any successor legislation) and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the UK's Information Commissioner's Office, in each case as amended or substituted from time to time;

Declaration of Ineffectiveness: a declaration made by a Court under regulation 98 which has any of the consequences described in regulation 101 of the Public Agreements Regulations 2015 (as amended) or which is made under an equivalent provision implementing Directive 2014/23/EU in England, Wales & Northern Ireland and which has consequences which are similar to any of the consequences described in regulation 101 of the Public Agreements Regulations 2015 (as amended);

Deliver: means hand over of the Goods to UKRI at the address(es) specified in the Specification (or otherwise agreed in writing by the Parties) and on the Delivery Date, which shall include unloading and any other specific arrangement agreed in accordance with clause 7. "Delivered", "Delivery" and "Deliveries" shall be construed accordingly;

Deliverables: all Documents, products and materials developed by the Supplier or its agents, contractors and employees as part of, or in relation to, the Services in any form, including computer programs, data, reports and specifications (including drafts);

Delivery Date: the date for delivery of the Goods specified by UKRI in writing and if no such date is specified, within 28 days of the date of UKRI's written request;

Delivery Note: means a note produced by the Supplier accompanying each delivery of the Goods which shows the date of the order, the order number (if any), the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered;

Disclosing Party: means a Party that makes a disclosure of Confidential Information to another Party;

Dispute: means any dispute, conflict or disagreement arising out of or in connection with this Agreement or any Contact;

Document: includes, in addition to any document in writing, any drawing, map, plan, diagram, design, picture or other image, tape, disk or other device or record embodying information in any form.

EIR: the Environmental Information Regulations 2004 (or if applicable the Environmental Information Regulations (Scotland) 2004) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;

Expiry Date: means the date for expiry of the Agreement as set out in the Award Letter;

FOIA: the Freedom of Information Act 2000 (or if applicable the Freedom of Information (Scotland) Act 2002) and any subordinate legislation made under the 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: shall be limited to one or more of the following events: hurricanes, tempest, acts of state or public enemy, wars, revolutions, uprisings, hostilities, civil disturbances, riots, civil war, insurrection and invasion. For the avoidance of doubt, strikes, lockouts and shutdowns of a Party (or of any person engaged by any of them) shall not be a force majeure event for that Party;

GDPR: means:

- (a) the General Data Protection Regulations (Regulation (EU) 2016/679) which came into force on 25 May 2018; or
- (b) any equivalent legislation amending or replacing the General Data Protection Regulations (Regulation (EU) 2016/679);

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 the supply of goods and/or services to another customer of the Supplier that are the same or similar to any of the Goods and/or Services;

Good Industry Practice: means all relevant practices and professional standards that would be expected of a well-managed, expert service provider performing services substantially similar to the Services or supplies substantially similar to the Goods to customers of a substantially similar size and nature to UKRI;

Goods: means the goods to be supplied by the Supplier to UKRI, under the Agreement as set out in the Specification;

Information: has the meaning given under section 84 of FOIA;

Intellectual Property Rights: all patents, rights to inventions, utility models, copyright and related rights (including moral rights), trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database right, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;

Key Personnel: means any persons specified as such in Schedule 4, in any Contract, or otherwise notified as such by UKRI to the Supplier in writing;

Law: means any law, statute, 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 and section 4 of the European Union (Withdrawal Act 2018, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body, with which UKRI and the Supplier (as the context requires) is bound to comply;

Limit of Liability: means the Supplier's limit of liability identified in the Award Letter;

Notifiable Breach: has the meaning set out at clause 9.3;

Party: the Supplier or UKRI (as appropriate) and "Parties" shall mean both of them;

Personal Data: has the meaning given to this term by the Data Protection Legislation;

Personal Data Breach: shall have the same meaning as in the Data Protection Legislation;

PO Number: means UKRI's unique number relating to the supply of the Goods and/or Services;

Public Body: any part of the government of the United Kingdom including but not limited to the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales, local authorities, government ministers and government departments and government agencies;

Public Procurement Termination Event: UKRI exercises its right to terminate the Agreement and/or any Contract in one or more of the circumstances described in either regulation 73(1) of the Public Agreements Regulations 2015 (as amended from time to time), or equivalent provisions implementing Directive 2014/23/EU in England, Wales & Northern Ireland (as amended from time to time);

Receiving Party: means a Party to which a disclosure of Confidential Information is made by another Party;

Remediation Plan: means a report identifying:

- (a) the nature of the Notifiable Breach described at clause 9.3, its cause and its anticipated duration and impact on the Agreement or any Contract; and
- (b) the procedures and resources the Supplier proposes to apply to overcome and rectify the Notifiable Breach and to ensure the impact of the Notifiable Breach is minimised and future performance of the Agreement or relevant Contract is not adversely affected;

Request for Information: a request for Information or an apparent request under FOIA or EIR;

Services: the services, including without limitation any Deliverables, to be provided by the Supplier to UKRI under the Agreement as set out in the Specification;

SME: as defined by EU recommendation 2003/361/EC;

Specification: the description of the Goods and / or Services to be provided under this Agreement as set out in Schedule 2 or in any Contract;

Specific Change in Law: a Change in Law that relates specifically to the business of UKRI and which would not affect the supply of goods and/or services to another customer of the Supplier that are the same or similar to any of the Goods and/or Services;

Supplier's Associate: any individual or entity associated with the Supplier including, without limitation, the Supplier's subsidiary, affiliated or holding companies and any employees, agents or contractors of the Supplier and / or its subsidiary, affiliated or holding companies or any entity that provides Goods and or Services for or on behalf of the Supplier;

Supplier Dispute: means any disputes, claims, litigation, mediation or arbitration whether threatened or pending in relation to any incident involving the Supplier's, or another party's, provision of the Goods and/or Services;

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 or any Contract;

Staff Vetting Procedures: means vetting procedures that accord with good industry practice or, where requested by UKRI, UKRI's procedures for the vetting of personnel as provided to the Supplier from time to time;

Term: means the period from the Commencement Date to the Expiry Date as such period may be extended or terminated in accordance with the terms and conditions of the Agreement;

TUPE: the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended or replaced from time to time;

Working Day: a day (other than a Saturday, Sunday, public holiday or 27, 28, 29, 30 and 31 December) when banks in London are open for business.

1.2 In this Agreement and any Contract, unless the context requires otherwise, the following rules apply:

- (a) A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors or permitted assigns.
- (c) References to the singular include the plural and vice versa.

- (d) A reference to any Law is a reference to Law as amended or re-enacted. A reference to a Law includes any subordinate legislation made under that Law, as amended or re-enacted.
- (e) Any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (f) Headings are for ease of reference only and do not affect interpretation or construction.
- (g) A reference to writing or written includes e-mails.
- (h) 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.

2 BASIS OF AGREEMENT

- 2.1 The Agreement comprises of the Award Letter and its Schedules, to the exclusion of all other terms and conditions, including any other terms that the Supplier seeks to impose or incorporate (whether in any quotation, confirmation of order, invoice, in correspondence or in any other context), or which are implied by trade, custom, practice or course of dealing.
- 2.2 If there is any conflict or inconsistency between the Award Letter and its Schedules, the provisions of the Award Letter will prevail followed by the Conditions in this Schedule 1 to the extent necessary to resolve that conflict or inconsistency.

3 TERM

- 3.1 This Agreement shall take effect on the Commencement Date and shall expire on the Expiry Date, unless it is otherwise extended or terminated in accordance with the terms and conditions of this Agreement.

4 FRAMEWORK AND AGREEMENT OF CONTRACTS

- 4.1 If UKRI wishes to procure Goods and/or Services from the Supplier and the Supplier agrees to supply such Goods and/or Services, the Parties shall use all reasonable endeavours to agree in good faith a detailed Contract in relation to those Goods and/or Services within such timeframes as are consistent with the reasonable requirements of the Parties.

- 4.2 Any Contract may take such form as the Parties may agree. However, the Parties anticipate that:
- (a) higher-value or higher-complexity Contracts may take the form of a further award letter with associated terms, in the form of the template set out in Schedule [x] to this Agreement; and
 - (b) lower-value or lower-complexity Contracts may be agreed by the issuance of a purchase order by UKRI and the acceptance of that purchase order by the Supplier.
- 4.3 The Parties shall generally ensure that each Contract addresses the following (in each case to the extent relevant to its subject matter):
- (a) the date on which the Contract shall come into force (the “**Contract Commencement Date**”) and on which it shall expire unless terminated earlier (the “**Contract Expiry Date**”). If the Contract does not expressly identify a Contract Commencement Date then it shall be deemed to be the date on which the Contract is accepted by the Supplier. If the Contract does not expressly identify a Contract Expiry Date then it shall be deemed to be the date on which all Goods under the Contract have been Delivered and have passed all applicable acceptance, validation or qualification tests and all Services under the Contract have been performed in accordance with the Contract’s requirements;
 - (b) a description of the Good and/or Services ordered, together with any Specification (to the extent differing from, or additional to, any Specification set out in Schedule 2);
 - (c) details of any Deliverables to be provided;
 - (d) dates for performance (including any manufacture, testing, delivery, installation, commissioning and validation of Goods, as applicable, and any performance of Services and provision of Deliverables);
 - (e) details of the applicable Charges (to the extent differing from, or additional to, the Charges described in Schedule 3), and any invoicing schedule in relation to the Goods or Services (to the extent differing from the provisions of this Agreement);
 - (f) any Key Personnel relevant to the supplies under the Contract (to the extent not already identified in Schedule 4 or otherwise in writing);
 - (g) any dependencies, materials or facilities which must be provided or made available by UKRI in order for the Supplier to provide the relevant Goods and/or Services; and

(h) any special terms or conditions of the Contract.

- 4.4 A Contract shall be effective once signed or accepted in writing by both Parties, and the Supplier shall not commence work in relation to any Contract until it is so signed or accepted. If the Supplier commences work prior to the relevant Contract being signed or accepted, it shall do so at its own risk.
- 4.5 Each Contract shall constitute a separate contract and shall be separately terminable in accordance with the provisions of this Agreement and its own provisions. Unless expressly provided otherwise, each Contract shall be deemed to incorporate the provisions of this Agreement in their entirety, and shall be made on the terms and conditions of this Agreement and any further terms and conditions set out Contract to the exclusion of all other terms and conditions, including any other terms that the Supplier seeks to impose or incorporate (whether in any quotation, confirmation of order, invoice, in correspondence or in any other context).
- 4.6 In the event of, and only to the extent of, any conflict or inconsistency between the terms and conditions of:
- (a) this Agreement and those of a Contract, the terms and conditions of the Contract shall take priority; and
 - (b) one Contract and those of another Contract, the terms and conditions of the later Contract shall take priority.
- 4.7 The Supplier acknowledges that, in entering this Agreement, no form of exclusivity or guarantee has been granted by UKRI for the Goods or Services and that UKRI is at all times entitled to enter into other contracts and arrangements with other suppliers for the provision of any or all goods or services which are the same as or similar to the Good or Services.

5 SUPPLY OF SERVICES

- 5.1 In consideration of UKRI's agreement to pay the Charges, the Supplier shall for the Contract Term provide the Services to UKRI in accordance with the terms of this Agreement and any Contract.
- 5.2 The Supplier shall meet any performance dates for the Services (including the delivery of Deliverables) specified in the Specification or notified to the Supplier by UKRI.
- 5.3 In providing the Services, the Supplier shall:

- (a) co-operate with UKRI in all matters relating to the Services, and comply with all instructions of UKRI using reasonable endeavours to promote UKRI's interests;
- (b) perform the Services with reasonable skill, care and diligence in accordance with Good Industry Practice in the Supplier's industry, profession or trade;
- (c) 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 this Agreement and any Contract;
- (d) ensure that the Services and Deliverables will conform with the Specifications and that the Deliverables shall be fit for any purpose expressly or impliedly made known to the Supplier by UKRI;
- (e) provide all equipment, tools and vehicles and such other items as are required to provide the Services;
- (f) use goods, materials, standards and techniques, and ensure that the Deliverables, and all goods and materials supplied and used in the Services or transferred to UKRI are of a quality in line with Good Industry Practice and are free from defects in workmanship, installation and design;
- (g) obtain and at all times maintain all necessary licences and consents, and comply with all applicable laws and regulations;
- (h) not do or allow anything to be done that would, or would be likely to, bring UKRI into disrepute or adversely affect its reputation in any way;
- (i) observe all health and safety rules and regulations and any other security requirements that apply at any of UKRI's premises; and
- (j) not do or omit to do anything which may cause UKRI to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business, and the Supplier acknowledges that UKRI may rely or act on the Services.

5.4 UKRI's rights under this Agreement and any Contract are without prejudice to and in addition to the statutory terms implied in favour of UKRI under the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

6 SUPPLY OF GOODS

- 6.1 In consideration of UKRI's agreement to pay the Charges, the Supplier shall supply all Goods in accordance with the Agreement and any Contract. In particular, the Supplier warrants that the Goods shall:
- (a) conform with their description in the specifications (including the Specification), drawings, descriptions given in quotations, estimates, brochures, sales, marketing and technical literature or material (in whatever format made available by the Supplier) supplied by, or on behalf of, the Supplier;
 - (b) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and fit for any purpose held out by the Supplier or made known to the Supplier by UKRI, expressly or by implication, and in this respect UKRI relies on the Supplier's skill and judgement. The Supplier acknowledges and agrees that the approval by UKRI shall not relieve the Supplier of any of its obligations under this sub-clause;
 - (c) where applicable, be free from defects (manifest or latent), in materials and workmanship and remain so for 12 months after Delivery;
 - (d) be free from design defects;
 - (e) comply with all applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and delivery of the Goods;
 - (f) be supplied in accordance with all applicable legislation in force from time to time; and
 - (g) be destined for supply into, and fully compliant for use in, the United Kingdom (unless specifically stated otherwise in the Specification).
- 6.2 In supplying the Goods, the Supplier shall co-operate with UKRI in all matters relating to the supply of the Goods and comply with all of UKRI's instructions.
- 6.3 The Supplier shall ensure that at all times it has and maintains all the licences, permissions, authorisations, consents and permits that it needs to carry out its obligations under the Agreement.
- 6.4 UKRI and its representatives shall have the right to inspect and test the Goods at any time before Delivery.

- 6.5 If following such inspection or testing UKRI considers that the Goods do not conform or are unlikely to comply with the Supplier's undertakings at clause 6.1, UKRI shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.
- 6.6 Notwithstanding any such inspection or testing, the Supplier shall remain fully responsible for the Goods and any such inspection or testing shall not reduce or otherwise affect the Supplier's obligations under this Agreement, and UKRI shall have the right to conduct further inspections and tests after the Supplier has carried out its remedial actions.
- 6.7 UKRI's rights under the Agreement are without prejudice to and in addition to the statutory terms implied in favour of UKRI under the Sale of Goods Act 1979, the Supply of Goods and Services Act 1982 and any other applicable legislation as amended.

7 DELIVERY

- 7.1 Unless otherwise agreed in writing by UKRI, the Supplier shall Deliver the Goods to UKRI on the Delivery Date (with the carriage paid) to the address(es) specified in the Specification and in accordance with any other Delivery instructions provided to the Supplier.
- 7.2 Delivery of the Goods shall be completed once the completion of unloading the Goods from the transporting vehicle at the Delivery address has taken place (as well as any other specific arrangement agreed by the Parties has taken place) and UKRI has signed for the Delivery. The Supplier will unload the Goods at its own risk as directed by UKRI. The Goods will remain at the risk of the Supplier until Delivery to UKRI (including unloading) is complete and the Supplier has obtained sign-off of the Delivery Note by or on behalf of UKRI.
- 7.3 Unless otherwise stipulated by UKRI in writing to the Supplier, Deliveries shall only be accepted by UKRI on Working Days and during normal business hours.
- 7.4 The Supplier shall ensure that:
- (a) the Goods are properly packed and secured in such manner as to enable them to reach their destination in good condition:
 - (b) each delivery of the Goods is accompanied by a Delivery Note; and
 - (c) if the Supplier requires UKRI to return any packaging material to the Supplier, that fact is clearly stated on the Delivery Note. Any such packaging material shall be returned to the Supplier at the Supplier's cost.

- 7.5 If the Supplier delivers to UKRI more than the quantity of Goods ordered, UKRI will not be bound to pay for the excess and any excess will remain at the Supplier's risk and will be returnable to the Supplier at the Supplier's expense.
- 7.6 If the Supplier delivers less than the quantity of Goods ordered, and UKRI accepts the delivery, a pro rata adjustment shall be made to the invoice for the Goods.
- 7.7 The Supplier shall not deliver the Goods in instalments without prior written consent from UKRI. Where it is agreed that the Goods are to be delivered in instalments, they may be invoiced and paid for separately.
- 7.8 The Supplier shall:
- (a) obtain, at its risk and expense, any export and import licences or other authorisations necessary for the export and import of the Goods and their transit through any country or territory; and
 - (b) deal with all customs formalities necessary for the export, import and transit of the Goods, and will bear the costs of complying with those formalities and all duties, taxes and other charges payable for export, import and transit.
- 7.9 Without prejudice to UKRI's statutory rights, UKRI will not be deemed to have accepted any Goods until:
- (a) where no specific acceptance testing, validation or qualification procedures have been agreed between the Parties, it has had at least 14 Working Days after Delivery to inspect them; or
 - (b) where any acceptance testing, validation or qualification procedures have been agreed between the parties, such time as all tests and procedures have been successfully passed in accordance with their agreed criteria,
- and UKRI also has the right to reject any Goods as though they had not been accepted for 14 Working Days after any latent defect in the Goods has become apparent.
- 7.10 Without prejudice to clause 14.1, any access to UKRI's premises and any labour and equipment that may be provided by UKRI in connection with Delivery of the Goods shall be provided without acceptance by UKRI of any liability in respect of any actions, claims, costs and expenses incurred by third parties for any loss or damages to the extent that such loss or damage is not attributable to the negligence or other wrongful act of UKRI, its servant or agent. The Supplier shall indemnify UKRI in respect of any actions, suits, claims, demands, losses, charges, costs and expenses, which UKRI may suffer or incur as a result of or in

connection with any damage or injury (whether fatal or otherwise) occurring in the course of Delivery or installation to the extent that any such damage or injury is attributable to any act or omission of the Supplier or the Staff.

8 TITLE, RISK AND USE

8.1 Without prejudice to any other rights or remedies of UKRI, title and risk in the Goods shall pass to UKRI on completion of Delivery.

8.2 The Supplier warrants that:

- (a) it has full clear and unencumbered title to the Goods;
- (b) at the Delivery Date of any of the Goods it shall have full have unrestricted right, power and authority to sell, transfer and deliver all of the Goods to UKRI; and
- (c) on Delivery, UKRI shall acquire a valid and unencumbered title to the Goods.

9 REMEDIES

9.1 UKRI's rights and remedies under the Agreement and any Contract are in addition to its rights and remedies implied by statute and common law.

9.2 Where (i) the Supplier fails to Deliver the Goods or part of the Goods including any instalment(s) or (ii) the Goods or part of the Goods do not comply with the provisions of clause 6, or do not pass any acceptance testing, validation or qualification procedures within the timeframes agreed by the Parties in relation to such procedures, then without limiting any of its other rights or remedies, UKRI shall be entitled to:

- (a) terminate the Agreement or relevant Contract in whole or in part without liability to the Supplier;
- (b) accept late delivery of the Goods;
- (c) require the Supplier, free of charge, to deliver substitute Goods within the timescales specified by UKRI;
- (d) require the Supplier, free of charge, to repair or replace the rejected Goods, or to provide a full refund of the price of the rejected Goods (if paid);

- (e) reject the Goods (in whole or part) and return them to the Supplier at the Supplier's own risk and expense and UKRI shall be entitled to a full refund on those Goods or part of Goods duly returned;
- (f) buy the same or similar goods from another supplier; and
- (g) recover any expenses incurred in respect of buying the Goods from another supplier which shall include but not be limited to administration costs, chargeable staff time and extra delivery costs.

9.3 Without prejudice to any of its other rights or remedies, in the event that:

- (a) UKRI considers the Supplier is in breach of, or is likely to breach, clause 5.2 and the breach is capable of remedy; or
- (b) the Supplier commits a breach of clause 5.3 which is capable of remedy,

(each a “**Notifiable Breach**”), the Supplier must as soon as practicable but in any event within 5 Working Days (or as otherwise agreed by UKRI) of being notified by UKRI of the Notifiable Breach, submit a draft Remediation Plan to UKRI for approval. UKRI may, acting reasonably, consider the draft Remediation Plan as inadequate to rectify the Notifiable Breach and reject the draft, in which case the Supplier shall submit a revised Remediation Plan to UKRI for review within 3 Working Days (or as otherwise agreed by UKRI) of UKRI's notice rejecting the draft. Once the Remediation Plan is approved, the Supplier shall immediately start work on the actions set out in the approved Remediation Plan.

9.4 Where the Supplier fails to provide a Remediation Plan in accordance with the timescales specified in clause 9.3 or fails to comply with any approved Rectification Plan, UKRI shall be entitled to:

- (a) terminate the Agreement or relevant Contract with immediate effect by giving written notice to the Supplier;
- (b) recover from the Supplier any costs incurred by UKRI in performing the Services itself or obtaining substitute services from a third party;
- (c) a refund of the Charges paid in advance for Services that have not been provided by the Supplier; and
- (d) claim damages for any additional costs, loss or expenses incurred by UKRI which are in any way attributable to the Notifiable Breach and the Supplier's failure as described in this clause 9.4.

- 9.5 The provisions of this Agreement (and any relevant provisions of any Contract) shall apply to any repaired or replacement Goods and any substituted or remedial Services provided by the Supplier.

10 UKRI OBLIGATIONS

- 10.1 UKRI shall:

- (a) provide the Supplier with reasonable access at reasonable times to UKRI's premises for the purpose of providing the Goods and/or Services; and
- (b) provide such information to the Supplier as the Supplier may reasonably request and UKRI considers reasonably necessary for the purpose of providing the Goods and/or Services.

11 CHARGES AND PAYMENT

- 11.1 The Charges for the Goods and/or Services are set out in Schedule 3 (or, as applicable, in the Contract), and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Goods and/or Services. Unless otherwise agreed in writing by UKRI, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the provision of the Goods and/or performance of the Services.
- 11.2 All amounts stated are exclusive of VAT which shall be charged at the prevailing rate where applicable. UKRI shall, where applicable and following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Goods and/or Services.
- 11.3 The Supplier shall invoice UKRI at the times specified in Schedule 3 (or in the applicable Contract) and in accordance with this clause 11. If an invoicing schedule is not specified in Schedule 3 (or the applicable Contract), the Supplier shall invoice UKRI on or after the Delivery of the Goods or completion of the Services.
- 11.4 Each invoice shall include such supporting information required by UKRI to verify the accuracy of the invoice, including the relevant PO Number and a breakdown of the Goods and/or Services supplied in the invoice period as well as appropriate details in order to allow for payment via BACS transfer (sort code and bank account details).
- 11.5 In consideration of the supply of the Goods and/or Services by the Supplier, UKRI shall pay the invoiced amounts within 30 days of the date of a correctly rendered invoice after verifying that the invoice is valid and undisputed. Payment shall be made to the bank account

nominated in writing by the Supplier unless UKRI agrees in writing to another payment method.

- 11.6 If UKRI fails to consider and verify an invoice in a timely fashion the invoice shall be regarded as valid and undisputed for the purpose of clause 11.5 after a reasonable time has passed (which shall be no less than 14 calendar days).
- 11.7 If there is a dispute between the Parties as to the amount invoiced, UKRI may reject the invoice in its entirety. The Supplier shall not suspend the supply of the Goods and/or Services unless the Supplier is entitled to terminate this Agreement for a failure to pay undisputed invoice in accordance with clause 22.5. Any disputed invoices shall be resolved through the dispute resolution procedure detailed in Clause 33.
- 11.8 If a payment of an undisputed invoice is not made by UKRI by the due date, then UKRI shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 11.9 Where the Supplier enters into a sub-contract, the Supplier shall include in that sub-contract:
- (a) provisions having the same effects as clauses 11.3 to 11.8 of this Agreement; and
 - (b) a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as 11.3 to 11.9 of this Agreement.
 - (c) In this clause 11.9, “sub-contract” means a contract between two or more suppliers, at any stage of remoteness from UKRI 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 or any Contract.
- 11.10 The Supplier shall not be entitled to assert any credit, set-off or counterclaim against UKRI in order to justify withholding payment of any such amount in whole or in part. If any sum of money is recoverable from or payable by the Supplier under the Agreement or any Contract (including any sum which the Supplier is liable to pay to UKRI in respect of any breach of the Agreement), that sum may be deducted unilaterally by UKRI from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with UKRI.

12 TAXATION OBLIGATIONS OF THE SUPPLIER

- 12.1 The Supplier shall be fully responsible for all its own tax including any national insurance contributions arising from supplying the Goods and/or Services.
- 12.2 The Supplier shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, damages and losses, including any interest, penalties, fines, legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a result of the Supplier's failure to account for or pay any taxes including any national insurance contributions.

13 UKRI PROPERTY

- 13.1 The Supplier acknowledges that all information (including UKRI's Confidential Information), equipment and tools, drawings, specifications, data, software and any other materials supplied by UKRI (or its agents on behalf of UKRI) to the Supplier ("**UKRI's Materials**") and all rights in UKRI's Materials are and shall remain at all times the exclusive property of UKRI. The Supplier shall keep UKRI's Materials in safe custody at its own risk, maintain them in good condition until returned to UKRI, and not dispose or use the same other than for the sole purpose of performing the Supplier's obligations under the Agreement and in accordance with written instructions or authorisation from UKRI.
- 13.2 UKRI's Materials shall be returned promptly to UKRI on expiry or termination of the Agreement or, if provided in relation to a particular Contract, the relevant Contract.
- 13.3 The Supplier shall reimburse UKRI for any loss or damage to UKRI's Materials (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. UKRI's Materials supplied by UKRI (or its agents on behalf of UKRI) shall be deemed to be in a good condition when received by the Supplier or relevant Staff unless UKRI is notified otherwise in writing within 5 Working Days.

14 PREMISES

- 14.1 If, in connection with the supply of the Goods and/or Services, UKRI permits any Staff to have access to any of UKRI's premises, the Supplier will ensure that, whilst on UKRI's premises, the Staff comply with:
- (a) all applicable health and safety, security, environmental and other legislation which may be in force from time to time; and

- (b) any UKRI policy, regulation, code of practice or instruction relating to health and safety, security, the environment or access to and use of any UKRI laboratory, facility or equipment which is brought to their attention or given to them whilst they are on UKRI's premises by any employee or representative of UKRI.

- 14.2 All equipment, tools and vehicles brought onto UKRI's premises by the Supplier or the Staff shall be at the Supplier's risk.
- 14.3 If the Supplier supplies all or any of the Goods and/or Services at or from UKRI's premises, on completion of the Goods and/or Services or termination or expiry of the Agreement (whichever is the earlier) the Supplier shall vacate UKRI's premises, remove the Supplier's plant, equipment and unused materials and all rubbish arising out of the provision of the Goods and/or Services and leave UKRI's premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to UKRI's premises or any objects contained on UKRI's premises which is caused by the Supplier or any Staff, other than fair wear and tear.
- 14.4 If the Supplier supplies all or any of the Goods and/or Services at or from its premises or the premises of a third party, UKRI may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Goods and/or Services are supplied at or from the relevant premises.

15 STAFF AND KEY PERSONNEL

- 15.1 If UKRI 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:
- (a) refuse admission to the relevant person(s) to UKRI's premises;
 - (b) direct the Supplier to end the involvement in the provision of the Goods and/or Services of the relevant person(s); and/or
 - (c) require that the Supplier replace any person removed under this clause with another suitably qualified person and procure that any security pass issued by UKRI to the person removed is surrendered,

and the Supplier shall comply with any such notice.

- 15.2 The Supplier shall:

- (a) ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;
 - (b) ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Agreement, relevant to the work of UKRI, or is of a type otherwise advised by UKRI (each such conviction a “**Relevant Conviction**”), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, the Staff Vetting Procedures or otherwise) is employed or engaged in the provision of any part of the supply of the Goods and/or Services;
 - (c) if requested, provide UKRI with a list of names and addresses (and any other relevant information) of all persons who may require admission to UKRI’s premises in connection with the Agreement; and
 - (d) procure that all Staff comply with any rules, regulations and requirements reasonably specified by UKRI.
- 15.3 Any Key Personnel shall not be released from supplying the Goods and/or Services without the agreement of UKRI, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.
- 15.4 Any replacement to the Key Personnel shall be subject to the prior written agreement of UKRI (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 Goods and/or Services.

16 TUPE

- 16.1 The Supplier warrants that the provision of the Goods and/or Services shall not give rise to a transfer of any employees of the Supplier or any third party to UKRI pursuant to TUPE.

17 ASSIGNMENT AND SUB-CONTRACTING

- 17.1 The Supplier shall not without the written consent of UKRI 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. UKRI 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.

- 17.2 Where UKRI has consented to the placing of sub-contracts, the Supplier shall, at the request of UKRI, send copies of each sub-contract, to UKRI as soon as is reasonably practicable.
- 17.3 UKRI may (without any cost to or liability of UKRI) require the Supplier to replace any subcontractor where in the reasonable opinion of UKRI any mandatory or discretionary grounds for exclusion referred to in Regulation 57 of the Public Agreements Regulations 2015 (as amended) apply to the subcontractors or where that subcontractor has caused any material breach of this Agreement or any Contract.
- 17.4 UKRI may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation or disposal shall not increase the burden of the Supplier's obligations under the Agreement.

18 INTELLECTUAL PROPERTY RIGHTS

- 18.1 All Intellectual Property Rights in any materials created or developed by the Supplier pursuant to this Agreement or any Contract or arising as a result of the supply of the Goods and/or Services, including the Deliverables, shall vest in UKRI. If, and to the extent, that the ownership of any Intellectual Property Rights in such materials vest in the Supplier by operation of law, the Supplier hereby assigns ownership of such Intellectual Property Rights to UKRI 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).
- 18.2 The Supplier shall obtain waivers of all moral rights in the products, including for the avoidance of doubt the Deliverables, of the Services to which any individual is now or may be at any future time entitled under Chapter IV of Part I of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction.
- 18.3 The Supplier shall, promptly at the request of UKRI, do (or procure to be done) all such further acts and things and execute all such other documents as UKRI may from time to time require for the purpose of securing for UKRI the full benefit of the Agreement and any Contract, including all rights, title and interest in and to the Intellectual Property Rights assigned to UKRI in accordance with clause 18.1.
- 18.4 All Intellectual Property Rights in any materials provided by UKRI to the Supplier shall remain the property of UKRI. UKRI hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use:
 - (a) any Intellectual Property Rights in the materials provided by UKRI to the Supplier;

- (b) any Intellectual Property Rights in the materials created or developed by the Supplier pursuant to this Agreement and any Intellectual Property Rights arising as a result of the provision of the Goods and/or Services,

as required until termination or expiry of this Agreement (or as applicable the relevant Contract) for the sole purpose of enabling the Supplier to perform its obligations under the Agreement (or that Contract).

18.5 Without prejudice to clause 18.1, the Supplier hereby grants UKRI a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-license) to use:

- (a) any Intellectual Property Rights vested in or licensed to the Supplier on the date of this Agreement to the extent not falling within clause 18.1; and
- (b) any Intellectual Property Rights created during the Term to the extent not falling within clause 18.1,

including any modifications to or derivative versions of any such Intellectual Property Rights, which UKRI reasonably requires in order to exercise its rights and take the benefit of the Agreement including the Goods and/or Services provided.

19 WARRANTIES AND INDEMNITY

19.1 The Supplier warrants and represents (on an ongoing basis) that:

- (a) it has full capacity and authority and all necessary consents to enter into and to perform its obligations under this Agreement and each Contract;
- (b) this Agreement is executed by a duly authorised representative of the Supplier;
- (c) it does not and will not have any interest in any matter where there is or is reasonably likely to be a conflict of interest with the performance of this Agreement or any Contract, save to the extent fully disclosed to and approved by UKRI prior to the Commencement Date (or as applicable the Contract Commencement Date);
- (d) as at the Commencement Date, all information, statements and representations contained in any tender submitted by the Supplier prior to entering into this Agreement are true, accurate and not misleading save as may have been specifically disclosed in writing to UKRI before the execution of this Agreement, and it will promptly advise UKRI of any fact, matter or circumstance of which it may become aware during the Term that would render any such information, statement or representation to be false or misleading;

- (e) no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets that will or might affect its ability to perform its obligations under this Agreement or any Contract which may be entered into;
- (f) it is not subject to any contractual obligation, compliance with which is likely to have an effect on its ability to perform its obligations under this Agreement or any Contract; and
- (g) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of its assets or revenue.

19.2 The Supplier shall indemnify, and shall keep indemnified, UKRI in full against all costs, claims, expenses, damages and losses (whether direct or indirect to include loss of profits, loss of business, depletion of good will and similar losses), including any interest, penalties, fines, legal and other professional fees and expenses awarded against or incurred or paid by UKRI as a result of or in connection with:

- (a) the Supplier's breach or negligent performance or non-performance of this Agreement or any Contract;
- (b) any claim brought against UKRI for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the manufacture, receipt, use or supply of the Goods and/or Services, to the extent that the claim is attributable to the acts or omissions of the Supplier or any Staff;
- (c) any claim made against UKRI by a third party for death, personal injury or damage to property arising out of, or in connection with, defects in Goods and/or Services, to the extent that the defect in the Goods and/or Services is attributable to the acts or omissions of the Supplier and the Staff; and
- (d) any claim whether in tort, contract, statutory or otherwise, demands, actions, proceedings and any awards arising from a breach by the Supplier of clause 16 of the Agreement or any Contract.

19.3 This clause 19 shall survive termination or expiry of the Agreement.

20 INSURANCE

20.1 Unless otherwise specified in the Award Letter, during the Term of the Agreement and for a period of 6 years thereafter, the Supplier shall maintain in force the following insurance policies with reputable insurance companies to insure the Supplier against all manner of risks that might arise out of the acts or omissions of the Supplier or otherwise in connection with the Supplier's performance of its obligations under this Agreement or any Contract.

- (a) Professional indemnity insurance for not less than £2 million per claim;
- (b) loss, damage or destruction of any of UKRI's property under the custody and control of the Supplier, with a minimum sum insured of £5 million per claim;
- (c) public liability insurance for not less than £5 million per claim;
- (d) employer liability insurance for not less than £5 million per claim; and
- (e) product liability insurance for not less than £5 million for claims arising from any single event.

The Supplier shall ensure that UKRI's interest is noted on each insurance policy, or that a generic interest clause has been included.

20.2 On request from UKRI, the Supplier shall provide UKRI with copies of the insurance policy certificates and details of the cover provided.

20.3 From the Commencement Date, the Supplier shall notify UKRI in writing of any employer's liability or public liability incident arising out of or in connection with this Agreement or any Contract which:

- (a) has the potential to exceed £25,000 (twenty-five thousand pounds sterling) (excluding costs); and/or
- (b) irrespective of the claim's value, which may reasonably be considered to have the potential to adversely affect the reputation of UKRI,

within five (5) days of such an incident occurring.

- 20.4 The Supplier shall keep UKRI informed and up-to-date on the progress of any incident referred to in clause 20.3 and related claims, decisions taken in respect of liability and any movement of reserves with respect thereto.
- 20.5 The Supplier shall ensure that any subcontractors also maintain adequate insurance having regard to the obligations under the Agreement which they are contracted to fulfil.
- 20.6 The Supplier shall:
- (a) do nothing to invalidate any insurance policy or to prejudice UKRI's entitlement under it; and
 - (b) notify UKRI if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change.
- 20.7 The Supplier's liabilities under the Agreement or any Contract shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in clause 20.1.
- 20.8 If the Supplier fails or is unable to maintain insurance in accordance with clause 20.1, UKRI may, so far as it is able, purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.

21 LIABILITY

- 21.1 UKRI shall not be responsible for any injury, loss, damage, cost or expense suffered by the Supplier if and to the extent that it is caused by the negligence or wilful misconduct of the Supplier or the Staff or breach by the Supplier of its obligations under the Agreement or any Contract. The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by UKRI if and to the extent that it is caused by the negligence or wilful misconduct of UKRI or by breach by UKRI of its obligations under the Agreement or any Contract.
- 21.2 Subject to clause 21.6, UKRI shall not have any liability for:
- (a) any indirect or consequential loss or damage;
 - (b) any loss of business, rent, profit or anticipated savings;
 - (c) any damage to goodwill or reputation;

- (d) loss, theft, damage or destruction to any equipment, tools, machinery, vehicles or other equipment brought onto UKRI's premises by or on behalf of the Supplier; or
 - (e) any loss, damage, costs or expenses suffered or incurred by any third party.
- 21.3 Subject to clause 21.6, the aggregate liability of UKRI in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement or any Contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed 100% of the Charges paid or payable to the Supplier under the Contract in connection with which such liability arises (or, where such liability does not arise in connection with any particular Contract, the Charges paid or payable to the Supplier under all Contracts).
- 21.4 Subject always to clause 21.5 and 21.6, the Supplier's aggregate liability in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement or any Contract, the supply or failure to supply of the Goods and/or Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed the Limit of Liability.
- 21.5 The Supplier's liability under the indemnity in clause 19.2(b), 30.1 and 28.7 shall be unlimited.
- 21.6 Nothing in the Agreement restricts either Party's liability for:
- (a) death or personal injury resulting from its negligence or that of its Staff; or
 - (b) its fraud (including fraudulent misrepresentation) by it or that of its Staff; or
 - (c) breach of any obligations as to title implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982; or
 - (d) any other matter which, by law, may not be excluded or limited.

22 TERMINATION

- 22.1 UKRI may terminate the Agreement or any Contract in whole or in part at any time before the Goods and/or Services are provided with immediate effect by giving the Supplier written notice, whereupon the Supplier shall discontinue the provision of the Goods and/or Services (in whole or in part as applicable). UKRI shall pay to the Supplier:

- (a) such Charges or that part of the Charges for Goods which have been Delivered to UKRI or, on the deemed date of service of the notice of cancellation, are already in transit and the costs of materials which the Supplier has purchased to fulfil the order for the Goods and which cannot be used for other orders or be returned to the supplier of those materials for a refund; and/or
- (b) such Charges or that part of the Charges for Services provided and a fair and reasonable portion of the Charges for work-in-progress in performing the Services at the time of termination,

but UKRI shall not be liable for any loss of anticipated profits or any consequential loss and the Supplier shall have a duty to mitigate its costs and shall on request provide proof of work-in-progress claimed.

22.2 UKRI may terminate the Agreement at any time by notice in writing to the Supplier to take effect on any date falling at least 3 months (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.

22.3 UKRI may terminate the Agreement or any Contract with immediate effect by giving written notice to the Supplier if:

- (a) the circumstances set out in clauses 9.2, 9.4 or 30.1 apply; or
- (b) the Supplier is in material breach of any obligation under the Agreement or any Contract which is not capable of remedy; or
- (c) the Supplier breaches any term of the Agreement or any Contract and (if such breach is remediable) fails to remedy that breach within 30 days of being notified in writing of the breach; or
- (d) the Supplier repeatedly breaches any of the terms and conditions of this Agreement or any Contract 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 this Agreement; or
- (e) the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the

meaning of section 268 of the Insolvency Act 1986, or (being a partnership) has any partner to whom any of the foregoing apply; or

- (f) the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors; or
- (g) (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Supplier; or
- (h) (being an individual) the Supplier is the subject of a bankruptcy petition or order; or
- (i) a creditor or encumbrancer of the Supplier attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days; or
- (j) (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the Supplier; or
- (k) a person becomes entitled to appoint a receiver over the Supplier's assets or a receiver is appointed over the Supplier's assets; or
- (l) any event occurs, or proceeding is taken, with respect to the Supplier in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 22.3(e) to clause 22.3(k) inclusive; or
- (m) there is a change of control of the Supplier (within the meaning of section 1124 of the Corporation Tax Act 2010); or
- (n) the Supplier suspends, or threatens to suspend, or ceases or threatens to cease to carry on, all or substantially the whole of its business; or
- (o) the Supplier's financial position deteriorates to such an extent that in UKRI's opinion the Supplier's capability to adequately fulfil its obligations under the Agreement has been placed in jeopardy; or

- (p) (being an individual) the Supplier dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
- 22.4 The Supplier shall notify UKRI as soon as practicable of any change of control as referred to in clause 22.3(m) or any potential such change of control.
- 22.5 The Supplier may terminate the Agreement by written notice to UKRI if UKRI has not paid any undisputed invoice within 90 days of it falling due.
- 22.6 Termination or expiry of the Agreement or any Contract 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 5, 6, 7, 8, 12, 13, 16, 18, 19, 20, 21, 25, 26, 27, 28, 29, 30, 35, 37, 38 or any other provision of the Agreement or the relevant Contract that either expressly or by implication has effect after termination.
- 22.7 Termination of this Agreement (for whatever reason) shall give rise to termination of each Contract unless and to the extent UKRI, by serving notice in writing, requires the Supplier to complete any of the Contracts.
- 22.8 Upon termination or expiry of the Agreement (or as applicable any Contract), the Supplier shall immediately:
- (a) cease all work on the Agreement (or the relevant Contract);
 - (b) deliver to UKRI all Deliverables and all work-in-progress under this Agreement (or the relevant Contract) whether or not then complete. If the Supplier fails to do so, UKRI and/or its representatives shall have the right to enter the Supplier's premises (which the Supplier shall not refuse) in order to take possession of all Deliverables and all work-in-progress. The Supplier shall allow UKRI and its representatives such access and assistance as required by UKRI and its representatives to take possession of the Deliverables and the work-in-progress. Until the Deliverables and the work-in-progress have been returned to UKRI, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with this Agreement or the relevant Contract;
 - (c) cease use of and return (or, at UKRI's election, destroy) all of UKRI's Materials in the Supplier's possession or control (except to the extent their retention is necessary for the performance of any Contract which is continuing); and

- (d) give all reasonable assistance to UKRI and any incoming supplier of the Goods and/or Services (as applicable); and
- (e) return or destroy UKRI's Confidential Information in accordance with clause 25.3 (except to the extent its retention is necessary for the performance of any Contract which is continuing).

23 DECLARATION OF INEFFECTIVENESS AND PUBLIC PROCUREMENT TERMINATION EVENT

- 23.1 In the event that a Court makes a Declaration of Ineffectiveness, UKRI will promptly notify the Supplier in writing. The Parties agree that the provisions of clause 22.8 and this clause 23 will continue to apply as from the time when the Declaration of Ineffectiveness is made.
- 23.2 The Declaration of Ineffectiveness will not prejudice or affect any right, liability or remedy which has accrued or will accrue to either Party prior to or after such Declaration of Ineffectiveness in respect of the period prior to the Declaration of Ineffectiveness.
- 23.3 Consistent with UKRI's rights of termination implied into the Agreement and any Contract by Public Agreements Regulations 2015 (as amended), in the event of a Public Procurement Termination Event, UKRI shall promptly notify the Supplier and the provisions of clause 22.8 and this clause 23 shall apply as from the date of receipt by the Supplier of the notification of the Public Procurement Termination Event.
- 23.4 The Public Procurement Termination Event shall not prejudice or affect any right, liability or remedy which has accrued or shall accrue to either Party prior to or after such Public Procurement Termination Event in respect of the period prior to the Public Procurement Termination Event.
- 23.5 During any Court proceedings seeking a Declaration of Ineffectiveness or following notification of a Public Procurement Termination Event, UKRI may require the Supplier to prepare a contingency plan with the effect of achieving:
- (a) An orderly and efficient cessation of the Agreement and relevant Contracts or a transition of the provisions of the Goods and/or Services to UKRI or such other entity as UKRI may specify; and
 - (b) Minimal disruption or inconvenience to UKRI or to UKRI's supported organisations or clients,
- and the Parties agree that this shall have effect in the event a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.

- 23.6 Where there is any conflict between the provisions of clause 22.8 and this clause 23 and the contingency plan then the clauses of this Agreement shall take precedence.
- 23.7 The Parties will comply with their respective obligations under any contingency plan (as agreed by the Parties, or where agreement cannot be reached, as reasonably determined by UKRI) in the event that a Declaration of Ineffectiveness is made or a Public Procurement Termination Event occurs.

24 GOVERNANCE AND RECORDS

- 24.1 The Supplier shall:
- (a) attend progress meetings with UKRI at the frequency and times specified by UKRI and shall ensure that its representatives are suitably qualified to attend such meetings; and
 - (b) submit progress reports to UKRI at the times and in the format specified by UKRI.
- 24.2 The Supplier shall keep and maintain until 6 years after the expiry or termination of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Goods and/or Services supplied under it and all payments made by UKRI. The Supplier shall on request afford UKRI and its representatives such access to those records as may be reasonably requested by UKRI in connection with the Agreement.
- 24.3 UKRI may from time to time require the Supplier to complete the Cyber Essentials Questionnaire. The Supplier shall submit a completed Cyber Essentials Questionnaire to UKRI within 10 Working Days of a request from UKRI. UKRI shall not be liable for the Supplier's or the Staff's costs in complying with this clause 24.3.
- 24.4 The Supplier shall keep and maintain records of sub-contractors it uses to supply the Goods and/or Services, including whether the sub-contractor is an SME and the payments it has made to the sub-contractor as a result of the sub-contractor's work under this Agreement. The Supplier shall provide such records to UKRI within 10 Working Days of a request from UKRI.
- 24.5 Where the estimated aggregate annual Charges under this Agreement and any Contracts are above £5 million, the Supplier shall:
- (a) advertise on the UK Government's Agreements Finder website all sub-contractor opportunities above £25,000 arising from and in connection with this Agreement or the relevant Contracts. Each advert shall provide a full and detailed description of

the sub-contract opportunity with each of the mandatory fields on Agreements Finder being completed.

- (b) within 90 days of awarding a sub-contract, update the notice on Agreements Finder with details of the successful sub-contractor;
- (c) monitor the number, type and value of the sub-contract opportunities placed on Agreements Finder in its supply chain during the Term;
- (d) provide reports on the information at clause 24.5(c) to UKRI in the format and frequency reasonably requested by UKRI; and
- (e) promote Agreements Finder to its suppliers and encourage those organisations to register on Agreements Finder.

24.6 Clause 24.5 shall only apply to sub-contractor opportunities arising after the Commencement Date and UKRI may by giving its prior written approval decide to waive the obligations under Clause 24.5 in respect of any sub-contractor opportunity.

25 CONFIDENTIAL INFORMATION

25.1 Subject to clause 25.2, each Party shall:

- (a) 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
- (b) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement or any Contract.

25.2 Notwithstanding clause 25.1, a Receiving Party may disclose Confidential Information:

- (a) where disclosure is required by applicable law or by a court of competent jurisdiction;
- (b) to its auditors or for the purposes of regulatory requirements;
- (c) on a confidential basis, to its professional advisers;
- (d) to the Serious Fraud Office where the Receiving Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
- (e) 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 (e) shall observe the Supplier's confidentiality obligations under the Agreement; and

(f) where the Receiving Party is UKRI:

- (i) on a confidential basis to the employees, agents, consultants and contractors of UKRI;
- (ii) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which UKRI transfers or proposes to transfer all or any part of its business;
- (iii) to the extent that UKRI (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or
- (iv) in accordance with clause 29;
- (v) 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 UKRI under this clause 25.

25.3 All documents and other records (in whatever form) containing Confidential Information supplied to or acquired by the Receiving Party from the Disclosing Party or its representatives shall be returned promptly to the Disclosing Party (or, at the election of the Disclosing Party, destroyed promptly) on expiry or termination of the Agreement, and no copies shall be kept.

26 TRANSPARENCY

26.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA or EIR, the content of the Agreement and any Contract is not Confidential Information and the Supplier hereby gives its consent for UKRI to publish this Agreement or any Contract in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA or EIR (as applicable) redacted) including any changes to the Agreement or any Contract agreed from time to time. UKRI 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 or any Contract is exempt from disclosure in accordance with the provisions of the FOIA or EIR.

27 PUBLICITY

- 27.1 The Supplier shall not make any press announcements or publicise this Agreement or any Contract in any way without prior written consent from UKRI.
- 27.2 UKRI shall be entitled to publicise this Agreement or any Contract in accordance with any legal obligation upon UKRI, including any examination of this Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.
- 27.3 The Supplier shall not do anything or cause anything to be done, which may damage the reputation of UKRI.

28 DATA PROTECTION

- 28.1 In this clause 28, the terms, “**processes**”, “**controller**”, “**processor**”, “**sub-processor**”, “**data subject**” and “**personal data**” shall have the same meanings given to them under Data Protection Legislation. “**UKRI Personal Data**” shall mean Personal Data which is processed by the Supplier on UKRI’s behalf and not by the Supplier as a controller in its own right.
- 28.2 The Supplier shall itself, and shall procure that the Staff, comply with all Data Protection Legislation in relation to any Personal Data processed by it, whether as a controller or processor.
- 28.3 The Parties acknowledge that for the purposes of Data Protection Legislation, UKRI is the data controller and the Supplier is the data processor of any UKRI Personal Data. The scope, nature, purposes, and duration of processing, and the types of personal data and data subjects concerned, shall all be as described in Schedule 7 (*Processing Personal Data*).
- 28.4 Without limiting clauses 28.3 and 28.2, when it acts as UKRI’s processor the Supplier shall at all times (and shall ensure that at all times its Staff):
- (a) process UKRI Personal Data only in accordance with the documented instructions received from UKRI and during the Term of this Agreement the Supplier shall immediately inform UKRI if, in the Supplier’s opinion, an instruction from UKRI infringes the Data Protection Legislation or any other applicable Law;
 - (b) ensure that any person to whom it provides the UKRI Personal Data is subject to appropriate confidentiality obligations;

- (c) have in place a suitably qualified data protection representative to manage the UKRI Personal Data;
- (d) disclose any UKRI Personal Data only on a need to know basis to Staff directly concerned with the provision of the Goods and/or Services;
- (e) not transfer or direct the transfer of any UKRI Personal Data to any third party or process or direct the processing of UKRI Personal Data outside of the European Economic Area in each case without UKRI's prior written consent (which consent may be subject to conditions as directed by UKRI);
- (f) keep all UKRI Personal Data confidential, and have in place now and shall on a continuing basis take all reasonable appropriate technical and organisational measures to keep all UKRI Personal Data confidential and secure and to protect against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or access;
- (g) keep records of its data processing activities performed under this Agreement in order to be able to provide information included in those records to the data protection authorities, upon request, including but not limited to the Information Commissioner. Records should include:
 - (i) details of the data controller and data processor and their representatives;
 - (ii) the categories of processing activities that are performed;
 - (iii) information regarding cross-border data transfers; and
 - (iv) a general description of the security measures that are implemented;
- (h) upon request by UKRI, promptly do such other acts in relation to the UKRI Personal Data, or any part thereof, as UKRI shall request to enable UKRI to comply with its obligations under the Data Protection Legislation;
- (i) notify UKRI promptly (and at least within 24 hours) if it receives a request from a data subject or a complaint relating to a data subject and promptly provide UKRI with all such data, information, cooperation and assistance as is required by UKRI in order to respond to and resolve the request or complaint within any applicable time frames;

- (j) provide such information and allow for and contribute to audits, including inspections, conducted by UKRI or an auditor mandated by UKRI, as is reasonably necessary to enable UKRI to satisfy itself of the Supplier's compliance with this clause 28 and the Data Protection Legislation;
- (k) on termination or expiry of this Agreement, and at any other time on UKRI's request, either return or destroy (as elected by UKRI) the Personal Data (including all copies of it) and confirm in writing that it has complied with this obligation; and
- (l) notify UKRI without undue delay on becoming aware of any Personal Data Breach and promptly following notification, provide such data, information and assistance as is required by UKRI in order for UKRI to notify the Personal Data Breach to the Information Commissioner and/or data subject(s) and otherwise fulfil its obligations under Data Protection Legislation.

28.5 The Supplier shall only use a sub-processor with UKRI's formal written consent (specific or general, although where general consent is obtained processors must notify all and any changes to UKRI, giving them an opportunity to object).

28.6 To the extent that UKRI provides its consent pursuant to clause 28.5, the Supplier shall flow down the contractual obligations contained in clause 28.4 to sub-processors.

28.7 Notwithstanding any other remedies available to UKRI, fully indemnify UKRI as a result of any such breach of the GDPR, by the Supplier or any other party used by the Supplier in its performance of the Agreement that results in UKRI suffering fines, loss or damages.

29 FREEDOM OF INFORMATION

29.1 The Supplier acknowledges that UKRI is subject to the requirements of FOIA and EIR and shall:

- (a) provide all necessary assistance and co-operation as reasonably requested by UKRI to enable UKRI to comply with its obligations under FOIA and EIR in relation to any Requests for Information relating to this Agreement or any Contract;
- (b) transfer to UKRI all Requests for Information relating to this Agreement or any Contract that it receives as soon as practicable and in any event within 2 Working Days of receipt;
- (c) provide UKRI with a copy of all Information belonging to UKRI requested in the Request for Information which is in its possession or control in the form that UKRI

requires within 5 Working Days (or such other period as UKRI may reasonably specify) of UKRI 's request for such Information; and

- (d) not respond directly to a Request for Information unless authorised in writing to do so by UKRI.

29.2 UKRI shall be responsible for determining (in its absolute discretion) whether any Information:

- (a) is exempt from disclosure in accordance with the provisions of FOIA or EIR;
- (b) is to be disclosed in response to a Request for Information,

29.3 The Supplier acknowledges that UKRI may be obliged under the FOIA or EIR to disclose Information, in some cases even where that Information is commercially sensitive:

- (a) without consulting with the Supplier, or
- (b) following consultation with the Supplier and having taken its views into account.

29.4 Where clause 29.3(a) applies UKRI shall, in accordance with any recommendations issued under any code of practice issued under section 45 of FOIA, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention as soon as practicable after any such disclosure.

29.5 Where the Supplier is subject to the requirements of the FOIA and EIR, UKRI shall assist and co-operate with the Supplier to enable the Supplier to comply with its obligations under the FOIA and EIR in relation to any Requests for Information received by the Supplier relating to this Agreement or any Contract.

30 CORRUPTION AND TAX EVASION

30.1 Without prejudice to any other rights or remedies available to UKRI, UKRI shall be entitled to terminate the Agreement and any Contract immediately and to recover from the Supplier the amount of any loss resulting from such termination if the Supplier or the Supplier's Associate:

- (a) offers or agrees to give any person working for or engaged by UKRI, UKRI's staff and agents, or any Public Body any favour, gift or other consideration, which could

act as an inducement or a reward for any act or failure to act connected to the Agreement, or any other agreement with UKRI or any Public Body;

- (b) has entered into the Agreement if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by UKRI, or any Public Body by or for the Supplier, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to UKRI before the Agreement is entered into;
- (c) engages in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK or under sections 45(5) or 46(6) of the Criminal Finances Act 2017; or
- (d) gives any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972.

30.2 The Supplier shall take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud, bribery or tax evasion by the Supplier and/or the Supplier's Associates in connection with the Agreement (including the commission of any act referred to in clause 30.1), and will have, maintain in place throughout the term of this Agreement and enforce its own policies and procedures, in relation to any-bribery and anti-facilitation of tax evasion including adequate procedures under the Bribery Act 2010

30.3 The Supplier shall notify UKRI immediately if it has reason to suspect that any fraud or tax evasion has occurred or is occurring or is likely to occur, or if it has received any request or demand for any undue financial or other advantage of any kind; or to facilitate the evasion of tax within the meaning of Part 3 of the Criminal Finances Act 2017 in connection with the performance of this Agreement.

30.4 For the purposes of clause 30.1, "loss" shall include, but shall not be limited to:

- (a) UKRI's costs in finding a replacement supplier;
- (b) direct, indirect and consequential losses; and
- (c) any loss suffered by UKRI as a result of a delay in the performance of the Services or its receipt of the Goods (as applicable).

31 MODERN SLAVERY ACT 2015

- 31.1 In performing its obligations under this Agreement or any Contract, the Supplier shall and shall ensure that any permitted sub-contractors shall comply with:
- (a) all applicable laws, statutes and regulations from time to time in force, including but not limited to the Modern Slavery Act 2015; and
 - (b) any anti-slavery policy adopted by UKRI from time to time.
- 31.2 UKRI may from time to time require the Supplier to provide information and evidence to demonstrate its and its sub-contractors' compliance with clause 31.1. The Supplier shall provide such information with 10 Working Days of a request from UKRI for the same. A breach of this clause 31.1 shall be deemed a material breach which is incapable of remedy for the purpose of clause 22.3(b).

32 FORCE MAJEURE

- 32.1 Neither Party shall in any circumstances be liable to the other for any delay or non-performance of its obligations under this Agreement or any Contract to the extent that such delay or non-performance is due to a Force Majeure Event. Subject to Clause 32.3, the date for performance of any affected obligations will be suspended for a period equal to the delay caused by the Force Majeure Event.
- 32.2 If a Party is delayed in or prevented from performing its obligations under this Agreement or any Contract by a Force Majeure Event, such Party shall:
- (a) give notice in writing of such delay or prevention to the other Party specifying the nature and extent of the Force Majeure Event immediately on becoming aware of it; and
 - (b) use all reasonable endeavours to mitigate the effects of the Force Majeure Event on the performance of its obligations.
- 32.3 If the Force Majeure Event continues for a period of 30 (thirty) days or more following notification, then either Party may terminate this Agreement, and/or any affected Contract, by giving not less than 10 (ten) days' prior written notice to the other Party.
- 32.4 UKRI shall not be liable to pay the Charges in relation to any Goods and/or Services that are not provided by the Supplier due to a Force Majeure Event.

33 DISPUTE RESOLUTION

- 33.1 The Parties agree to co-operate with each other in an amicable manner with a view to achieving the successful implementation of this Agreement and any Contract agreed under it.
- 33.2 If a Dispute arises between UKRI and the Supplier during the Term in relation to any matter which cannot be resolved by local operational management either Party may refer the matter for determination in accordance with the procedure set out in Clause 33.3.
- 33.3 A Dispute referred for determination under clause 33.2 shall be resolved as follows:
- (a) by referral in the first instance to the decision of the individuals for each Party referred to in the Award Letter for stage 1 escalations; and
 - (b) if a Dispute is not resolved within 21 days of its referral pursuant to Clause 33.3(a) such Dispute shall be referred to the individuals for each Party referred to in the Award Letter for stage 2 escalations.
- 33.4 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in Clause 33.3(b), 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.
- 33.5 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.
- 33.6 Neither Party shall be prevented from, or delayed in, seeking orders for specific performance or interlocutory or final injunctive relief on an ex parte basis or otherwise as a result of the terms of this Clause 33, such clause not applying in respect of any circumstances where such remedies are sought.

34 CHANGE CONTROL PROCEDURE

- 34.1 In the event that either Party desires any change the terms of this Agreement or any Contract which may materially impact on the timings, scope, Specification or Charges of the Goods or Services, or the scope of either parties’ obligations under this Agreement or the

relevant Contract, or which the relevant Party otherwise reasonably determines warrants the use of this change control procedure, the following procedures will apply:

- (a) the Party requesting the change will deliver a "Change Request" (in the form (or substantially in the same form) contained in Schedule 5 to this Agreement) which describes:
 - (i) the nature of the change;
 - (ii) the reason for the change;
 - (iii) the effect that the requested change will have on the scope or Specification for the Goods or Services; and
 - (iv) any change to the Charges and the Term.
- (b) Upon receipt of a Change Request, the receiving Party's authorised representative will contact his/ her counterpart within 5 working days to discuss and agree the Change Request. The parties will negotiate the proposed changes to the Agreement and/or affected Contract in good faith and agree a timeline in which to finalise the Change Notice.
- (c) Neither party is obliged to agree to a Change Request, but if the parties do agree to implement such a Change Request, the appropriate authorised representatives of both parties will sign the Change Request which will be effective from the date set out in the Change Request.
- (d) If there is any conflict between the terms and conditions set out in the Agreement or any Contract and the Change Request, then the terms and conditions set out in the most recent fully executed Change Request will apply.
- (e) The Supplier shall neither be relieved of its obligations to supply the Goods and/or Services in accordance with the terms and conditions of this Agreement or any Contract, nor be entitled to an increase in the Charges as the result of:
 - (i) a General Change in Law; or
 - (ii) a Specific Change in Law where the effect of that Specific Change in Law on the Goods and/or Services is reasonably foreseeable at the Commencement Date of this Agreement, or, where the Change Request relates to a Contract, the applicable Contract Commencement Date.

- 34.2 The Parties agree that any variations to the Agreement or any Contract to reflect non-material changes (including for example a change to the name/contact details of a Party's representative) may be agreed in writing and shall not be required to be made in accordance with the procedure in this clause 34, provided always that UKRI shall, in their absolute discretion, decide whether a proposed change is non-material for these purposes.

35 ENTIRE AGREEMENT

- 35.1 The Agreement (together with any Contract) constitutes the entire agreement between UKRI and the Supplier in relation to the supply of the Services and/or Goods and the Agreement (together with any Contract) supersedes and replaces any prior written or oral agreements, representations or understandings between them relating to that subject matter. 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.

36 NOTICES

- 36.1 Any notice to be given under the Agreement or any Contract shall be in writing and may be served by personal delivery, first class or recorded post or, subject to clause 36.3, 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 writing.
- 36.2 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.
- 36.3 Notices under clauses 22, 23 and 32 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 36.1.

37 GENERAL

- 37.1 If any court or competent authority finds that any provision of the Agreement or any Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Agreement shall not be affected.

- 37.2 The Parties may execute this Agreement or any Contract in any number of counterparts, each of which when executed and delivered will be an original but all of which when taken together will constitute one agreement.
- 37.3 If any invalid, unenforceable or illegal provision of the Agreement or any Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 37.4 A waiver of any right or remedy under the Agreement or any Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Agreement or any Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- 37.5 The Agreement and any Contract 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 or the applicable Contract. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 37.6 A person who is not a Party to this Agreement or any Contract shall have no right to enforce any of their provisions, which expressly or by implication, confer a benefit on him or her, without the prior written agreement of the Parties.
- 37.7 The Agreement, and any Contract, cannot be varied except in writing signed by a duly authorised representative of both the Parties.

38 GOVERNING LAW AND JURISDICTION.

- 38.1 The Agreement and any Contract, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

Schedule 2 - Specification

- 1** The Supplier shall provide the Goods and/or Services in accordance with this Schedule 2, any further specifications set out in any Contract, and any documents incorporated or referred to in this Schedule 2 or any Contract.

Framework Overview

UK SBS on behalf of UKRI wish to establish a framework for the provision of Taxi Services.

UK SBS is managing this procurement process in accordance with the Public Contracts Regulations 2015 (as may be amended from time to time) (the "Regulations").

This is a Services Framework.

The award of this Framework will be based on two Lots:

Lot 1 – Rutherford Appleton Laboratory (RAL) Area

Lot 2 – Daresbury Laboratory (DL) Area

It is intended that Lot 1 and Lot 2 will allow for multiple Suppliers.

1. Introduction

This Specification forms part of the tender documentation for the Framework Agreement and should be carefully considered when responding to the Request for Proposal (RFP).

2. Definitions

"Account"	The established arrangement ring-fenced and recording approved Science and Technology Facilities Council (STFC) travel booking
"Customer"	All parties having authority to use the Framework Agreement for permitted STFC Business purposes
"Agent"	A person appointed by the Customer
"STFC Customer Booking Administrator"	The STFC administration that contacts Suppliers, a contact will be provided for each site.
"Declined Booking"	Whereby a Supplier rejects a booking due to lack of capacity or availability, or whereby the Supplier does not respond in a reasonable time to the booking.

“RAL Area” and other definitions relating to Lot 1	All of the following postcodes and geographical areas are defined and included as ‘RAL Area, Lot 1’. RAL Site means the postal address of Rutherford Appleton Laboratory, Harwell Oxford Campus, Didcot, Oxon, OX11 0XX RAL Local Area includes RAL Site and also refers to journeys beginning or ending at post codes: OX10, OX11, OX12, OX13, OX14. Oxford means the main city and residential area within the boundaries of the Western By-pass, Northern by-pass, Eastern by pass and A34. Swindon Area includes SN1, SN2, SN3, SN4, SN5, SN6, SN7, SN8, SN9, SN10, SN11, SN12, SN13, SN14, SN15, SN16, SN25, SN26, SN38, SN99 Chilbolton Observatory, SO20 6BJ
“DL Area” Lot 2	Journey beginning or ending at post codes: WA1, WA2, WA3, WA4, WA5, WA6, WA7, WA8, WA9, WA12, WA13, WA55, WA88, L24, M90
“Immediate and imminent bookings”	Any booking made where the booking is made less than 10 hours preceding the actual required pick up time.
“Night Booking”	Request for taxi made between 24:00 and 07:00
“KPIs”	Key Performance Indicators, used to measure the performance of the Supplier
“Response Time”	Time between request for taxi availability for pick up and arrival of taxi at pick up destination at the relevant STFC area
“Scheduled Booking”	Any booking made where the pick-up time is more than 10 hours in the future.
“Specification”	Any requirement as set out in this document.
“STFC Area”	Any of the areas: DL Area or RAL Area
“STFC Contract Manager”	Nominated STFC staff responsible for the management of the supply and relationship with Supplier on behalf of each site
“STFC Business”	Travel associated with the STFC business includes journeys to and from STFC Sites and to destinations. Excludes commuting to or from work or social / domestic use
“STFC Sites	1. RAL - The Harwell Oxford Campus, Didcot, Oxon, OX11 0XX – also incorporating Polaris House, <u>North Star Avenue, Swindon SN2 1FL</u>. 2. DL - Daresbury Laboratory, Sci-Tech Daresbury, Keckwick Lane, Daresbury WA4 4AD
“STFC Travelers”	Employees, contractors, tenants, partners, clients and other associated persons as determined by STFC
“Supplier Account Manager”	The Supplier key contact responsible for the supply management, performance and relationship
“Supplier”	All firms that the “Hire of Taxi and Passenger Transport Framework Agreement” is awarded to
“Longer distance journeys”	Journeys that exceed 100 miles (includes inward and outward)

3. General Introduction to the Requirement

The Science and Technology Facilities Council (STFC) is seeking a safe, reliable, and cost-effective taxi and passenger transport service to support STFC-related business travel. This service will be available to STFC Travellers and other authorized parties.

STFC operates across multiple sites, requiring this tender to be divided into two Lots (refer to Definitions). Each site's travel needs are coordinated by the STFC Customer Booking Administrator at that location. Travellers must book their journeys through their respective site's Customer Booking Administrator, who will then relay the booking details to the chosen Supplier.

At the RAL site (Lot 1), there is an in-house driver team consisting of three drivers. This team primarily handles goods transportation and occasionally passenger services, but primarily for VIPs or Executive Directors, and only when capacity allows, as goods transport is the priority.

Suppliers who intend on bidding, are expected to carefully review the service requirements outlined in this specification, considering the needs of the Lot they are bidding for. Suppliers must submit both quality and pricing proposals that align with the service levels and standards specified in this specification

Service delivery for each Lot will be monitored using Key Performance Indicators (KPIs), ensuring that the Supplier meets the required standards.

4. Overview of Service Requirement for Lot 1 and 2

The general service requirement includes local journeys, airport travel and occasional longer distance journeys (round trip exceeding 100 miles).

- a. The service should be provided in a manner which is most economical, efficient and timely.
- b. A dedicated Supplier Account Manager is required.
- c. A dedicated supplier email address for the purposes of STFC business is required.
- d. Appropriate vehicles and drivers will be available to undertake journeys 24 hours per day, 365 days per year.
- e. Suppliers will provide a booking service 24 hours per day every day of the year. A voice booking service will, at a minimum, be supported by an operative, able to accept or decline a booking, between the hours of 07:00 to 24:00 thereafter a voicemail or similar will be available for an operative to pick up and respond to booking messages before 08:00 the following day.
- f. STFC Traveller booking requests will be communicated by the STFC Customer's Booking Administrators and these fall into two main booking categories:
 - i. *Scheduled Bookings* – used by STFC whenever possible to give the maximum advance notice to the Supplier, provided normally 10 hours in advance of the required pick-up time.
 - ii. *Immediate and imminent* bookings – where pick-up from an STFC area or site is required as soon as possible and the booking is made either during STFC office hours or outside of office hours. A maximum 40-minute *Response Time* is required for *Immediate or Imminent* bookings (unless exceptional circumstances).
- g. Outside of STFC operating hours (working hours 08:00 to 16:00 Monday to Thursday, 08:00 to 15:30 Friday) STFC's Security Personnel take over taxi bookings and communicate with Suppliers. Phones will divert accordingly.

4.1 Airport Travel Requirements Lot 1 and 2

Suppliers are expected to have specialist knowledge of driver deployment to optimise their timing of arrival for airport pickups of STFC Travellers, to minimise unnecessary charged waiting time for taxi drivers.

Please note that any waiting time or parking charges should be factored into your bid submission, please refer to the pricing schedule.

Where pick-up is from an airport, the service will include: (Airports are listed in AW5.2 – Price schedule)

- a. Identification and greeting of STFC Travellers from Arrival area, escorting to vehicle and loading bags into vehicle, or on drop off to assist with luggage. To note branded placards will be provided by the Customer so that the STFC traveller can identify their pickup.

- b. Any pickup or drop off parking charges incurred for airport journeys can be charged back at cost only and must be clearly stated on invoice breakdowns. STFC reserves the right to audit and validate these charges.
- c. Suppliers will be expected to monitor flight times to ensure timely pick-ups in accordance with the actual flight time.
- d. Suppliers will be required to accept calls from, or contact the STFC Traveller, directly to clarify/confirm detail of pick-up, provided a contact number has been provided through the booking.

5. Geographical Lots – Estimated Volumes

The services will be divided into two specific Lots, for absolute clarity this framework agreement will provide no fixed amount of work guaranteed for any Lot, but nonetheless volume of work is estimated to be as follows (this is indicative only and is based on the financial year 2023/24):

Lot	Site	Journey Type	Annual number of journeys (estimate)	Number of Suppliers to be awarded contracts
1	RAL Area	All	3121	up to 3
2	DL Area	All	1200	up to 3

Please refer to the Lots as per the Pricing Schedule for more details of types of journeys and geographical areas.

Suppliers must hold operator licenses and comply with the relevant licensing authorities' requirements in all areas of operating that they are bidding for.

6. Evaluation and Booking Priority

6.1 Evaluation of the RFP tender responses

All bids will be assessed using the evaluation criteria as stated in the Section 5 - Evaluation of this RFP document. In accordance with Section 5 evaluation of this RFP document, the maximum score available for the technical element for this tender is 60%. The maximum score for price is 40%.

Lot 1 and 2 will each be awarded up to three Suppliers with the highest overall score (who have scored a minimum of 40.00% for Technical).

For the avoidance of doubt, any bidder who scores less than 40.00% for technical will **not** be considered for award on to the Framework.

6.2 Award procedure- Booking Priority by journey (Multiple Supplier Lots 1 and 2)

Within Lots 1 and 2, the allocation of work during the Framework term will be as follows:

Bookings for the defined local journeys (as per price schedule) will be allocated to Suppliers based on the most competitively priced *for that journey*. If that Supplier is unable to fulfil the booking, declines or is suspended as per remedial process, the next most competitively priced Supplier will be approached and so on.

Declining a booking may be as a result of the Supplier not having capacity and rejecting the booking, or as a result of non-response within a reasonable time.

6.3 Award Procedure – long journeys over 100 miles (Lots 1 and 2) Mini Competition

For the long journey requirements, the mini competition process will determine over 100 miles booking priorities. Evaluation for these requirements will be based on price only; a booking will be placed with the Bidder that has offered the most competitive price for the journey.

For mini-competitions under this Framework Contract the Customer shall:

- a. identify the relevant Lot that the long journey over 100 miles requirements fall into
- b. invite price quotations by conducting a mini competition for the requirement:
 - i. issue a request for quotation by email and invite all Suppliers on the Lot to submit a quotation.
 - ii. set a time limit for the receipt of the quotations; and
 - iii. keep each supplemental quotation confidential until the expiry of the time limit for the receipt of the supplemental quotations.
- c. award a booking to the Bidder/Supplier that has submitted the most competitive price.
- d. notify the successful/unsuccessful Bidder/Supplier about the outcome of the evaluation process by email.
- e. place booking with the successful Bidder/Supplier.

7. Local Arrangements and Fleet Strategy

- a. At each of the two STFC Sites, Suppliers and their associated drivers are required to co-operate with the local STFC Customer Booking Administration, security and site arrangements.
- b. Suppliers are required to have a good working geographical knowledge of the area they are operating in.
- c. Suppliers must be able to respond to requirements through a range of vehicle option sizes, including MPVs, and also as part of access to their fleet, quality vehicles that provide adequate comfort for longer journeys and for executive travel.
- d. Ensure an adequate number of vehicles and drivers are available in order to meet the operational requirements of this specification and meet KPI targets as set out in Section 15.

8. Quality, Compliance and Safety Standards

- a. Suppliers are expected to monitor and ensure that all of their Operators and Drivers have an up-to-date Enhanced Disclosure and Barring Service check.
- b. Suppliers will ensure that all Operators and Drivers have the Right to Work and Drivers will meet all relevant statutory health and fitness requirements in line with the DVLA and Licensing Authorities' requirements.
- c. Drivers will have a good standard of personal hygiene, be dressed in smart clothing at all times. The exact detail of dress can be agreed with STFC Contract Manager, but as an indication, clothing such as denim, football shirts or T-shirts, or flip flops, are NOT acceptable.
- d. Respond to providing accessible services for STFC Travellers with wheelchair or other Equality Act 2010 related requirements.
- e. Suppliers will be expected to monitor drivers to ensure they demonstrate consistently good driving standards in line with driver licencing requirements.
- f. Operators and Drivers will have good English language skills and be able to communicate with STFC Travellers effectively.
- g. Drivers will always conduct themselves politely and courteously and not impose unwanted conversation or views upon STFC Travellers.
- h. At airports Drivers will always greet STFC Travellers at the relevant Arrivals area and identify themselves using an agreed branded sign.
- i. Drivers will use telephones or radios only when it is safe and legal to do so, and only by means of pre-installed hands-free devices.
- j. Drivers will always assist STFC Travellers with the loading and unloading of bags, unless the STFC Traveller declines.
- k. Drivers will NOT smoke or vape in the vehicle at all.
- l. Drivers will be fully qualified and licensed to drive the appropriate vehicle and be able to provide ID to the STFC Traveller or other Customer representative at any time.
- m. All qualifying/eligible vehicles used to provide the services should comply with local authority policies which may stipulate age, condition and testing of vehicles.
- n. Regardless of fleet ownership model, the supplier must ensure that vehicles are systematically

maintained in roadworthy condition and available for inspection by the Customer upon request, or an Agent appointed by the Customer.

- o. All vehicles will be provided in a clean and tidy condition, to the satisfaction of STFC Travellers.
- p. Supplier to hold all necessary licences and insurances, all to be available for inspection by the Customer or their Agent upon request. The Supplier will ensure they meet all legal requirements to perform as a taxi / private hire operator.
- q. Drivers will comply with Road Traffic Act 2006, drive safely in relation to legal speed limits and in accordance with road conditions and adhere to all other legislation.

9. Social and Environmental Impact

- a. Suppliers should continuously demonstrate how they are minimising carbon emissions through their fleet renewal, transportation and management initiatives.
- b. STFC expects the Supplier to identify the most economical routes and should proactively seek to recommend combined STFC shared passenger travel from received bookings.
- c. STFC is required to report through to the government of Government Green Targets, which relate to working towards net zero by 2050 and our respective Sustainable Transport policy references a 2040 zero ambition. In the bid submission, you will be able to state what level of information you can supply as part of regular reporting to STFC on carbon emissions. This will be reportable, refer to section 17.

10. Subcontracting

A subcontractor will be deemed any person, entity or company, which provides services similar to this Specification or might be described as a taxi or private hire business but not a Supplier. Such subcontractors may not be used by the Supplier for the supply of these services unless:

- a. The subcontractor is regularly used in the normal every day running of the Suppliers business (for instance if the Supplier uses subcontracted labour or franchising as its normal business model) and only then if such details are provided to the Customer as part of its tender response and thereafter for any new subcontractors.
- b. The Supplier manages and controls the service provided by the subcontractor exactly as they would his/her employed staff and to the requirements of this Specification.

11. Approved Bookings, Payment and Invoicing

- a. It is expected that all journeys will be charged to the Account in line with the agreed Pricing Schedule.
- b. Only approved bookings received from the STFC Customer Booking Administrator should be accepted on the customer account and reported on.
- c. Where there is a single Supplier arrangement, the above arrangement will be agreed and STFC Travellers may be required to use the STFC Booking Portal. Any direct bookings or approaches made from staff, visitors or other agencies on site, can be supplied at the Suppliers discretion but should not interfere with the provision of this contracted service and do not form part of the requirements or terms.
- d. Invoices will be provided monthly as a minimum, or as per local arrangements.
- e. In conjunction with the monthly invoicing, Suppliers will provide consolidated billing reports that reconcile to the invoice, agreed pricing model and bid values less any deductions driven by KPI service credits.
- f. All supporting consolidated billing reports will show relevant booking and journey data and cost which should have a clear breakdown.

12. Contact, Communications and Customer Care

- a. A dedicated account email address and contact telephone/mobile numbers must be provided by the Supplier to the Client for the business of STFC.
- b. Suppliers must keep in touch with the STFC Customer Booking Administrator or via their drivers when out of hours, and in the following circumstances:
 - Inform the STFC Traveller or STFC Customer Booking Administrator of any potential late pick-ups.

- Inform the STFC Customer Booking Administrator of any no-show of the traveller after 30 minutes of waiting after booked pick-up time.
 - For airport journey pick-ups, this will take account of the flight arrival times to be dynamically reviewed by the Supplier to ensure efficient and timely provision
- c. The Supplier will identify a dedicated Account Manager who will be available to discuss and resolve key issues as they occur and attend performance meetings
 - d. The Supplier Account Manager is required to respond to complaints and service issues raised by STFC Customer Contract Manager or STFC Customer Booking Administrator within 24 hours.
 - e. Where complaints or issues are not resolved, a contact for escalation purposes is required.

13. Technology

- a. All technology and communications systems utilised for the discharge of these services must comply with GDPR.
- b. Suppliers are expected to proactively utilise and deploy speed monitoring, modern dispatch and GPRS systems enabling monitoring and audit of service provision.
- c. For avoidance of doubt, the Customer has its own STFC Traveller facing booking system. Suppliers are required to make available their Electronic Booking Portal System to enable bookings from the Account to be made directly, either by the STFC Booking Administrator or STFC Traveller (subject to STFC agreed approaches at each site).
- d. The Electronic Booking Portal System should be able to capture passenger and journey details and support configuration to capture the provided STFC billing codes so that charges are pushed to the relevant STFC Department that is funding the booking.
- e. Suppliers' Electronic Booking Portal System must be able to export/import CSV files.
- f. Suppliers will be required to provide a text messaging service (where a mobile number has been provided) to the STFC Traveller to advise of pick-up time, driver and car details. This is essential for out of hours bookings.

14. Key Performance Indicators (KPIS)

*Please refer to below Contract Management Section 16 on remediation in relation to **addressing targets for improvements and changes** in **supplier ranking** where applicable.

**It is expected that Suppliers should be self-monitoring and apply service credits using their own data and in response to complaints or services issues as reported.

KPI (Applicable to Lots 1 & 2)	Description	Performance target	Service credits	Mitigation action, missed target
1	Bookings Declined	95% of bookings accepted	None	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
2	Immediate/imminent booking late pick	92% of bookings on time	25% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
3	Scheduled booking late pick-up (5 to 15 mins later than booked time)	98% of bookings on time	25% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
4	Scheduled booking late pick-up (over 15 minutes later than booked time)	95% (never later than 15 minutes)	75% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
5	Traveler complaints (other than late pick-up)	No more than 3 valid complaints per month	None	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
6	Failure to meet any of the Quality & Safety Standards	100% against all items	50% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
7	Management Information (MI) & Reporting	100% adherence (see section 15)	None	- At Customer discretion, Supplier ranking changed - Payment to supplier only processed upon receipt of monthly data

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- Suppliers should be self-monitoring and ensure that they are able to provide robust data in line with the Management Information requirements set out below in Section 17 and aligned with the KPIs in Section 15.
- As a minimum, Suppliers will provide reporting as outlined in Section 17, or as agreed with the STFC Contract Manager at each site.
- Addition of new KPIs will be at the Customers discretion. Mitigation action and Service Credit arrangements for new KPIs to be by mutual agreement with individual Supplier.

15. Contract Management / Performance Measurement / Remediation

Meetings between the STFC Customer and Suppliers are expected to be held on a quarterly basis initially and thereafter will be arranged at the discretion of the STFC Contract Manager at each site and the frequency will be dependent on the volume of work or may be triggered by performance issues raised.

The Key Performance Indicators, mitigation actions and service credit agreement is detailed below. Service credits will be applicable on a calendar monthly basis, Suppliers are required to apply, and record identified service credits, including relevant detail on invoices and supporting data.

Remediation Plan – Applicable per LOT

The below excludes any performance or failing which constitutes a breach of contract as referenced and provided for in the Contract.

- a. Step 1 – where there is data / reports received from Suppliers, or STFC Travelers that identifies or evidences performance at below the key performance target level(s), an agreed target(s) for performance improvement and a date for review will be set and communicated by the STFC Contract Manager.
- b. Step 2 – The Supplier should address this action. However, should the performance issue not improve in the subsequent reporting period, or as per the review period agreed, the STFC Contract Manager reserves the right to change the ranking of the Supplier to the next level for a specified period of time and notice will be provided in writing to this effect. Should the Supplier already be the lowest ranked within the Lot, this will result in a complete suspension for a specified period of time
- c. Step 3 – Upon reinstatement, should the performance issues reoccur in the proceeding reporting period, or if there are other related performance issues reported, the STFC Contract Manager reserves the right to revert to Step 2, but also has the option to permanently change the ranking for the duration of the contract, or terminate where the supplier is already the lowest ranked supplier.

16. Management Information Reporting

Suppliers are required to provide the following information by default. A report template will be provided by STFC at the start of the contract.

Breakdown of information

Type	Detail	Frequency	Format
1. Invoice/monthly reporting Consolidated billing and invoicing monthly data for payment/ reconciliation of invoice.	Journeys, breakdown of cost, mileage, surname of passenger Service Credits where applicable	Monthly, by 15 th of each Month	CSV file
2. Quarterly Reporting During the fiscal year (April – march) by 10 th of each proceeding month a report is required from the supplier. Quarter 4 report to provide for the whole period	Summary reporting against 2-7 of KPIs detailed in Section 15 Invoiced values per period by journey type and per Lot, mileage values Service Credits where applicable Cumulative totals	Quarterly, by 10 th of each month: Qtr 1 – 15 th July Qtr 2 – 15 th Oct Qtr 3 – 15 th Jan Qtr 4 with cumulative total of whole financial year - 15 th April	Template to be provided by STFC Contract Manager
3. Quarterly Environmental Reporting	Minimum of mileage for each journey, or carbon calculation if the Bidder has indicated this.	Quarterly	Included in above
4. 5. Adhoc upon request	Where reasonable notice, the supplier may be required to provide information	Ad hoc	

17. Period of Framework Agreement

The Framework Agreement duration shall be for a period of 3 years with optional extensions of 1 year period from commencement of the Framework Agreement.

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Schedule 3 - Charges

1 The Charges for the Services shall be as set out in this Schedule 3.

2 The Framework Contract Call Off Process will follow the process as outlined in Schedule 2 - Specification, and in Schedule 8, Booking Procedure.

The Charges for the Services are set out in the Appendix C – Supplier Price Schedule to this Schedule 3.

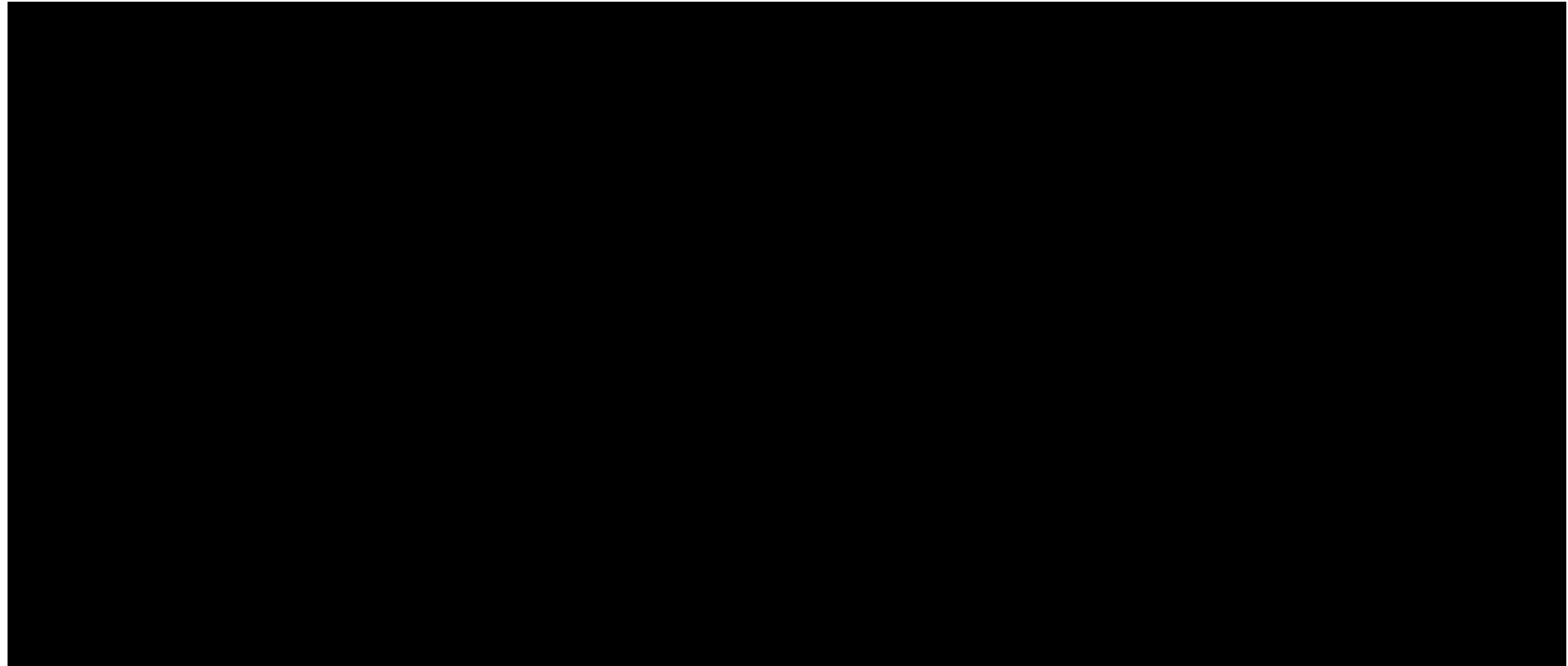
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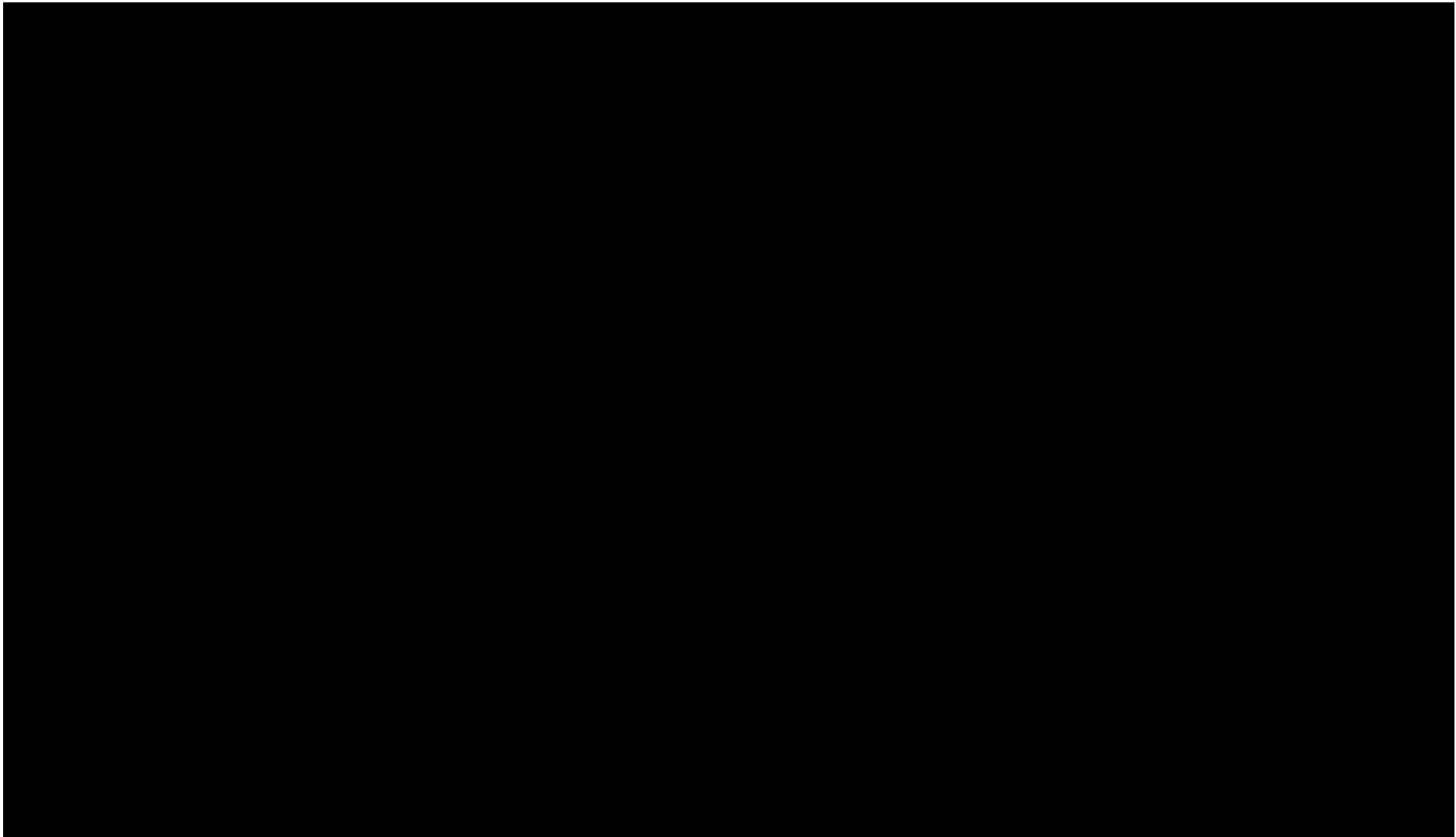
- It is expected that the majority of journeys will be charged to the Account in line with the agreed Pricing Schedule. However, a minority of approved STFC bookings may require cash payment.
- Only approved bookings received from the STFC Customer Booking Administrator should be accepted on the customer account and reported on, authorised cash bookings should be reported on as part of the management information.
- Where there is a single supplier arrangement, the above arrangement will be agreed and STFC travellers may be required to use the Booking Portal.
- Invoices will be provided monthly as a minimum by 15th of each month, or as per local invoicing arrangements per Lot which may be agreed.
- In conjunction with the invoicing, Suppliers will provide consolidated billing reports which reconcile to the invoice, agreed pricing model and bid values less any deductions driven by KPI service credits. Details and templates will be provided as part of mobilisation.
- Supporting consolidated billing reports will show relevant booking and journey data and cost, refer to Section 16 of the Specification.

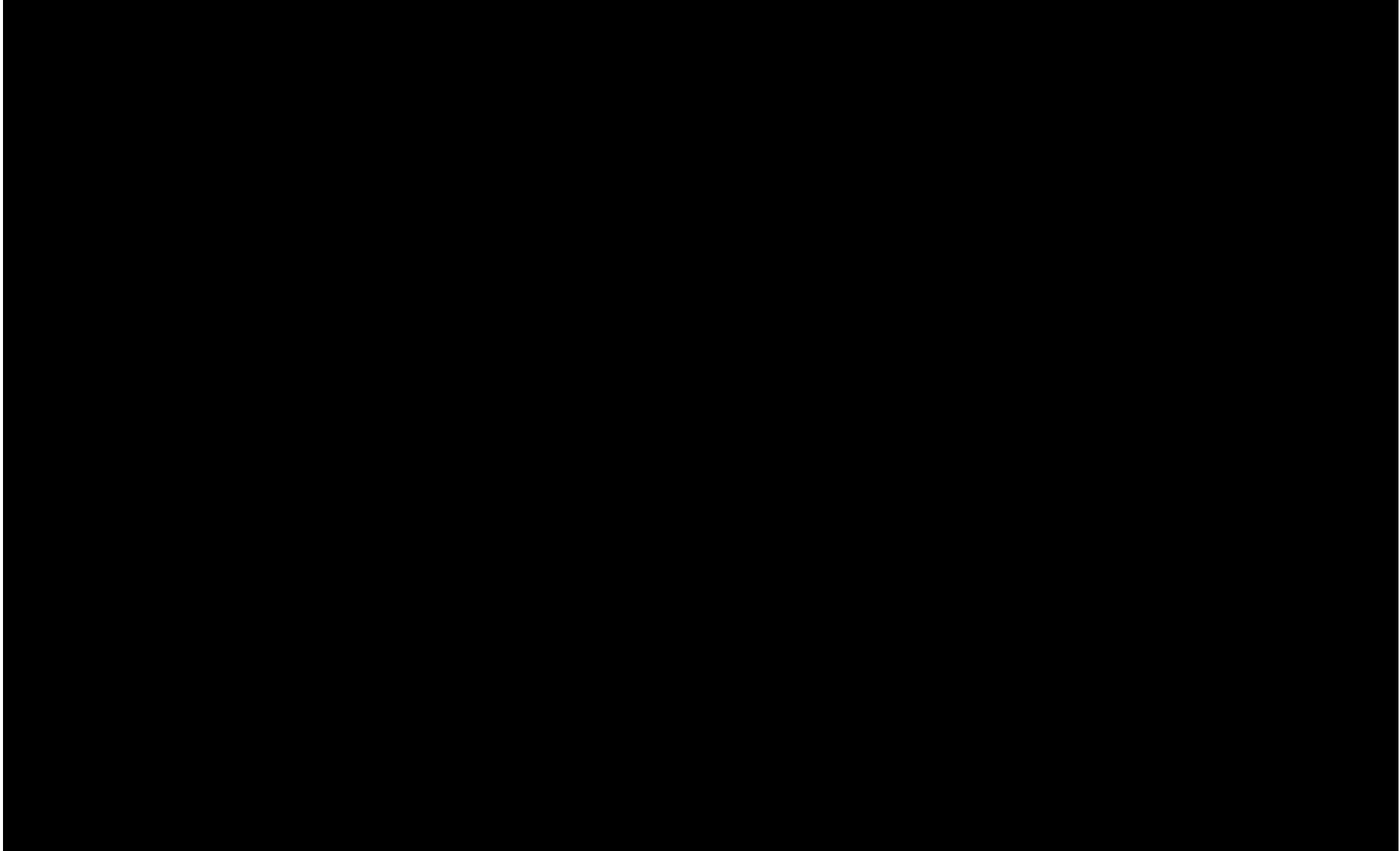
Appendix C – Supplier Price Schedule to this Schedule 3

The total value of the Framework Agreement across all Lots is £1,200,000.00 excluding VAT, services will be charged in accordance with the below Tariffs. Tariffs shall remain firm and fixed for 2 years. Thereafter variable annually for every subsequent year in line with the Retail Price Index (RPI) as published by the Office for National Statistics but based off the bidder's original submission of rates. Any uplift on rates must be justified and evidenced."

Year 3 and 4 prices shall be adjusted to be effective from the date of contract extension, i.e. the indexation shall not be compounded, and each adjustment will be fixed for the 1-year extension period. The base date for the RPI indexation shall be the contract award date. In the event where an index ceases to be published, during the period of the contract the authority and the contractor shall agree a fair and reasonable adjustment to the relevant index, or, if appropriate, shall agree a revised methodology which will have substantially the same effect as the RPI.







Schedule 4 - Key Personnel

Key Personnel (name and title)	Role in the performance of this Agreement

Schedule 5 - Change Control Notice

Agreement (or Contract) Reference:					
1. Change Request Number:					
2. Requested amendments to Agreement (or as applicable Contract) (including reasons):					
2.1 Effective date:					
This change is effective from: _____					
2.2 The Agreement Term (or as applicable Contract term) is amended as follows:					
Original Expiry Date: _____ New Expiry Date: _____					
3. Cost impact					
3.1 The Charges are amended as follows:					
	Quantity	Unit cost (£)	Net cost (£)	VAT (£)	Gross cost (£)
Original Agreement Value					
New contract Value					
3.2 New Agreement (or Contract) terms:					

Both UKRI and the Supplier agree that they are bound by the terms and conditions set out in this Change Request and, except as set out in this Change Request, all terms and conditions of the Agreement (or as applicable, Contract) remain in full force and effect.

Signed on behalf of

Signed on behalf of

UK Research and Innovation

Veezu Group Limited

by:

by:

Signature of authorised officer

Signature of authorised person

Name of authorised officer (please print)

Name of authorised person (please print)

Date

Date

Schedule 6 – Performance Management

The Key Performance Indicators, mitigation actions and service credit agreement is detailed below. Service credits will be applicable on a calendar monthly basis, Suppliers are required to apply, and record identified service credits, including relevant detail on invoices and supporting data.

Remediation Plan – Applicable per LOT

The below excludes any performance or failing which constitutes a breach of contract as referenced and provided for in the Contract.

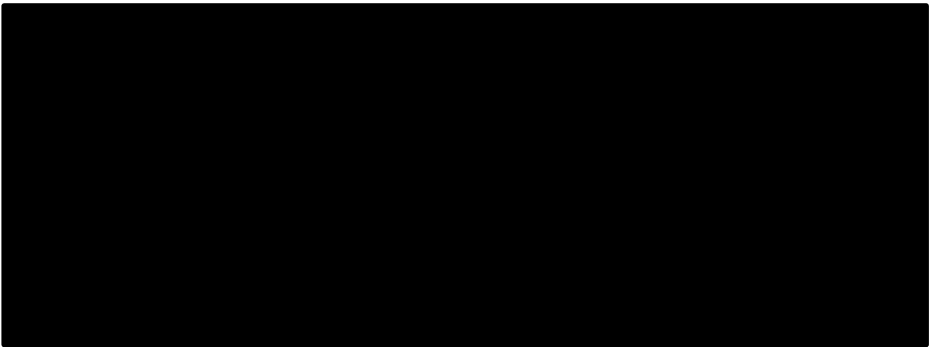
- a. Step 1 – where there is data / reports received from Suppliers, or STFC Travelers that identifies or evidences performance at below the key performance target level(s), an agreed target(s) for performance improvement and a date for review will be set and communicated by the STFC Contract Manager.
- b. Step 2 – The Supplier should address this action. However, should the performance issue not improve in the subsequent reporting period, or as per the review period agreed, the STFC Contract Manager reserves the right to change the ranking of the Supplier to the next level for a specified period of time and notice will be provided in writing to this effect. Should the Supplier already be the lowest ranked within the Lot, this will result in a complete suspension for a specified period of time
- c. Step 3 – Upon reinstatement, should the performance issues reoccur in the proceeding reporting period, or if there are other related performance issues reported, the STFC Contract Manager reserves the right to revert to Step 2, but also has the option to permanently change the ranking for the duration of the contract, or terminate where the supplier is already the lowest ranked supplier.

KPI (Applicable to Lots 1 & 2)	Description	Performance target	Service credits	Mitigation action, missed target
1	Bookings Declined	95% of bookings accepted	None	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
2	Immediate/imminent booking late pick	92% of bookings on time	25% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
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6	Failure to meet any of the Quality & Safety Standards	100% against all items	50% cost of journey	- Target for improvement agreed - At Customer discretion, Supplier ranking changed
7	Management Information (MI) & Reporting	100% adherence (see section 15)	None	- At Customer discretion, Supplier ranking changed - Payment to supplier only processed upon receipt of monthly data

Schedule 7 - Processing Personal Data

1. This Schedule shall be completed by UKRI, who may take account of the view of the Supplier, however the final decision as to the content of this Schedule shall be with UKRI at its absolute discretion.
 - 1.1 The contact details of the UKRI's Data Protection Officer are: [REDACTED]
 - 1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED]
 - 1.3 The Supplier shall comply with any further written instructions with respect to Processing by UKRI.
 - 1.4 Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of Controller for each Category of Personal Data	UKRI is Controller and the Supplier is the Processor The Parties acknowledge that in accordance with Clause 27 and for the purposes of the Data Protection Legislation, UKRI is the Controller and the Supplier is the Processor of the following Personal Data: journey details, name and work contact details of UKRI traveller.
Duration of the Processing	14 th July 2025 – 13 th July 2028 with an option to extend to 13 th July 2029.
Nature and purposes of the Processing	STFC will share information relevant to the journeys with the supplier in advance of the journey. This enables the service to be provided to the STFC traveller/s. Supplier provides reporting as required.
Type of Personal Data	Name of traveller Travel plans which identify location and drop off/pick up points. Work mobile normally (travellers choose to provide personal number if they prefer but is not requested) Work email address Home addresses for taxi deployment to collect for the onward journey. Accessible / or additional support that may be required for the journey

Categories of Data Subject	Employees, visitors to sites,
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under law to preserve that type of data	Personal data is to be deleted as soon as it is no longer required.
Locations at which the Supplier and/or its sub-processors process Personal Data under this Contract	
Protective Measures that the Supplier and, where applicable, its sub-processors have implemented to protect Personal Data processed under this Contract Agreement against a breach of security (insofar as that breach of security relates to data) or a Personal Data Breach	

Schedule 8 – Booking Process

Award procedure- Booking Priority by journey (Multiple Supplier Lots 1 and 2)

Within Lots 1 and 2, the allocation of work during the Framework term will be as follows:
Bookings for the defined local journeys (as per price schedule) will be allocated to Suppliers based on the most competitively priced *for that journey*. If that Supplier is unable to fulfil the booking, declines or is suspended as per remedial process, the next most competitively priced Supplier will be approached and so on.

Declining a booking may be as a result of the Supplier not having capacity and rejecting the booking, or as a result of non-response within a reasonable time.

Ranked positions for Lot 1, are as per the following table:

Fixed Journeys & rates To or From	Taxi 4 seater			MPV For information only		
	Tariff			Tariff		
	Apec Group Association	Veezu Group Limited	1st Class Travel UK Ltd	Apec Group Association	Veezu Group Limited	1st Class Travel UK Ltd
Daresbury Site - Warrington Bank Quay station	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Warrington Central station	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Runcorn East station	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Runcorn Main Line station	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Chester Station	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Liverpool	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Holiday Inn, Runcorn	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Park Royal Hotel	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Preston Brook Travel Lodge	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Village Hotel Warrington	1st	2nd	3rd	1st	2nd	3rd
Daresbury Site - Liverpool Airport	1st	2nd	3rd	1st	3rd	2nd
Daresbury Site - Manchester Airport	1st	3rd	2nd	1st	3rd	2nd

Award Procedure – long journeys over 100 miles (Lots 1 and 2) Mini Competition

For the long journey requirements, the mini competition process will determine over 100 miles booking priorities. Evaluation for these requirements will be based on price only; a booking will be placed with the Bidder that has offered the most competitive price for the journey.

For mini-competitions under this Framework Contract the Customer shall:

- identify the relevant Lot that the long journey over 100 miles requirements fall into
- invite price quotations by conducting a mini competition for the requirement:
 - issue a request for quotation by email and invite all Suppliers on the Lot to submit a quotation.
 - set a time limit for the receipt of the quotations; and
 - keep each supplemental quotation confidential until the expiry of the time limit for the receipt of the supplemental quotations.
- award a booking to the Bidder/Supplier that has submitted the most competitive price.
- notify the successful/unsuccessful Bidder/Supplier about the outcome of the evaluation process by email.
- place booking with the successful Bidder/Supplier.

Appendix B – Supplier Proposal

