

Standard Contract for Goods and/or Services - Order Form

1. Purchase Order Number	10070040231	
2. Customer	Natural England	
3. Contractor(s)	Walk Unlimited Ltd	
4. Defra Group Members	Not applicable	
5. The Agreement	<p>This Order is part of the Agreement and is subject to the terms and conditions referenced at Appendix 1 and shall come into effect on the Start Date.</p> <p>Unless the context otherwise requires, capitalised expressions used in this Order have the same meanings as in the terms and conditions.</p> <p>The following documents are incorporated into the Agreement. If there is any conflict, the following order of precedence applies (in descending order):</p> <ul style="list-style-type: none"> a) this Order; b) the terms and conditions at Appendix 1; and c) the remaining Appendices (if any) in equal order of precedence. 	
6. Deliverables	Applicable Deliverables	Goods Only: <input type="checkbox"/> Services Only: <input checked="" type="checkbox"/> Good and Services: <input type="checkbox"/>
	Goods	None
	Services	See Appendix 2 – Specification / Description Date(s) of Delivery: 13 th May 2024 to 31 st March 2025
7. Start Date	13 th May 2024	
8. Expiry Date	31 st March 2025	
9. Charges	The charges for the Goods and/ Services shall be as set out in Appendix 3 – Charges. The Charges are fixed for the duration of the Agreement.	
10. Payment	Suppliers should email invoices to APinvoices-NEG-U@gov.sscl.com or post them to: Shared Services Connected Limited Natural England PO Box 793 Newport NP10 8FZ	

	<p>Payments will be made in pounds by BACS transfer using the details provided by the supplier on submission of a compliant invoice.</p> <p>Please ensure that the Purchase Order number is included on the invoice.</p>				
11. Contractor's Liability Cap (Clause 13.2.1)	A sum equal to £5,000,000				
12. Customer's Authorised Representative(s)	<p>For general liaison your contact will continue to be</p> <p>Redacted under FOIA Section 43 Personal Information</p>				
13. Contractor's Authorised Representative	<p>For general liaison your contact will continue to be</p> <p>Redacted under FOIA Section 43 Personal Information</p>				
14. Optional Intellectual Property Rights ("IPR") Clauses	The Customer has chosen Option B in respect of intellectual property rights provisions for the Agreement as set out in the terms and conditions.				
15. Progress Meetings and Progress Reports	<ul style="list-style-type: none"> The Contractor shall attend progress meetings with the Customer every week The Contractor shall provide the Customer with progress reports every month with a summary of hours used and work undertaken 				
16. Address for notices	<table border="0"> <tr> <td>Customer:</td> <td>Contractor:</td> </tr> <tr> <td>Natural England</td> <td>Walk Unlimited Ltd</td> </tr> </table> <p>Redacted under FOIA Section 43 Personal Information</p>	Customer:	Contractor:	Natural England	Walk Unlimited Ltd
Customer:	Contractor:				
Natural England	Walk Unlimited Ltd				
17. Key Personnel of the Contractor	<table border="0"> <tr> <td>Key Personnel Role:</td> <td>Key Personnel Name:</td> <td>Contact Details:</td> </tr> </table> <p>Redacted under FOIA Section 43 Personal Information</p>	Key Personnel Role:	Key Personnel Name:	Contact Details:	
Key Personnel Role:	Key Personnel Name:	Contact Details:			

18. Procedures and Policies	Not applicable
19. Special Terms	Not applicable
20. Additional Insurance	Not applicable
21. Further Data Protection Provisions	The further data protection provisions contained within Annex 4 of the terms and conditions are applicable to this Agreement where indicated below: Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>

Signed for and on behalf of the Customer	Signed for and on behalf of the Contractor
Name:	Name:
Redacted under FOIA Section 43 Personal Information	
Date: 10 th May 2024	Date: 10 th May 2024
Signature:	Redacted under FOIA Section 43 Personal Information

Appendix 1: Terms and Conditions

The Customer's Standard Good & Services Terms and Conditions which can be located on the [Natural England Website](#) and which are called 'Standard Goods & Services Terms and Conditions'

Appendix 2: Specification/Description

Requirement:

Natural England (NE) and Natural Resources Wales (NRW) have a statutory duty in accordance with s86 of the National Parks and Access to the Countryside Act 1949, to provide information about long distance routes known more commonly as National Trails (NT) as are approved by the Secretary of State from, time to time in accordance with s51 of the national Parks and Access to the Countryside Act 1949.

As part of the promotion of National Trails, NE and NRW jointly own the National Trails website.

Hosting and technical maintenance of the NT website is currently contracted out to a third party (Big Blue Door) until March 2026, but Natural England requires specialist support and advice to ensure that content shown on the existing website is relevant and accurate. This support would be provided on a call-off basis until 31st March 2025 and would cover the following areas of work in relation to the website:

- advice to Natural England and Natural Resources Wales
- analysis of any problems/issues raised by general public, service providers or National Trail Officers/trail managing authorities
- responding to and resolution of queries
- solution proposal and implementation
- content creation, proposal and management
- ensuring compliance with accessibility standards
- training on creating and managing content where required – internal and for partners
- documenting procedures and guidance
- advice relating to branding and NT logos
- technical liaison as required with third parties (including current website host)
- support for website related social media activity

We expect the supplier to have a good knowledge and understanding of this area of work - access to the outdoors and specifically the family of National Trails in England and Wales.

We expect the supplier to have experience of website content management (i.e. wordpress) and knowledge and use of google analytics.

We expect the supplier to be proficient in editing and managing content on the NT website interactive maps and has access to the necessary software and technology to undertake this work (i.e. GIS, adobe acrobat pro etc).

We expect the supplier to be available and provide core support between Monday and Thursday.

Key dates:

- 13th May 2024: Start of contract
- w/c 13th May 2024: Start up meeting between project officer and supplier
- Weekly teleconferences thereafter
- Ad hoc conversations as necessary to progress tasks

- Report submitted monthly with summary of hours used and work undertaken
- 31st March 2025: End of contract

Governance:

- The chosen supplier will only respond to requests for support from Natural England (NE) and will update NE regarding any activity on the contract.

NE Version 1.0

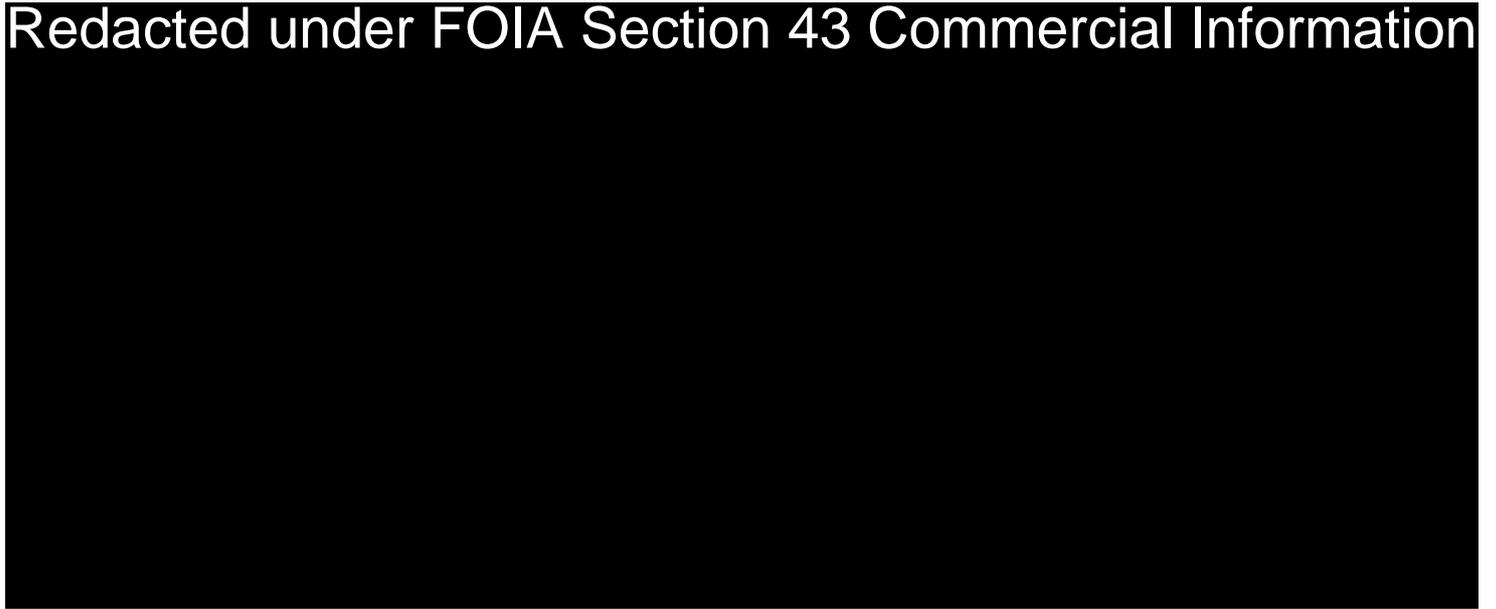
- Support will be provided by phone, email or on-line video conferencing facilities as appropriate to the task being undertaken.
- If any other organisations make contact with the chosen supplier this will be referred to NE.
- Instruction for work is only to be taken from NE.
- Instruction for 3rd party work to be given by NE.
- We would expect the appointed supplier to provide a monthly summary of hours documentation. This will include:
 - The number of hours utilised during that month /quarter
 - Brief explanation of work undertaken
 - The cumulative total number of hours utilised under this agreement
 - Balance of hours remaining under this agreement.
 - Summary/status of tasks outstanding

Service Levels:

- Standard queries will be acknowledged within 2 contracted working days.
- Plan for resolution of issues/answers to queries will be provided within 3 contracted working days of acknowledgement – unless otherwise agreed (including identification of any necessary 3rd party involvement)
- Queries marked as 'urgent' will be acknowledged and progressed within 1 contracted working day

Appendix 3: Charges

Redacted under FOIA Section 43 Commercial Information



Descriptions of tasks and / or products	Cost per product or by hour / day	Number of products / hours / days	Total Cost per Task
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Redacted under FOIA Section 43 Commercial Information



		Total Costs	£24,472.00 (excl VAT)
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Appendix 4: Processing Personal Data

Contract:	Not Applicable
Date:	
Description of authorised processing	Details
Identity of Controller and Processor for each category of Personal Data	
Subject matter of the processing	
Duration of the processing	
Nature and purposes of the processing	
Type of Personal Data	
Categories of Data Subject	
Plan for return and destruction of the data once the processing is complete UNLESS requirement under law to preserve that type of data	
Locations at which the Contractor and/or its subcontractors process Personal Data under this Agreement	
Protective Measures that the Contractor and, where applicable, its subcontractors have implemented to protect Personal Data processed under this Agreement against a breach of security (insofar as that breach of security relates to data) or a Personal Data Breach	