

## FRAMEWORK SCHEDULE 3 – FORM OF CONTRACT AND CALL-OFF TERMS

### FORM OF CONTRACT

This contract is made on the ...24.....day of.....February.....2022

#### BETWEEN

- (1) The District Council of Folkestone and Hythe of Civic Centre, Castle Hill Avenue, Folkestone Kent CT20 2QY (the "**Customer**"); and
- (2) Rock Compliance Limited whose registered office is Pure Offices Nottingham Sherwood Business Park, Lake View Drive, Nottingham, NG15 0DT whose company number is (02902353) (the "**Service Provider**")

WHEREAS the Customer wishes to have provided the following goods and/or services namely water system risk assessment and/or water hygiene monitoring services pursuant to the ESPO Framework Agreement (reference 198\_20).

#### NOW IT IS AGREED THAT

1. The Service Provider will provide the goods and/or services in accordance with the terms of the call-off contract (reference number 198\_20) and Contract Documents.
2. The Customer will pay the Service Provider the amount due in accordance with the terms of the call off agreement and the Contract Documents.
3. The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:
  - This Form of Contract
  - The Master Contract Schedule
  - The documents as listed in the Contract Document Schedule reference 198\_20
  - Customer's Statement of Requirements
  - Customer Asset List
  - The Service Provider's tender submission
  - The Service Provider's Pricing Schedule

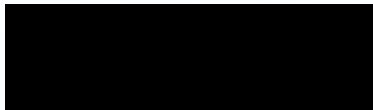
**IN WITNESS OF** the hands of the Parties or their duly authorised representatives:

**EXECUTED AS A DEED BY THE CUSTOMER**

**by affixing the common seal of**

**The District Council of Folkestone and Hythe**

**in the presence of :-**



Authorised Officer

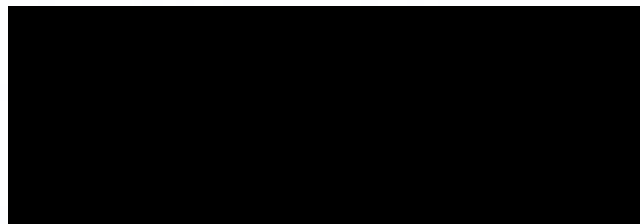


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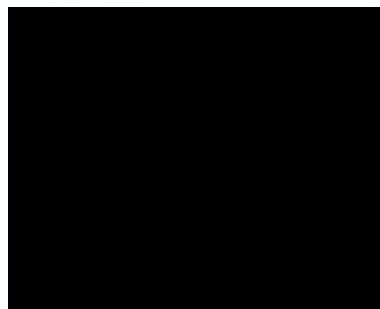
**EXECUTED AS A DEED BY**

**Rock Compliance Limited acting by**

**[Redacted] a director and**



Director



## **This document relates to and forms part of the Call-Off Terms**

### **MASTER CONTRACT SCHEDULE**

#### **(ESPO Framework Reference 198\_20)**

<b>1. TERM</b>
<b>Commencement Date</b> 01 November 2021
<b>Expiry Date</b> 30 November 2023
<b>Extension Period</b> a further period or periods up to a total of 3 years (36 months), taking the Contract term to a maximum of 5 years (60 months)
<b>2. GOODS AND/OR SERVICES REQUIREMENTS</b>
<b>Services and Deliverables required</b> Water system risk assessment and water hygiene monitoring services as detailed in Appendix A "Customer's Statement of Requirements".
<b>Performance/Delivery Location/Premises</b> Social housing stock owned by the Customer throughout Folkestone and Hythe district as listed in Appendix B.
<b>Standards</b>
<b>Quality Standards</b> as detailed in Appendix A "Customer's Statement of Requirements".
<b>Technical Standards</b> as detailed in Appendix A "Customer's Statement of Requirements".
<b>Disaster Recovery and Business Continuity</b> as required by clause 6.
<b>3. SERVICE PROVIDER SOLUTION</b>
<b>Service Provider Solution</b> (Provider's Tender Submission is appended)

**Key Personnel of the Service Provider to be involved in the provision of the Goods, Services and Deliverables**

██████████, account manager

██████████, RSM

██████████, SE regional sales manager

**Service Provider's inspection of the Premises and Infrastructure (where relevant)**

Not applicable.

**4. PERFORMANCE OF THE GOODS AND/OR SERVICES AND DELIVERABLES**

**Implementation Plan and Milestones or e.g. delivery schedule (including dates for completion and/or delivery)**

(implementation plan appended)

**Critical Service Failure**

Not applicable.

**Monitoring**

as detailed in Appendix A "Customer's Statement of Requirements"

**Management Information**

The Service Provider will provide access to a management portal as detailed in sections 1.4 and 1.5 of Appendix A "Customer's Statement of Requirements".

The Service Provider will provide Key Performance Indicator (KPI) data within 10 working days of the end of each calendar month.

**Customer Representative(s)**

██████████, Compliance Senior Specialist

██████████, Assets & Development Lead Specialist

**Service Provider's Representative(s)**

██████████, account manager

<b>5. CUSTOMER RESPONSIBILITIES</b>
<b>Customer's Responsibilities (where appropriate)</b>
<p>Provide a list of approved individuals to be given access to the Service Provider's management portal. From time to time, the Customer will advise the Service Provider of any additional users to be given access and to revoke access to existing users.</p> <p>Schedule progress and performance meetings with the Service Provider, provide an agenda in advance of each meeting, and hold responsibility for recording and distributing the minutes from such meetings.</p> <p>Provide asbestos register information prior to the commencement of the contract.</p> <p>Provide details of formal complaints from Service Users to the Service Provider for investigation.</p> <p>Provide access to the Customer's sites to enable the Service Provider to perform the services.</p> <p>Provide copies of the Customer's policies (with which the Service Provider must comply) and any amendments or additional policies adopted by the Customer during the course of the contract.</p> <p>Customer's site staff will carry out the weekly flushing of infrequently used outlets.</p> <p>And any other responsibilities appearing in Appendix A "Customer's Requirements".</p>
<b>Customer's equipment (where appropriate)</b>
Not applicable.
<b>6. CHARGES AND PAYMENT</b>
<b>Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS)</b>
(pricing schedule is appended)
<b>7. CONFIDENTIAL INFORMATION</b>
The following information shall be deemed Commercially Sensitive Information: The Service Provider's rates and pricing per item

## 8. AGREED AMENDMENTS TO THE CALL-OFF TERMS

The following amendments shall be deemed to be made to the Call-Off Terms:

Insert new clause 1.2.6 after clause 1.2.5 to read

"unless the context otherwise requires, any reference in relation to any time after the date of this Contract to:

(a) any EU directive, EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (an EU Matter) which forms part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read as a reference to that EU Matter as it forms (by virtue of section 3 of the European Union (Withdrawal) Act 2018) part of domestic law and as modified by domestic law from time to time; and

(b) any EU entity shall be read as a reference to the UK institution, authority or body to which its functions were transferred; and

(c) words and expressions used in this clause 1.2.6 shall have the meanings given to them respectively in the European Union (Withdrawal) Act 2018;"

Subsequent clauses after Clause 1.2.6 are renumbered.

i.e. Clause 1.2.6 "references to any statute, enactment, order..." is now Clause 1.27

Clause 1.2.7 "headings are included in the Contract for ease of reference only" is now Clause 1.2.8,  
etc.

Final sub-clause 1.2.11 is now clause 1.2.12.

Clause 11.2.2 is amended to read

"The Service Provider shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Goods supplied and/or the Services provided and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice. an electronic invoice submitted for payment by the Service Provider where the invoice is undisputed and where it complies with relevant HMRC guidance on electronic invoicing"

Clause 16.8.4.3(vi) is amended to capitalise "Sub-processors" as a defined term.

Clause 16.8.4.4 is amended to read

"not transfer Personal Data to a country outside the UK or the European Economic Area unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- (i) the Customer or the Service Provider has provided appropriate safeguards in relation to the transfer in accordance with the Data Protection Legislation, as determined by the Customer;"

Clause 16.8.10 is amended to capitalise "Data Protection Officer" as a defined term.

Clause 16.10.7.4 is amended to replace "Section 6(1) of the National Audit Act 1983" with "Section 7ZA of the National Audit Act 1983 and the Local Audit and Accountability Act 2014"

Clause 16.11.5 is amended to read

"Cabinet Office's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**")"

Clause 19.1.2.6 is amended to read

"dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing their own affairs or becomes a patient under any mental health legislation"

Clause 26.3.7 is amended to replace "Section 6(1) of the National Audit Act 1983" with "Section 7ZA of the National Audit Act 1983 and the Local Audit and Accountability Act 2014"

Clause 26.7.2 is amended is amended to read to capitalise "Sites" as a defined term.

Clause 41 is amended to capitalise "Change in Law" as a defined term.

Schedule 1 Clause 3.3 is amended to read

"If the level of performance of the Service Provider of any element of the Services during Contract Period fails to achieve a Service Level in respect of each element of the Service, then the Customer shall make a deduction from the Contract Charges in accordance with Appendix A to this schedule 1."

without further sub-clauses.

Part B clause 2.1 is amended to delete the words "and any Critical Service Failure".

Part B clause 3.1.3 is deleted.

Part B clause 3.2.4 is amended to read

"be fully minuted by the Customer. The prepared minutes will be circulated by the Customer to all attendees at the relevant meeting and also to the Service Provider's representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Service Provider's representative and the Customer's Representative at each meeting."

## 9. PROCESSING, PERSONAL DATA AND DATA SUBJECTS

### 1. INTRODUCTION

- 1.1 The Service Provider shall comply with any further written instructions with respect to processing by the Customer.
- 1.2 Any such further instructions shall be incorporated into this section 9 of the Master Contract Schedule.

Description	Details
Subject matter of the processing	Contact details of the Customer's tenants (Service Users) as may be required from time to time for the Service Provider to gain access to carry out remedial works.  Contact details of the Customer's employees as required from time to time for the Service Provider to gain access to carry out the Services.
Duration of the processing	Adhoc processing to be undertaken from the commencement date until the expiry date of the contract or the date the contract is otherwise terminated.
Nature and purposes of the processing	Use of contact details to communicate with tenants (Service Users) for the purpose of scheduling access to residential properties as required to complete any remedial works which are instructed by the Customer under this Call-off Contract.
Type of Personal Data	Names, addresses, phone numbers, and email addresses.
Categories of Data Subject	Tenants (Service Users) and the Customer's employees.



<p>Plan for return and destruction of the data once the processing is complete unless requirement under union or member state law to preserve that type of data.</p>	<p>Data on tenants (Service Users) to be destroyed immediately after completion of works in each instance.</p> <p>Data on Customer's employee's to be retained for the contract duration and destroyed no more 12 months after the date of contract expiry or termination in accordance with Clause 20.4.3.</p>
<p><b>10. Personal Data under the Joint Control of the Parties</b></p>	
<p>Not used.</p>	

# **THE CUSTOMER**

**- and -**

# **THE SERVICE PROVIDER**

## **CALL-OFF TERMS**

**relating to**

## **WATER SYSTEMS RISK ASSESSMENT AND WATER HYGIENE MONITORING SERVICES**

**CONTRACT REF**

**198\_20**

## CALL-OFF TERMS

### BETWEEN

- (1) The customer identified in the Form of Contract (the "Customer"); and
- (2) The company identified in the Form of Contract (the "Service Provider").

### WHEREAS

- (A) ESPO selected framework providers, including the Service Provider, to provide Goods and/or Services;
- (B) the Service Provider undertook to provide the Goods and/or Services on the terms set out in a Framework Agreement number 198\_20 dated 5 January 2021 (the "Framework Agreement");
- (C) ESPO and the Service Provider have agreed that public sector bodies within the UK may enter into Contracts under the Framework Agreement with the Service Provider for the Service Provider to supply Goods and/or Services;
- (D) The Customer enters into this Contract on the terms hereinafter appearing.

## 1. GENERAL PROVISIONS

### 1.1 Definitions

In the Contract unless the context otherwise requires the following provisions shall have the meanings given to them below:

<b>"Affiliates"</b>	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
<b>"Affected Party"</b>	means the party seeking to claim relief in respect of a Force Majeure;
<b>"Approval"</b>	means the prior written consent of the Customer and "Approve" and "Approved" shall be construed accordingly;
<b>"Auditor"</b>	means the National Audit Office or an auditor appointed by the Audit Commission as the context requires;
<b>"BCDR Plan"</b>	means any plan relating to business continuity and disaster recovery as referred to in the Master Contract Schedule and/or any other Contract Document;

<b>"Call-off Terms"</b>	means these terms and conditions in respect of the provision of the Goods and/or Services, together with the schedules hereto;
<b>"Change in Law"</b>	means any change in Law or policy which impacts on the supply of the Goods and/or Services and performance of the Call-off Terms which comes into force after the Commencement Date;
<b>"Commencement Date"</b>	means the date set out in the Master Contract Schedule and/or the Form of Contract Document;
<b>"Commercially Sensitive Information"</b>	means the confidential information listed in set out at Schedule 9 of the Framework Agreement (if any) the Master Contract Schedule and/or a Contract Document comprising of commercially sensitive information relating to the Service Provider, its IPR or its business or which the Service Provider has indicated to the Customer that, if disclosed by the Customer, would cause the Service Provider significant commercial disadvantage or material financial loss;
<b>"Confidential Information"</b>	means the Customer's Confidential Information and/or the Service Provider's Confidential Information;
<b>"Continuous Improvement Plan"</b>	means a plan for improving the provision of the Services and/or reducing the charges produced by the Service Provider pursuant to schedule 6 of the Framework Agreement;
<b>"Contract"</b>	means the contract entered into by the Customer and the Service Provider pursuant to Framework Schedule 4 (Ordering Procedure) of the Framework Agreement comprising of the Form of Contract Document, these Call-Off Terms, the schedules hereto, the Master Contract Schedule and any other Contract Document;
<b>"Contract Document"</b>	means all documents listed in the Form of Contract Document and/or within a schedule referred to in the Form of Contract Document;

<b>"Contract Period"</b>	means the period from the Commencement Date to:  a) the Expiry Date; or  b) such earlier date of termination or partial termination of the Contract in accordance with Law or the provisions of the Contract;
<b>"Contract Charges"</b>	means the prices (exclusive of any applicable VAT), payable to the Service Provider by the Customer under the Contract, as set out in the Master Contract Schedule and/or any other Contract Document, for the full and proper performance by the Service Provider of its obligations under the Contract less any Service Credits;
<b>"Contracting Authority"</b>	means any contracting authority as defined in Regulation 2 of the Public Contracts Regulations 2015 other than the Customer;
<b>"Control"</b>	means control as defined in section 1124 Corporation Tax Act 2010 and " <b>Controls</b> " and " <b>Controlled</b> " shall be interpreted accordingly;
<b>"Controller"</b>	shall take the meaning given in the GDPR;
<b>"Conviction"</b>	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006.);
<b>"Critical Service Failure"</b>	shall have the meaning given in the Master Contract Schedule and/or any other Contract Document;

<b>"Customer Data"</b>	means:  (a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which:  (i) are supplied to the Service Provider by or on behalf of the Customer; or  (ii) the Service Provider is required to generate, process, store or transmit pursuant to the Contract; or  (b) any Personal Data for which the Customer is the Data Controller;
<b>"Customer Pre-Existing IPR"</b>	shall mean any Intellectual Property Rights vested in or licensed to the Customer prior to or independently of the performance by the Service Provider of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;
<b>"Customer's Premises"</b>	the premises identified in the Master Contract Schedule and/or any other Contract Document and which are to be made available for use by the Service Provider for the provision of the Goods and/or Services on the terms set out in the Contract;
<b>"Customer Responsibilities"</b>	means the responsibilities of the Customer set out in the Master Contract Schedule and/or any other Contract Document;
<b>"Customer Representative"</b>	means the representative appointed by the Customer from time to time in relation to the Contract;

**"Customer's Confidential Information"**

means all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Service Providers of the Customer, including all IPRs, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered to be confidential;

**"Data Loss Event"**

means any event that results, or may result, in unauthorised access to Personal Data held by the Service Provider under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;

**"Data Protection Legislation"**

means the General Data Protection Regulation ((EU) 2016/679) (GDPR), the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time in the UK including the Data Protection Act 2018 and all applicable law about the processing of personal data and privacy;

**"Data Protection Impact Assessment"**

means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;

**"Data Protection Officer"**

shall take the meaning given in the GDPR;

**"Data Subject"**

shall take the meaning given in the GDPR;

**"Data Subject Access Request"**

means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;

**"Default"**

means any breach of the obligations of the Service Provider (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the Service Provider or Service Provider's Staff in connection with or in relation to the subject-matter of the Contract and in respect of which the Service Provider is liable to the Customer;

<b>"Delay Payments"</b>	means the amounts set out or amounts calculated in accordance with the formula set out in the Master Contract Schedule and/or any other Contract Document;
<b>"Deliverables"</b>	means those deliverables listed in the Master Contract Schedule and/or any other Contract Document (if any);
<b>"Delivery"</b>	means the time at which the Goods and/or Services have been installed by the Service Provider and the Customer has issued the Service Provider with confirmation in respect thereof and <b>"Deliver"</b> and <b>"Delivered"</b> shall be construed accordingly;
<b>"Dispute Resolution Procedure"</b>	means the dispute resolution procedure set out in clause 42.2;
<b>"DPA 2018"</b>	means Data Protection Act 2018;
<b>"Employment Checks"</b>	means the pre-appointment checks that are required by law and applicable guidance, including without limitation, verification of identity checks, right to work checks, registration and qualification checks, employment history and reference checks, criminal record checks and occupational health checks;
<b>"Environmental Information Regulations"</b>	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
<b>"Equality Legislation"</b>	means the Equality Act 2010, the Human Rights Act 1998 and such other acts and legislation to ensure, among others; equality of access to goods and services; promotion of good relations between groups in society; the provision of reasonable adjustments for people with disabilities; and equality in employment; equality legislation shall help organisations and providers to meet their obligations under anti-discrimination laws;



- "Equipment"** means the Service Provider's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Service Provider (but not hired, leased or loaned from the Customer) in the performance of its obligations under the Contract which, for the avoidance of doubt does not include the Goods and/or Services;
- "ESPO"** means Leicestershire County Council, acting in its capacity as servicing authority to a joint committee known as ESPO, established under the Local Government Act 1972 (section 101 (5) and section 102) and section 9EB of the Local Government Act 2000, whose place of business is at of Barnsdale Way, Grove Park, Enderby, Leicester, LE19 1ES;
- "Expiry Date"** means the date set out in the Master Contract Schedule and/or any other Contract Document;
- "Form of Contract"** means the document in the form set out at Schedule 3 of the Framework Agreement signed by the Customer and the Service Provider and which lists all of the Contract Documents;
- "FOIA"** means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

**"Force Majeure"**

means any event, occurrence or cause affecting the performance by either the Customer or the Service Provider of its obligations arising from:

- a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;
- b) riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;
- c) acts of government, local government or Regulatory Bodies;
- d) fire, flood or any disaster acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;
- e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:
  - i) any industrial dispute relating to the Service Provider, the Service Provider's Staff or any other failure in the Service Provider or the Sub-Contractor's supply chain; and
  - ii) any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned;

**"GDPR"**

means the General Data Protection Regulation (Regulation (EU) 2016/679);

**"Good Industry Practice"**

means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

**"Goods and/or Services"**

means the goods and/or services to be supplied as specified in the Form of Contract, Master Contract Schedule and/or any other Contract Document;

- "Guarantee Period"** means the period from and including the date of Delivery of the Goods to the date twelve (12) Months thereafter
- "Holding Company"** shall have the meaning given to it in section 1159 and Schedule 6 of the Companies Act 2006;
- "Implementation Plan"** means the plan referred to in the Master Contract Schedule and/or any other Contract Document produced and updated in accordance with Schedule 2;
- "Information"** has the meaning given under section 84 of the FOIA;
- "Initial Term"** the period commencing on the Commencement Date and ending on the Expiry Date;
- "Intellectual Property Rights" or "IPRs"** means:
- a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, service marks, logos, database rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, design rights (whether registrable or otherwise), Know-How, trade secrets and, moral rights and other similar rights or obligations;
  - b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
  - c) all other rights whether registrable or not having equivalent or similar effect in any country or jurisdiction (including but not limited to the United Kingdom) and the right to sue for passing off;
- ITT Response** means the response submitted by the Service Provider to the Invitation to Tender issued by the Customer on 16 July 2020;
- "Key Personnel"** means the individuals (if any) identified in the Master Contract Schedule and/or any other Contract Document;

<b>"Know-How"</b>	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods and/or Services but excluding know-how already in the Service Provider's or the Customer's possession before the Commencement Date;
<b>"Law"</b>	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Service Provider is bound to comply;
<b>"LED"</b>	means Law Enforcement Directive (Directive (EU) 2016/680);
<b>"Management Information"</b>	means the management information specified in Framework Schedule 7 (Management Information Requirements);
<b>"Master Contract Schedule"</b>	means the schedule attached to the Form of Contract at Schedule 3 of the Framework Agreement;
<b>"Milestone"</b>	means an event or task described in the Implementation Plan which must be completed by the corresponding date set out in such plan;
<b>"Milestone Date"</b>	means the date set against the relevant Milestone in the Implementation Plan;
<b>"Mirror Framework"</b>	means any framework agreement entered into by the Service Provider and a company owned by ESPO;
<b>"Month"</b>	means calendar month and "monthly" shall be interpreted accordingly;
<b>"Normal Business Hours"</b>	means 8.00 am to 6.00 pm local UK time, each Working Day;
<b>"Parent Company"</b>	means any company which is the ultimate Holding Company of the Service Provider and which is either responsible directly or indirectly for the business activities of the Service Provider or which is engaged by the same or similar business to the Service Provider;

- "Party"** means the Service Provider or the Customer and **"Parties"** shall mean both of them;
- "Personal Data"** shall take the meaning given in the GDPR;
- "Personal Data Breach"** shall take the meaning given in the GDPR;
- "Premises"** means the location where the Services are to be provided and/or the Goods are to be supplied, as set out in the Master Contract Schedule and/or any other Contract Document;
- "Processor"** shall take the meaning given in the GDPR;
- "Prohibited Act"** Means:
- a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or ESPO a financial or other advantage to:
    - i) induce that person to perform improperly a relevant function or activity; or
    - ii) reward that person for improper performance of a relevant function or activity; or
  - b) committing any offence:
    - i) under the Bribery Act 2010;
    - ii) under legislation creating offences concerning fraudulent acts;
    - iii) at common law concerning fraudulent acts relating to the Contract or any other contract with ESPO and/or Customer and/or any other contracting body; or
    - iv) involving slavery or human trafficking; or
  - c) defrauding, attempting to defraud or conspiring to defraud ESPO and/or the Customer or any other contracting body.

**"Project Specific IPRs"** means:

- (a) IPRs in the Services, Deliverables and/or Goods provided by the Service Provider (or by a third party on behalf of the Service Provider) specifically for the purposes of the Contract and all updates and amendments of these items created during the Contract Period; and/or
- (b) IPRs arising as a result of the provision of the Services, Deliverables and/or Goods by the Service Provider (or by a third party on behalf of the Service Provider) under the Contract,

**"Property"** means the property, other than real property and IPR, issued or made available to the Service Provider by the Customer in connection with the Contract;

**"Protective Measures"** means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it;

**"Public Contracts Directive"** means Directive 2014/24/EU of the European Parliament and of the Council;

**"Quality Standards"** means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent body (and their successor bodies), that a skilled and experienced operator in the same type of industry or business sector as the Service Provider would reasonably and ordinarily be expected to comply with (as may be further detailed in the Master Contract Schedule and/or any other Contract Document) and any other applicable quality standards, Government codes of practice and guidance;

<b>"Regulated Activity"</b>	means any work which is currently defined as a regulated activity relating to children or vulnerable adults within the meaning of Schedule 4 Part 1 (Children) or Part 2 (Vulnerable Adults) of the Safeguarding Vulnerable Groups Act 2006;
<b>"Regulatory Bodies"</b>	means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Customer;
<b>"Related Service Provider"</b>	means any person who provides services to the Customer which are related to the Services from time to time;
<b>"Replacement Service Provider"</b>	any third party Service Provider of Replacement Services appointed by the Customer from time to time;
<b>"Replacement Service"</b>	any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the expiry or termination of the Contract, whether those services are provided by the Customer internally and/or by any third party;
<b>"Request for Information"</b>	means a request for information or an apparent request relating to the Contract or the provision of the Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations;
<b>"Service Credits"</b>	means the sums referred to or sums calculated in accordance with Schedule 1 being payable by the Service Provider in respect of any failure by the Service Provider to meet one or more Service Levels;
<b>"Service Levels"</b>	means any service levels applicable to the provision of the Services as referred to Schedule 1;
<b>"Service Provider"</b>	means the person, firm or company with whom the Customer enters into the Contract as identified in the Form of Contract;

<b>"Service Provider Personnel"</b>	means all directors, officers, employees, agents, consultants and contractors of the Service Provider and/or of any Sub-Contractor engaged in the performance of its obligations under this Contract;
<b>"Service Provider Pre-Existing IPR"</b>	shall mean any Intellectual Property Rights vested in or licensed to the Service Provider prior to or independently of the performance by the Customer of its obligations under the Contract and including, for the avoidance of doubt, guidance, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs;
<b>"Service Provider's Representative"</b>	means the representative appointed by the Service Provider from time to time in relation to the Contract;
<b>"Service Provider Solution"</b>	means the Service Provider's solution for the provision of the Goods and/or Services as referred to in the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
<b>"Service Provider's Confidential Information"</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and Service Providers of the Service Provider, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;
<b>"Services"</b>	means the services to be supplied as referred to in the Form of Contract, the Master Contract Schedule and the Contract Documents;
<b>"Sites"</b>	means any premises from which the Services are provided or from which the Service Provider manages, organises or otherwise directs the provision or the use of the Services;
<b>"Specification"</b>	means the specification in the Lots at Framework Schedule 1 (Goods and/or Services);



<b>"Staff"</b>	means all persons employed by the Service Provider and/or any Sub-Contractor to perform its obligations under the Contract together with the Service Provider's and/or any Sub-Contractor's servants, consultants, agents, Service Providers and Sub-Contractors used in the performance of its obligations under the Contract;
<b>"Sub-Contract"</b>	means any contract or agreement or proposed contract or agreement between the Service Provider and any third party whereby that third party agrees to provide to the Service Provider the Goods and/or Services or any part thereof or facilities, goods or services necessary for the provision of the Goods and/or Services or any part thereof or necessary for the management, direction or control of the Goods and/or Services or any part thereof;
<b>"Sub-Contractor"</b>	means the third party with whom the Service Provider enters into a Sub-Contract or its servants or agents and any third party with whom that third party enters into a Sub-Contract or its servants or agents;
<b>"Sub-processor"</b>	means any third party appointed to process Personal Data on behalf of the Service Provider related to this Contract;
<b>"Technical Standards"</b>	means the technical standards set out in the Framework Agreement and if applicable the Master Contract Schedule and/or another Contract Document referred to in the Form of Contract;
<b>"Tender"</b>	means the tender submitted by the Service Provider to the Customer in response to the Customer's invitation to Service Providers for formal offers to supply it with the Goods and/or Services pursuant to the Framework Agreement;
<b>"Term"</b>	the period of the Initial Term as may be varied by:  (a) any extensions to this Contract which are agreed pursuant to clause 3; or  (b) the earlier termination of this Contract in accordance with its terms;
<b>"TFEU"</b>	means the Treaty on the Functioning of the European Union (OJ No. C 115);

<b>"Transferring Goods"</b>	means goods comprised in the Goods and/or Services, title to which transfers between the Parties in accordance with clause 4.6.1;
<b>"Treaties"</b>	means the Treaty of the European Union (OJ No. C 115) and TFEU;
<b>"Undelivered Goods and/or Services "</b>	shall have the meaning given in clause 4.5.7;
<b>"Valid Invoice"</b>	means an invoice issued by the Service Provider to the Customer that complies with clause 11.2.2;
<b>"Variation"</b>	has the meaning given to it in clause 33;
<b>"Variation Procedure"</b>	means the procedure set out in clause 33;
<b>"VAT"</b>	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
<b>"Working Day"</b>	means any day other than a Saturday or Sunday or public holiday in England and Wales.

## 1.2 Interpretation

The interpretation and construction of the Contract shall be subject to the following provisions:

- 1.2.1 words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- 1.2.2 words importing the masculine include the feminine and the neuter;
- 1.2.3 the words "include", "includes" and "including" "for example" and "in particular" and words of similar effect are to be construed as if they were immediately followed by the words "without limitation" and shall not limit the general effect of the words which precede them;
- 1.2.4 references to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;
- 1.2.5 the schedules form part of the Contract and shall have effect as if set out in full in the body of the Contract. Any reference to the Contract includes the schedules;
- 1.2.6 references to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference

to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

- 1.2.7 headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract;
- 1.2.8 references to "clauses" and "schedules" are, unless otherwise provided, references to the clauses of and schedules to this Contract. References to "paragraphs" are, unless otherwise provided, references to paragraphs of the schedule in which the references are made;
- 1.2.9 terms or expressions contained in this Contract which are capitalised but which do not have an interpretation in clause 1 shall be interpreted in accordance with the Framework Agreement save for such words as do not have an interpretation in the Framework Agreement in which case they shall be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise they shall be interpreted in accordance with the dictionary meaning;
- 1.2.10 reference to a clause is a reference to the whole of that clause unless stated otherwise; and
- 1.2.11 in the event of and only to the extent of any conflict between the Master Contract Schedule, these Call-Off Terms, any other Contract Document any document referred to in the clauses of the Contract and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
  - 1.2.11.1 the Framework Agreement;
  - 1.2.11.2 these Call-Off Terms;
  - 1.2.11.3 the Master Contract Schedule; and
  - 1.2.11.4 any other Contract Document or document referred to in these Call-Off Terms.

## **2. DUE DILIGENCE**

- 2.1 The Service Provider acknowledges that it:
  - 2.1.1 has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Customer;
  - 2.1.2 has raised all relevant due diligence questions with the Customer before the Commencement Date; and
  - 2.1.3 has entered into this Contract in reliance on its own due diligence alone.
- 2.2 The Customer hereby confirms that it has all requisite authority to enter into the Contract.

## **3. CONTRACT PERIOD**

- 3.1 This Contract shall take effect on the Commencement Date and shall continue for the Term.
- 3.2 The Customer may extend this Contract beyond the Initial Term by a further period or periods as stated in the Master Contract Schedule (Extension Period). If the Customer wishes to extend this Contract, it shall give the Service Provider three (3) months' written notice of such intention before the expiry of the Initial Term or Extension Period.
- 3.3 If the Customer gives such notice then the Term shall be extended by the period set out in the notice.
- 3.4 If the Customer does not wish to extend this Contract beyond the Initial Term this Contract shall expire on the expiry of the Initial Term and the provisions of clause 20 shall apply.

## **4. SUPPLY OF GOODS AND/OR SERVICES**

- 4.1 **Supply of the Goods and/or Services**
  - 4.1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan.
  - 4.1.2 The Service Provider shall supply the Goods and/or Services during the Contract Period in accordance with the Customer's requirements as set out in this Contract in consideration for the payment of the Contact Charges. The Customer may inspect and examine the manner in which the Service Provider supplies the Goods and/or Services at the Premises during Normal Business Hours on reasonable notice.

- 4.1.3 If the Customer informs the Service Provider in writing that the Customer reasonably believes that any part of the Goods and/or Services does not meet the requirements of the Contract or differs in any way from those requirements, the Service Provider shall at its own expense re-schedule and carry out the Goods and/or Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Customer.
- 4.1.4 The Service Provider accepts responsibility for all damage to, shortage or loss of the Ordered Goods if:
  - 4.1.4.1 the same is notified in writing to the Service Provider within three (3) Working Days of receipt of the Ordered Goods by the Customer; and
  - 4.1.4.2 the Ordered Goods have been handled by the Customer in accordance with the Service Provider's instructions.
- 4.1.5 Where the Service Provider accepts responsibility under clause 4.1.4 it shall, at its sole option, replace or repair the Ordered Goods (or part thereof) which have been proven, to the Service Provider's reasonable satisfaction, to have been lost or damaged in transit.
- 4.1.6 The Service Provider agrees that the Customer relies on the skill and judgment of the Service Provider in the supply of the Goods and/or Services and the performance of its obligations under the Contract.

## 4.2 Provision and Removal of Equipment

- 4.2.1 Unless otherwise stated in the Master Contract Document and/or any other Contract Document, the Service Provider shall provide all the Equipment necessary for the supply of the Goods and/or the Services.
- 4.2.2 The Service Provider shall not deliver any Equipment nor begin any work on the Premises without obtaining Approval.
- 4.2.3 All Equipment brought onto the Premises shall be at the Service Provider's own risk and the Customer shall have no liability for any loss of or damage to any Equipment unless and to the extent that the Service Provider is able to demonstrate that such loss or damage was caused by or contributed to by the Customer's Default. The Service Provider shall be wholly responsible for the haulage or

carriage of the Equipment to the Premises and the removal thereof when it is no longer required by the Customer and in each case at the Service Provider's sole cost. Unless otherwise stated in the Contract, Equipment brought onto the Premises will remain the property of the Service Provider.

4.2.4 The Service Provider shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.

4.2.5 The Service Provider shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:

4.2.5.1 remove from the Premises any Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with the Contract; and

4.2.5.2 replace such item with a suitable substitute item of Equipment.

4.2.6 Upon termination or expiry of the Contract, the Service Provider shall remove the Equipment together with any other materials used by the Service Provider to supply the Goods and/or Services and shall leave the Premises in a clean, safe and tidy condition. The Service Provider is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Service Provider or Service Provider's Staff.

### 4.3 **Quality**

4.3.1 The Service Provider shall at all times comply with the Technical Standards and the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards' authorisation body. To the extent that the standard to which the Goods and/or Services must be provided has not been specified in the Contract, the Service Provider shall agree the relevant standard for the provision of the Goods and/or Services with the Customer prior to the supply of the Goods and/or Services commencing and in any event, the Service Provider shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

- 4.3.2 The Service Provider shall ensure that the Staff shall at all times during the Contract Period:
  - 4.3.2.1 faithfully and diligently perform those duties and exercise such powers as necessary in connection with the provision of the Goods and/or Services;
  - 4.3.2.2 obey all lawful instructions and reasonable directions of the Customer and provide the Goods and/or Services to the reasonable satisfaction of the Customer; and
  - 4.3.2.3 apply all due skill, care, diligence and are appropriately experienced, qualified and trained.
- 4.3.3 The Service Provider shall without prejudice to clause 4.1.4 above perform its obligations under the Contract in a timely manner.
- 4.3.4 The Service Provider shall supply the Goods and/or Services and, where relevant, install the Goods in accordance with the Specification in the Framework Agreement (if any) (as a minimum), the Master Contract Schedule and/or any other Contract Document and in accordance with all applicable Laws, including but not limited to, any obligation implied by sections 12, 13 and 14 of the Sale of Goods Act 1979 and section 2 of the Supply of Goods and Services Act 1982.
- 4.3.5 The Service Provider shall at all times during the Contract Period ensure that:
  - 4.3.5.1 the Goods and/or Services conform in all respects with the specifications set out in the Master Contract Schedule and/or any other Contract Document and/or where applicable the Framework Agreement;
  - 4.3.5.2 the Goods and/or Services operate in accordance with the relevant technical specifications and correspond with all requirements set out in the Master Contract Schedule and/or any other Contract Document;
  - 4.3.5.3 the Goods and/or Services conform in all respects with all applicable Laws, Quality Standards and Technical Standards;
  - 4.3.5.4 the Goods are free from defects in design and workmanship and are fit for the purpose that such Goods are ordinarily used for and for any

particular purpose made known to the Service Provider by the Customer; and

4.3.5.5 the Goods and/or Services are supplied in accordance with the Service Provider Solution.

#### **4.4 Delivery (Goods only)**

4.4.1 Without prejudice to the content of clause 4.5 (Delivery) the Service Provider shall make delivery of the Goods specified in the Master Contract Schedule and/or any other Contract Document at the times and in the manner stated therein and as a minimum meet the requirements stated in the Response to the ITT. Delivery shall be at no cost to the Customer and shall be at the sole risk of the Service Provider.

4.4.1 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to an order.

4.4.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

#### **4.5 Delivery**

4.5.1 The Service Provider shall Deliver the Goods and provide the Services in accordance with the Implementation Plan and Milestones.

4.5.2 The issue by the Customer of a receipt note for delivered Equipment shall not constitute any acknowledgement of the condition, quantity or nature of that Equipment.

4.5.3 Time of delivery in relation to commencing and/or supplying the Goods and/or Services shall be of the essence and if the Service Provider fails to deliver the Goods and/or Services within the time specified in accordance with clause 4.1.1 and/or the Master Contract Schedule and/or any other Contract Document and without prior written Approval, the Customer may release itself from any obligation to accept and pay for the Goods and/or terminate the Contract, in either case without prejudice to any other rights and remedies of the Customer.



- 4.5.4 Except where otherwise provided in the Contract, the Goods shall be installed and the Services provided by the Staff or the Sub-Contractors at such place or places as set out in the Master Contract Schedule and/or any other Contract Document.
- 4.5.5 Where the Goods are delivered by the Service Provider, the point of delivery shall be when the Goods are removed from the transporting vehicle at the Premises. Where the Goods are collected by the Customer, the point of delivery shall be when the Goods are loaded on the Customer's vehicle.
- 4.5.6 Except where otherwise provided in the Contract, delivery shall include the unloading, stacking or installation of the Goods and/or Services by the Staff or the Service Provider's Service Providers or carriers at such place as the Customer or duly authorised person shall reasonably direct.
- 4.5.7 In the event that not all of the Goods and/or Services are Delivered by the relevant Milestone Dates specified in the Implementation Plan ("**Undelivered Goods and/or Services**") then the Customer shall be entitled to withhold payment of the Contract Charges for any Goods and/or Services that were not Delivered in accordance with the corresponding Milestone Date until such time as the Undelivered Goods and/or Services are Delivered.
- 4.5.8 The Customer shall be under no obligation to accept or pay for any Goods Delivered in excess of the quantity specified in the Master Contract Schedule and/or any other Contract Document. If the Customer elects not to accept such over-Delivered Goods it shall give notice in writing to the Service Provider to remove them within five (5) Working Days and to refund to the Customer any expenses incurred by the Customer as a result of such over-Delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Service Provider for the costs of such disposal. The risk in any over-Delivered Goods shall remain with the Service Provider.

#### 4.6 Ownership and Risk

- 4.6.1 Ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Contract Charges or allocation of the relevant Goods by the Customer to an order.

- 4.6.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the point when the Goods have been delivered satisfactorily.

#### **4.7 Guarantee**

The Service Provider hereby guarantees the Transferring Goods for the Guarantee Period against faulty materials and workmanship. If the Customer shall within such Guarantee Period or within twenty five (25) Working Days thereafter give notice in writing to the Service Provider of any defect in any of the Transferring Goods as may have arisen during such Guarantee Period under proper and normal use, the Service Provider shall (without prejudice to any other rights and remedies which the Customer may have) promptly remedy such defects (whether by repair or replacement as the Customer shall elect) free of charge.

### **5. ASSISTANCE ON EXPIRY OR TERMINATION**

- 5.1 In the event that the Contract expires or is terminated, the Service Provider shall, where so requested by the Customer, provide assistance to the Customer to migrate the provision of the Services to a Replacement Service Provider.

### **6. DISASTER RECOVERY AND BUSINESS CONTINUITY**

- 6.1 The Service Provider will maintain in place throughout the Contract Period business continuity arrangements and will review those arrangements at appropriate intervals and if necessary update them, so as to ensure as far as reasonably practical that in the event of unexpected circumstances, either within or external to the Service Provider's organisation, delivery of the Goods and/or Services to the Customer is subject to a minimum of disruption.

### **7. MONITORING OF CONTRACT PERFORMANCE**

- 7.1 The Service Provider shall comply with the monitoring arrangements referred to in the Master Contract Schedule and/or any other Contract Document including, but not limited to, providing such data and information as the Service Provider may be required to produce under the Contract.
- 7.2 Where requested by the Customer, the Service Provider shall supply the Management Information to the Customer in the form and periodically as specified in the Master Contract Schedule.

## **8. DISRUPTION**

- 8.1 The Service Provider shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.
- 8.2 The Service Provider shall immediately inform the Customer of any actual or potential industrial action, whether such action be by the Service Provider's own employees or others, which affects or might affect the Service Provider's ability at any time to perform its obligations under the Contract.
- 8.3 In the event of industrial action by the Staff, the Service Provider shall seek Approval to its proposals for the continuance of the supply of the Goods and/or Services in accordance with its obligations under the Contract.
- 8.4 If the Service Provider's proposals referred to in clause 8.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Contract may be terminated with immediate effect by the Customer by notice in writing.
- 8.5 If the Service Provider is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business caused by the Customer, an appropriate allowance by way of extension of time will be approved by the Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Service Provider as a direct result of such disruption.

## **9. SERVICE LEVELS AND REMEDIES IN THE EVENT OF INADEQUATE PERFORMANCE OF THE SERVICES OR PROVISION OF THE GOODS**

- 9.1 Not used.
- 9.2 The Service Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Service Provider's performance of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.
- 9.3 Without prejudice to any other right or remedy which the Customer may have, if any Goods and/or Services are not supplied in accordance with, or the Service Provider fails to comply with any of the terms of the Contract then the Customer may (whether or not any part of the Goods and/or Services have been Delivered) do any of the following:
  - 9.3.1 at the Customer's option, give the Service Provider the opportunity at the Service Provider's expense to either remedy any defect in the Goods and/or failure in the

- performance of the Services together with any damage resulting from such defect or failure (and where such defect or failure is capable of remedy) or to supply replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of the Contract are fulfilled, in accordance with the Customer's instructions;
- 9.3.2 reject the Goods (in whole or in part) and require the Service Provider to remove the Goods (in whole or in part) at the risk and cost of the Service Provider on the basis that a full refund for the Goods so rejected shall be paid to the Customer forthwith by the Service Provider;
- 9.3.3 refuse to accept any further Goods and/or Services to be Delivered but without any liability to the Customer;
- 9.3.4 if the Master Contract Schedule and/or any other Contract Documents provide for the payment of Delay Payments, then the Service Provider shall pay such amounts (calculated in accordance with the Master Contract Schedule and/or any other Contract Document) on demand. The Delay Payments will accrue on a daily basis from the relevant Milestone Date and will continue to accrue until the date when the Milestone is met;
- 9.3.5 carry out at the Service Provider's expense any work necessary to make the Goods and/or Services comply with the Contract;
- 9.3.6 without terminating the Contract, itself supply or procure the supply of all or part of the Goods and/or Services until such time as the Service Provider shall have demonstrated to the reasonable satisfaction of the Customer that the Service Provider will once more be able to supply all or such part of the Goods and/or Services in accordance with the Contract;
- 9.3.7 without terminating the whole of the Contract, terminate the Contract in                      respect of part of the Goods and/or Services only (whereupon a corresponding reduction in the Contract Charges shall be made) and thereafter itself supply or procure a third party to supply such part of the Goods and/or Services; and/or
- 9.3.8 charge the Service Provider for and the Service Provider shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Customer or a third party to the extent that such costs exceed the payment which would

otherwise have been payable to the Service Provider for such part of the Goods and/or Services and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods and/or Services.

#### **9.4 In the event that the Service Provider:**

9.4.1 fails to comply with clause 9.3 above and the failure is materially adverse to the interests of the Customer or prevents the Customer from discharging a statutory duty; or

9.4.2 persistently fails to comply with clause 9.3 above,

the Customer may terminate the Contract with immediate effect by giving the Service Provider notice in writing.

### **10. NOT USED**

### **11. PAYMENT AND CONTRACT CHARGES**

#### **11.1 Contract Charges**

11.1.1 In consideration of the Service Provider's performance of its obligations under the Contract, the Customer shall pay the Contract Charges in accordance with clause 11.2 (Payment and VAT).

11.1.2 The Customer shall, in addition to the Contract Charges and following delivery by the Service Provider of a valid VAT invoice, pay the Service Provider a sum equal to the VAT chargeable on the value of the Goods and/or Services supplied in accordance with the Contract.

11.1.3 If at any time during the Contract Period the Service Provider reduces its rates of Charges for any Goods and/or Services which is provided under the Framework Agreement (whether or not such Goods and/or Services are offered in a catalogue which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Service Provider shall immediately reduce the Contract Price for such Goods and/or Services under the Contract by the same amount.

11.1.4 The benefit of any work being done pursuant to the provisions of Schedule 6 (Value for Money) of the Framework Agreement which is specifically commissioned from the Service Provider by another contracting body at any time prior to or during the Contract Period to reduce costs or to improve the quality or efficiency of the Goods and/or Services or to facilitate their delivery shall be

offered by the Service Provider to the Customer at no charge.

- 11.1.5 The Parties acknowledge that the Service Provider is required to pay to ESPO and, where relevant, the Trading Company a retrospective rebate based on the value of each call-off contract at a percentage agreed in the Framework Agreement.

## 11.2 Payment and VAT

- 11.2.1 Where the Service Provider submits an invoice to the Customer, the Customer will consider and verify that invoice in a timely fashion.
- 11.2.2 The Service Provider shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Goods supplied and/or the Services provided and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice. The Customer shall accept and process for payment an electronic invoice submitted for payment by the Service Provider where the invoice is undisputed and where it complies with the following standard on electronic invoicing: the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.
- 11.2.3 The Customer shall pay the Service Provider any sums due under such an invoice no later than a period of 30 days from the date on which the Customer has determined that the invoice is valid and undisputed.
- 11.2.4 Where the Customer fails to comply with clause 11.2.1 and there is an undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of clause 11.2.2 after a reasonable time has passed.
- 11.2.5 Where the Service Provider enters into a Sub-Contract, the Service Provider shall include in that Sub-Contract:
- (a) provisions having the same effect as clauses 11.2.1 – 11.2.3 of this Contract; and
  - (b) a provision requiring the counterparty to that Sub-Contract to include any Sub-Contract which it awards provisions have the same effect as clauses 11.1.1 – 11.1.4 of this Contract.

For the purposes of this sub clause 11.2.5 "Sub-Contract" means a contract between two or more suppliers, at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or part of this Contract.

11.2.6 The Service Provider shall indemnify the Customer on demand and on a continuing basis against any liability, including without limitation any interest, penalties or costs, which are suffered or incurred by or levied, demanded or assessed on the Customer at any time in respect of the Service Provider's failure to account for or to pay any VAT relating to payments made to the Service Provider under the Contract. Any amounts due under this clause 11.2.6 shall be paid by the Service Provider to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

11.2.7 The Service Provider shall not suspend the supply of the Services and/or Goods (as applicable) unless the Service Provider is entitled to terminate the Contract under clause 26 (Termination on Default) for failure to pay undisputed sums of money. Interest shall be payable by the Customer on the late payment of any undisputed sums of money properly invoiced at 3% above the Bank of England base rate.

### 11.3 Recovery of Sums Due

11.3.1 Wherever under the Contract any sum of money is recoverable from or payable by the Service Provider (including any sum which the Service Provider is liable to pay to the Customer in respect of any breach of the Contract), the Customer may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Service Provider under the Contract or under any other agreement or contract with the Customer.

11.3.2 Any overpayment by either Party, whether of the Contract Charges or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

11.3.3 The Service Provider shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Service Provider has a valid court order

requiring an amount equal to such deduction to be paid by the Customer to the Service Provider.

- 11.3.4 All payments due shall be made within a reasonable time unless otherwise specified in the Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.

#### 11.4 Euro

- 11.4.1 Any requirement of Law to account for the Goods and/or Services in Euro, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Service Provider free of charge to the Customer.
- 11.4.2 The Customer shall provide all reasonable assistance to facilitate compliance with clause 11.4.1 by the Service Provider.

### 12. NOT USED

### 13. SERVICE PROVIDER'S STAFF

- 13.1 The Customer may, by written notice to the Service Provider, refuse to admit onto, or withdraw permission to remain on, the Customer's Premises:
- 13.1.1 any member of the Staff; or
- 13.1.2 any person employed or engaged by any member of the Staff,
- whose admission or continued presence would, in the reasonable opinion of the Customer, be undesirable.
- 13.2 At the Customer's written request, the Service Provider shall provide a list of the names and addresses of all persons who may require admission to the Customer's Premises in connection with the Contract, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Customer may reasonably request.
- 13.3 Staff engaged within the boundaries of the Customer's Premises shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for the conduct of personnel when at or within the boundaries of those Customer's Premises.



- 13.4 If the Service Provider fails to comply with clause 13.2 within three (3) weeks of the date of the request, the Customer may terminate the Contract, provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Customer.
- 13.5 The decision of the Customer as to whether any person is to be refused access to the Premises and as to whether the Service Provider and Staff have failed to comply with clause 13.2 shall be final and conclusive.

### **Children and Vulnerable Adults**

- 13.6 Where the provision of the Goods and/or Services requires any of the Service Provider's employees or volunteers to work in a Regulated Activity with children and/or vulnerable adults, the Service Provider will make checks in respect of such employees and volunteers with the Disclosure & Barring Service (DBS) for the purpose of checking at an enhanced level of disclosure for the existence of any criminal convictions subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) or other relevant information and that the appropriate check of the Children's Barred List relating to the protection of children.
- 13.7 The Service Provider will comply with the requirements of the Safeguarding of Vulnerable Groups Act 2006 (as amended by the Protection of Freedoms Act 2012 and any other subsequent relevant legislation) in respect of such employees and volunteers that work in a Regulated Activity.
- 13.8 The Service Provider will ensure that all enhanced checks for a Regulated Activity including the appropriate barred list check or checks are renewed every three years.
- 13.9 The Service Provider will not employ any person or continue to employ any person to provide the Regulated Activities who is prevented from carrying out such activities under the Safeguarding of Vulnerable Groups Act 2006 and will notify the Customer immediately of any decision to employ such a person in any role connected with this Contract or any other agreement or arrangement with the Customer.
- 13.10 Where the provision of the Goods and/or Services does not require any of the Service Provider's employees or volunteers to work in a Regulated Activity but where the Service Provider's employees or volunteers may nonetheless have contact with children and/or vulnerable adults the Service Provider will in respect of such employees and volunteers:
- a) carry out Employment Checks; and
  - b) carry out such other checks as may be required by the Disclosure & Barring Service from time to time through the Contract Period.

13.11 Where the principle obligation of the Service Provider is to effect delivery of goods to a site and does not require any element of on-site working including installation and commissioning of Goods in a private dwelling, neither the Service Provider nor any sub-contractors are to have direct contact with children and/or vulnerable adults during any delivery or attendance at the premises. The Service Provider shall ensure that those engaged in undertaking the duties under this contract, including employees, servants, agents and others are of suitable standing and good character and provide them with copies of the Specification and secure their written acknowledgement of receipt and understanding.

#### **14. NOT USED**

#### **15. STAFFING SECURITY**

15.1 The Service Provider shall comply with the Customer's staff vetting procedures (where provided to the Service Provider) in respect of all Service Provider Staff employed or engaged in the provision of the Goods and/or Services. The Service Provider confirms that all Staff employed or engaged by the Service Provider at the Commencement Date were vetted and recruited on a basis that is equivalent to and no less strict than the Customer's staff vetting procedures.

15.2 The Service Provider shall provide training on a continuing basis for all Staff employed or engaged in the provision of the Goods and/or Services to ensure compliance with the Customer's staff vetting procedures.

#### **16. INTELLECTUAL PROPERTY RIGHTS**

16.1 Save as granted under this Contract, neither the Customer nor the Service Provider shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights.

16.2 The Service Provider shall ensure and procure that the availability, provision and use of the Goods and/or Services and the performance of the Service Provider's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.

16.3 With respect to the Service Providers obligations under the Contract, the Service Provider warrants and represents that:

16.3.1 it owns, has obtained or shall obtain valid licences for all Intellectual Property Rights that are necessary to perform its obligations under this Contract;

16.3.2 it has and shall continue to take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements

(including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by the Customer;

16.4 The Service Provider shall during and after the Contract Period of the Contract indemnify and keep indemnified the Customer on demand in full from and against all claims, proceedings, suits, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages and any other liabilities whatsoever arising from, out of, in respect of or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the:

16.4.1 availability, provision or use of the Goods and/or Services (or any parts thereof); and

16.4.2 performance of the Service Provider's responsibilities and obligations hereunder.

16.5 The Service Provider shall promptly notify the Customer if any claim or demand is made or action brought against the Service Provider for infringement or alleged infringement of any Intellectual Property Right that may affect the availability, provision or use of the Goods and/or Services (or any parts thereof) and/or the performance of the Service Provider's responsibilities and obligations hereunder.

16.6 If a claim or demand is made or action brought to which clause 16.3 and/or 16.4 may apply, or in the reasonable opinion of the Service Provider is likely to be made or brought, the Service Provider may at its own expense and within a reasonable time either:

16.6.1 modify any or all of the affected Goods and/or Services without reducing the performance and functionality of the same, or substitute alternative goods and/or services of equivalent performance and functionality for any or all of the affected Goods and/or Services, so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutatis mutandis to such modified or substituted goods and/or services; or

16.6.2 procure a licence to use the Goods and/or Services on terms that are reasonably acceptable to the Customer; and

16.6.3 in relation to the performance of the Service Provider's responsibilities and obligations hereunder, promptly re-perform those responsibilities and obligations.

## 16.7 Customer Data

- 16.7.1 The Service Provider shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- 16.7.2 The Service Provider shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Service Provider of its obligations under the Contract or as otherwise expressly Approved by the Customer.
- 16.7.3 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall supply that Customer Data to the Customer as requested by the Customer and in the format specified in this Contract (if any) and in any event as specified by the Customer from time to time in writing.
- 16.7.4 To the extent that Customer Data is held and/or processed by the Service Provider, the Service Provider shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 16.7.5 The Service Provider shall ensure that any system on which the Service Provider holds any Customer Data, including back-up data, is a secure system that complies with the security policy reasonably requested by the Customer.
- 16.7.6 If the Customer Data is corrupted, lost or sufficiently degraded as a result of the Service Provider's Default so as to be unusable, the Customer may:
- 16.7.6.1 require the Service Provider (at the Service Provider's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with any BCDR Plan and the Service Provider shall do so as soon as practicable but in accordance with the time period notified by the Customer; and/or
  - 16.7.6.2 itself restore or procure the restoration of Customer Data, and shall be repaid by the Service Provider any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in any BCDR Plan.

- 16.7.7 If at any time the Service Provider suspects or has reason to believe that Customer Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Service Provider shall notify the Customer immediately and inform the Customer of the remedial action the Service Provider proposes to take.

## 16.8 Protection of Personal Data

- 16.8.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, where the Customer has completed the second column of the table in section 9 of the Master Contract Schedule to specify the processing of Personal Data it requires the Service Provider to perform, the Customer is the Controller and the Service Provider is the Processor. The only processing that the Service Provider is authorised to do is listed in section 9 of the Master Contract Schedule by the Customer and may not be determined by the Service Provider.
- 16.8.2 The Service Provider shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.
- 16.8.3 The Service Provider shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:
- 16.8.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
  - 16.8.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Goods and/or Services;
  - 16.8.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
  - 16.8.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

**16.8.4 The Service Provider shall, in relation to any Personal Data processed in connection with its obligations under this Contract:**

16.8.4.1 process that Personal Data only in accordance with section 9 of the Master Contract Schedule, unless the Service Provider is required to do otherwise by Law. If it is so required, the Service Provider shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;

16.8.4.2 ensure that it has in place Protective Measures, which have been reviewed and approved by the Customer as appropriate to protect against a Data Loss Event having taken account of the:

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

16.8.4.3 ensure that:

- (v) the Service Provider Personnel do not process Personal Data except in accordance with this Contract (and in particular section 9 of the Master Contract Schedule);
- (vi) it takes all reasonable steps to ensure the reliability and integrity of any Service Provider Personnel (including any sub-processors or third-party processors) who have access to the Personal Data and ensure that they:
  - (A) are aware of and comply with the Service Provider's duties under this clause;
  - (B) are subject to appropriate confidentiality undertakings with the Service Provider or any Sub-processor;
  - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Customer or as otherwise permitted by this Contract; and

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

16.8.4.4 not transfer Personal Data outside of the EU unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:

- (i) (the Customer or the Service Provider has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Customer;
- (ii) the Data Subject has enforceable rights and effective legal remedies;
- (iii) the Service Provider complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Customer in meeting its obligations); and
- (iv) the Service Provider complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data; and

16.8.4.5 at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of this Contract unless the Service Provider is required by Law to retain the Personal Data.

16.8.5 Subject to clause 16.8.6, the Service Provider shall notify the Customer immediately if it:

16.8.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request);

16.8.5.2 receives a request to rectify, block or erase any Personal Data;

16.8.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

- 16.8.5.4 receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
  - 16.8.5.5 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - 16.8.5.6 becomes aware of a Data Loss Event.
- 16.8.6 The Service Provider's obligation to notify under clause 16.8.5 shall include the provision of further information to the Customer in phases, as details become available.
- 16.8.7 Taking into account the nature of all processing, the Service Provider shall provide the Customer with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 16.8.5 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:
- 16.8.7.1 the Customer with full details and copies of the complaint, communication or request;
  - 16.8.7.2 such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  - 16.8.7.3 the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
  - 16.8.7.4 assistance as requested by the Customer following any Data Loss Event;
  - 16.8.7.5 assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.
- 16.8.8 The Service Provider shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Service Provider employs fewer than 250 staff, unless:



- 16.8.8.1 the Customer determines that the processing is not occasional;
  - 16.8.8.2 the Customer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
  - 16.8.8.3 the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 16.8.9 The Service Provider shall allow for audits of its Data Processing activity by the Customer or the Customer's designated auditor.
- 16.8.10 The Service Provider shall designate a data protection officer if required by the Data Protection Legislation.
- 16.8.11 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Service Provider must:
- 16.8.11.1 notify the Customer in writing of the intended Sub-processor and processing;
  - 16.8.11.2 obtain the written consent of the Customer;
  - 16.8.11.3 enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 16.8 such that they apply to the Sub-processor; and
  - 16.8.11.4 provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.
- 16.8.12 The Service Provider shall remain fully liable for all acts or omissions of any Sub-processor.
- 16.8.13 The Customer may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 16.8.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Service Provider amend this Contract to ensure that it

complies with any guidance issued by the Information Commissioner's Office.

16.8.15 Not used.

## 16.9 Security of Premises

16.9.1 The Customer shall be responsible for maintaining the security of the Customer's Premises in accordance with its standard security requirements. The Service Provider shall comply with all reasonable security requirements of the Customer while on the Customer's Premises and shall ensure that all Staff comply with such requirements.

16.9.2 The Customer shall provide the Service Provider upon request copies of its written security procedures and shall afford the Service Provider upon request an opportunity to inspect its physical security arrangements.

## 16.10 Confidentiality

16.10.1 Except to the extent set out in this clause 16.10 or where disclosure is expressly permitted elsewhere in this Contract, each Party shall:

16.10.1.1 treat the other Party's Confidential Information as confidential and safeguard it accordingly;  
and

16.10.1.2 not disclose the other Party's Confidential Information to any other person without the owner's prior written consent.

16.10.2 Clause 16.10.1 shall not apply to the extent that:

16.10.2.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA, Code of Practice on Access to Government Information or the Environmental Information Regulations pursuant to clause 19.11 (Freedom of Information);

16.10.2.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

16.10.2.3 such information was obtained from a third party without obligation of confidentiality;

- 16.10.2.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or
- 16.10.2.5 it is independently developed without access to the other Party's Confidential Information.
- 16.10.3 The Service Provider may only disclose the Customer's Confidential Information to the Staff who are directly involved in the provision of the Goods and/or Services and who need to know the information, and shall ensure that such Staff are aware of and shall comply with these obligations as to confidentiality.
- 16.10.4 The Service Provider shall not, and shall procure that the Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of this Contract.
- 16.10.5 At the written request of the Customer, the Service Provider shall procure that those members of Staff identified in the Customer's notice sign a confidentiality undertaking prior to commencing any work in accordance with this Contract.
- 16.10.6 In the event that any default, act or omission of any Staff causes or contributes (or could cause or contribute) to the Service Provider breaching its obligations as to confidentiality under or in connection with this Contract, the Service Provider shall take such action as may be appropriate in the circumstances, including the use of disciplinary procedures in serious cases. To the fullest extent permitted by its own obligations of confidentiality to any Staff, the Service Provider shall provide such evidence to the Customer as the Customer may reasonably require (though not so as to risk compromising or prejudicing any disciplinary or other proceedings to demonstrate that the Service Provider is taking appropriate steps to comply with this clause, including copies of any written communications to and/or from Staff, and any minutes of meeting and any other records which provide an audit trail of any discussions or exchanges with Staff in connection with obligations as to confidentiality.
- 16.10.7 Nothing in this Contract shall prevent the Customer from disclosing the Service Provider's Confidential Information

(including the Management Information obtained under clause 7.2):

16.10.7.1 to any Contracting Authority. All Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority;

16.10.7.2 to any consultant, contractor or other person engaged by the Customer or any person conducting an Office of Government Commerce gateway review;

16.10.7.3 for the purpose of the examination and certification of the Customer's accounts; or

16.10.7.4 for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources.

16.10.8 The Customer shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or Sub-Contractor to whom the Service Provider's Confidential Information is disclosed pursuant to clause 16.10.7 is made aware of the Customer's obligations of confidentiality.

16.10.9 Nothing in this clause 16.10 shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other Party's Confidential Information or an infringement of IPR.

16.10.10 In the event that the Service Provider fails to comply with clause 16.10.1 to clause 16.10.6, the Customer reserves the right to terminate the Contract with immediate effect by notice in writing.

16.10.11 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in performance of the Contract, the Service Provider undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.

## 16.11 Freedom of Information

- 16.11.1 The Service Provider acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Customer to enable the Customer to comply with its Information disclosure obligations.
- 16.11.2 The Service Provider shall and shall procure that its Sub-Contractors shall:
- 16.11.2.1 transfer to the Customer all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
  - 16.11.2.2 provide the Customer with a copy of all Information in its possession, or control in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer's request; and
  - 16.11.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- 16.11.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in the Contract or any other Contract whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
- 16.11.4 In no event shall the Service Provider respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 16.11.5 The Service Provider acknowledges that (notwithstanding the provisions of clause 16.10) the Customer may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**"), be obliged under the FOIA, or the Environmental Information Regulations to

disclose information concerning the Service Provider or the Goods and/or Services:

16.11.5.1 in certain circumstances without consulting the Service Provider; or

16.11.5.2 following consultation with the Service Provider and having taken their views into account,

provided always that where clause 16.11.5 applies the Customer shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Service Provider advanced notice, or failing that, to draw the disclosure to the Service Provider's attention after any such disclosure.

16.11.6 The Service Provider shall ensure that all Information is retained for disclosure in accordance with the provisions of the Contract and in any event in accordance with the requirements of Good Industry Practice and shall permit the Customer to inspect such records as requested from time to time.

16.11.7 The Service Provider acknowledges that the Commercially Sensitive Information is of indicative value only and that the Customer may be obliged to disclose it in accordance with clause 16.11.5.

## 16.12 Transparency

16.12.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Contract is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

16.12.2 Notwithstanding any other term of the Contract, the Service Provider hereby gives his consent for the Customer to publish the Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to the Agreement, to the general public.

16.12.3 The Customer may consult with the Service Provider to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.

16.12.4 The Service Provider shall assist and cooperate with the Customer to enable the Customer to publish this Contract.

## **17. WARRANTIES AND REPRESENTATIONS**

17.1 The Service Provider warrants, represents and undertakes to the Customer that:

- 17.1.1 it has full capacity and authority and all necessary consents licences, permissions (statutory, regulatory, contractual or otherwise) (including where its procedures so require, the consent of its Parent Company) to enter into and perform its obligations under the Contract;
- 17.1.2 the Contract is executed by a duly authorised representative of the Service Provider;
- 17.1.3 in entering the Contract it has not committed any Fraud;
- 17.1.4 it has not committed any offence under the Prevention of Corruption Acts 1889 to 1916, or the Bribery Act 2010;
- 17.1.5 this Contract shall be performed in compliance with all Laws (as amended from time to time) and all applicable Standards;
- 17.1.6 as at the Commencement Date, all information, statements and representations contained in the Tender for the Goods and/or Services are true, accurate and not misleading save as may have been specifically disclosed in writing to the Customer prior to execution of the Contract and it will advise the Customer of any fact, matter or circumstance of which it may become aware which would render any such information, statement or representation to be false or misleading and all warranties and representations contained in the Tender shall be deemed repeated in this Contract;
- 17.1.7 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 its assets which will or might affect its ability to perform its obligations under the Contract;
- 17.1.8 it is not subject to any contractual obligation, compliance with which is likely to have an adverse effect on its ability to perform its obligations under the Contract;
- 17.1.9 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 Service Provider or

for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Service Provider's assets or revenue;

17.1.10 it owns, has obtained or is able to obtain valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract and shall maintain the same in full force and effect;

17.1.11 at the Commencement Date it has not been convicted of any offence involving slavery and human trafficking; nor has it been the subject of any investigation, inquiry or enforcement proceedings regarding any offence or alleged offence of or in connection with slavery and human trafficking; and

17.1.12 at the Commencement Date it has not: (1) communicated to any person other than the Customer the amount or approximate amount of the proposed price tendered in any Further Competition Procedure, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender; (2) entered into any agreement or arrangement with any person that it shall refrain from tendering or as to the amount of any tender submitted in any Further Competition Procedure; or (3) offered to pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to the proposed price tendered in any Further Competition Procedure any act or thing of the sort described in this clause 17.1.12. In the context of this clause 17.1.12 the word 'person' includes any persons and any body or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

17.2 The Service Provider warrants represents and undertakes to the Customer that:

17.2.1 the Goods and/or Services shall be provided and carried out by appropriately experienced, qualified and trained Staff with all due skill, care and diligence;

17.2.2 it shall discharge its obligations hereunder (including the provision of the Goods and/or Services) with all due skill, care and diligence including in accordance with Good Industry Practice and its own established internal procedures;



- 17.2.3 the Goods and/or Services are and will continue to be during the Contract Period:
  - 17.2.3.1 of satisfactory quality; and
  - 17.2.3.2 in conformance with the relevant specifications set out in this Contract, the relevant order and (if applicable) the manufacturer's specifications and documentation;
- 17.2.4 in the three (3) Years prior to the Commencement Date:
  - 17.2.4.1 it has conducted all financial accounting and reporting activities in all material respects in compliance with the generally accepted accounting principles that apply to it in any country where it files accounts; and
  - 17.2.4.2 it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established;
  - 17.2.4.3 it has not done or omitted to do anything which could have an adverse effect on its assets, financial condition or position as an on-going business concern or its ability to fulfil its obligations under the Contract; and
  - 17.2.4.4 for the Contract Period that all Staff will be vetted in accordance with Good Industry Practice, the Security Policy and the Quality Standards.
- 17.3 For the avoidance of doubt, the fact that any provision within this Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Service Provider.
- 17.4 The Service Provider acknowledges and agrees that:
  - 17.4.1 the warranties, representations and undertakings contained in this Contract are material and are designed to induce the Customer into entering into this contract; and
  - 17.4.2 the Customer has been induced into entering into this Contract and in doing so has relied upon the warranties, representations and undertakings contained herein.

## **18. LIABILITIES**

### **18.1 Liability**

- 18.1.1 Nothing in the Contract shall be construed to limit or exclude either Party's liability for:
- 18.1.1.1 death or personal injury caused by its negligence or that of its Staff;
  - 18.1.1.2 Fraud or fraudulent misrepresentation by it or that of its Staff;
  - 18.1.1.3 any breach of any obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982;
  - 18.1.1.4 any claim under clause 17.1;
  - 18.1.1.5 any claim under the indemnity in clauses 11.2.6, 16.4, in respect of a breach of clause 16.10; or
  - 18.1.1.6 any other matter which, by Law, may not be excluded or limited.
- 18.1.2 Subject to clause 18.1.4 and clause 18.1.5 the Service Provider shall on demand indemnify and keep indemnified the Customer in full from and against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or late or purported late supply or non-supply, of the Goods and/or Services or the performance or non-performance by the Service Provider of its obligations under the Contract or the presence of the Service Provider or any Staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Service Provider, or any other loss which is caused directly by any act or omission of the Service Provider.
- 18.1.3 The Service Provider shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Contract.

- 18.1.4 Subject always to clause 18.1.1 and clause 18.1.5, the aggregate liability of either Party for each Year of this Contract under or in relation to this Contract:
- 18.1.4.1 all defaults resulting in direct loss to the property of the other Party shall in no event exceed ten million pounds (£10,000,000); and
  - 18.1.4.2 in respect of all other Defaults, claims, losses or damages, whether arising from breach of contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed ten million pounds sterling (£10,000,000).
- 18.1.5 Subject to clause 18.1.1, in no event shall either Party be liable to the other for any:
- 18.1.5.1 loss of profits;
  - 18.1.5.2 loss of business;
  - 18.1.5.3 loss of revenue;
  - 18.1.5.4 loss of or damage to goodwill;
  - 18.1.5.5 loss of savings (whether anticipated or otherwise); and/or
  - 18.1.5.6 any indirect, special or consequential loss or damage.
- 18.1.6 The provisions of 18.1.1 shall not be taken as limiting the right of the Customer to recover as a direct loss:
- 18.1.6.1 any additional operational and/or administrative expenses arising from the Service Provider's Default;
  - 18.1.6.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Service Provider's Default;
  - 18.1.6.3 the additional cost of procuring replacement services for the remainder of the Contract Period following termination of the Contract as a result of a Default by the Service Provider; and

- 18.1.6.4 any losses, costs, damages, expenses or other liabilities suffered or incurred by the Customer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Customer Data by the Service Provider.
- 18.1.7 Nothing in the Contract shall impose any liability on the Customer in respect of any liability incurred by the Service Provider to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Service Provider that may arise by virtue of either a breach of the Contract or by negligence on the part of the Customer, or the Customer's employees, servants or agents.
- 18.1.8 The Service Provider shall effect and maintain with a reputable insurance company a policy or policies of insurance providing which may be incurred by the Service Provider, arising out of the Service Provider's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Service Provider. Such insurance shall be maintained for the Contract Period.
- 18.1.9 The Service Provider shall hold employers liability insurance in respect of Staff with a minimum limit of ten million pounds sterling (£10,000,000) for any one occurrence.
- 18.1.10 The Service Provider shall effect and maintain a public liability insurance policy to cover all risks in the performance of this Contract from time to time with a minimum limit of ten million pounds sterling (£10,000,000) for any one occurrence.
- 18.1.11 The Service Provider shall effect and maintain a professional indemnity insurance policy to cover all risks in the performance of this Contract with the minimum limit of indemnity of two million pounds sterling (£2,000,000) for any one claim and in the aggregate, or such higher limit as required by law from time to time and shall ensure that all agents, professional consultants and Sub-Contractors involved in the supply of the Services effect and maintain appropriate professional indemnity insurance during the Contract Period.
- 18.1.12 The Service Provider shall give the Customer, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that

the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

- 18.1.13 If, for whatever reason, the Service Provider fails to give effect to and maintain the insurances required by the provisions of the Contract the Customer may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Service Provider.
- 18.1.14 The provisions of any insurance or the amount of cover shall not relieve the Service Provider of any liabilities under the Contract. It shall be the responsibility of the Service Provider to determine the amount of insurance cover that will be adequate to enable the Service Provider to satisfy any liability referred to in clause 18.
- 18.1.15 The Service Provider shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as avoided in whole or part. The Service Provider shall use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or avoid any insurance, or any cover or claim under any insurance in whole or in part.

## 18.2 **Taxation, National Insurance and Employment Liability**

- 18.2.1 The Parties acknowledge and agree that the Contract constitutes a contract for the provision of Services and not a contract of employment. The Service Provider shall at all times indemnify the Customer and keep the Customer indemnified in full from and against all claims, proceedings, actions, damages, costs, expenses, liabilities and demands whatsoever and howsoever arising by reason of any circumstances whereby the Customer is alleged or determined to have been assumed or imposed with the liability or responsibility for the Staff (or any of them) as an employer of the Staff and/or any liability or responsibility to HM Revenue or Customs as an employer of the Staff whether during the Contract Period or arising from termination or expiry of the Contract.

## **19. TERMINATION**

### **19.1 Termination on insolvency**

19.1.1 The Customer may terminate the Contract with immediate effect by giving notice in writing to the Service Provider where the Service Provider is a company and in respect of the Service Provider:

19.1.1.1 a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or

19.1.1.2 a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or

19.1.1.3 a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to Section 98 of the Insolvency Act 1986; or

19.1.1.4 a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or

19.1.1.5 an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or

19.1.1.6 it is or becomes insolvent within the meaning of Section 123 of the Insolvency Act 1986 ; or

19.1.1.7 being a "small company" within the meaning of section 82(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or

19.1.1.8 any event similar to those listed in clause 19.1.1.1 to 19.1.1.7 occurs under the law of any other jurisdiction.

19.1.2 The Customer may terminate the Contract with immediate effect by notice in writing where the Service Provider is an individual and:

19.1.2.1 an application for an interim order is made pursuant to Sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Service Provider's creditors; or

19.1.2.2 a petition is presented and not dismissed within 14 days or order made for the Service Provider's bankruptcy; or

19.1.2.3 a receiver, or similar officer is appointed over the whole or any part of the Service Provider's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or

19.1.2.4 the Service Provider is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of Section 268 of the Insolvency Act 1986; or

19.1.2.5 a creditor or encumbrancer 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 the Service Provider's assets and such attachment or process is not discharged within 14 days; or

19.1.2.6 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or

19.1.2.7 the Service Provider suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

## 19.2 Termination on Change of Control

19.2.1 The Service Provider shall notify the Customer immediately if the Service Provider undergoes a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 ("**Change of Control**") and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a Change of Control is planned or in

contemplation. The Customer may terminate the Contract by notice in writing with immediate effect within six months of:

- 19.2.1.1 being notified that a Change of Control has occurred or is planned or in contemplation; or
- 19.2.1.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

For the purposes of clause 19.2.1 any transfer of shares or of any interest in shares by a person to its Affiliate where such transfer forms part of a bona fide reorganisation or restructuring shall be disregarded.

### 19.3 Termination on Default

19.3.1 The Customer may terminate the Contract with immediate effect by giving written notice to the Service Provider if the Service Provider commits a Default and if:

- 19.3.1.1 the Service Provider has not remedied the Default to the satisfaction of the Customer within thirty (30) Working Days or such other longer period as may be specified by the Customer, after issue of a written notice specifying the Default and requesting it to be remedied; or
- 19.3.1.2 the Default is not, in the opinion of the Customer, capable of remedy; or
- 19.3.1.3 the Default is a material breach of the Contract; or
- 19.3.1.4 the Default concerns the Service Provider's obligations under this Contract in relation to the Modern Slavery Act 2015.

19.3.2 In the event that through any Default of the Service Provider, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded so as to be unusable, the Service Provider shall be liable for the cost of reconstitution of that data and shall reimburse the Customer in respect of any charge levied for its transmission and any other costs charged in connection with such Default of the Service Provider.



- 19.3.3 If the Customer fails to pay the Service Provider undisputed sums of money when due, the Service Provider shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums within the period specified in clause 11.2, the Service Provider may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under clause 11.3 (Recovery of Sums Due).

#### 19.4 **Termination of Framework Agreement**

The Customer may terminate the Contract by giving written notice to the Service Provider with immediate effect if the Framework Agreement is fully or partly terminated for any reason whatsoever.

#### 19.5 **Termination on Financial Standing**

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice where (in the reasonable opinion of the Customer), there is a material detrimental change in the financial standing and/or the credit rating of the Service Provider (as measured from the Commencement Date) which:

- 19.5.1 adversely impacts on the Service Provider's ability to supply the Goods and/or Services under this Contract; or
- 19.5.2 could reasonably be expected to have an adverse impact on the Service Providers ability to supply the Goods and/or Services under this Contract.

#### 19.6 **Termination on Audit**

The Customer may terminate this Contract by serving notice in writing with effect from the date specified in such notice if the Service Provider commits a Default of clauses 26.1 to 26.5 or clause 26.7 (Records and Audit Access).

#### 19.7 **Termination in relation to Benchmarking**

The Customer may terminate this Contract by serving notice on the Service Provider in writing with effect from the date specified in such notice if the Service Provider refuses or fails to comply with its obligations as set out in Schedule 6 of the Framework Agreement (Value for Money).

## 19.8 Partial Termination

If the Customer is entitled to terminate this Contract pursuant to this clause 19, it may (at its sole discretion) terminate all or part of this Contract.

## 19.9 Termination in compliance with Public Contracts Regulations 2015

The Customer may terminate Contracts where:

- 19.9.1 the Contract has been subject to a substantial modification which would require a new procurement procedure in accordance with regulation 72 (9) of the PCR 2015;
- 19.9.2 the Service Provider has, at the time of the contract award, been in one of the situations referred to in regulation 57 (1) of the PCR 2015, including as a result of the application of regulation 57 (2), and should therefore have been excluded from the procurement procedure; or
- 19.9.3 the Contract should not have been awarded to the Service Provider in view of a serious infringement of the obligations under the Treaties and the Public Contracts Directive that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.

19.10 Not used

## 19.11 Termination on termination of the Mirror Framework

In the event that any Mirror Framework is terminated or otherwise expires, the Customer may elect to terminate this Contract by serving notice in writing with effect from the date specified in such notice.

## 20. CONSEQUENCES OF EXPIRY OR TERMINATION

- 20.1 Where the Customer terminates the Contract under clauses 19.3 (Termination on Default), 19.6 (Financial Standing), 19.7 (Audit), 19.8 (Benchmarking) and then makes other arrangements for the supply of Goods and/or the Services, the Customer may recover from the Service Provider the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period. The Customer shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clauses 19.3, 19.6, 19.7 and 19.8, no further payments shall be

payable by the Customer to the Service Provider until the Customer has established the final cost of making those other arrangements.

20.2 Not used.

20.3 Not used.

20.4 On the termination of the Contract for any reason, the Service Provider shall:

20.4.1 immediately return to the Customer all Confidential Information, Personal Data and Customer's Pre-Existing IPRs and the Project Specific IPRs in its possession or in the possession or under the control of any permitted Service Providers or Sub-Contractors, which was obtained or produced in the course of providing the Goods and/or Services;

20.4.2 cease to use the Customer Data and, at the direction of the Customer provide the Customer and/or the Replacement Service Provider with a complete and uncorrupted version of the Customer Data in electronic form in the formats and on media agreed with the Customer and/or the Replacement Service Provider;

20.4.3 except where the retention of Customer Data is required by Law, on the earlier of the receipt of the Customer's written instructions or 12 months after the date of expiry or termination, destroy all copies of the Customer Data and promptly provide written confirmation to the Customer that the data has been destroyed.

20.4.4 immediately deliver to the Customer all Property (including materials, documents, information and access keys) provided to the Service Provider under clause 4.2. Such property shall be handed back to the Customer in good working order (allowance shall be made for reasonable wear and tear);

20.4.5 transfer to the Customer and/or the Replacement Service Provider (as notified by the Customer) such of the Licensed Goods and/or contracts as are notified to it by the Service Provider and/or the Customer in return for payment of the costs (if any) notified to the Customer by the Service Provider in respect of such Licensed Goods and/or contracts and/or any other items of relevance;

20.4.6 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Services to the Replacement Service Provider and/or provide all such

- assistance and co-operation as the Customer may reasonably require;
- 20.4.7 return to the Customer any sums prepaid in respect of the Goods and/or Services not provided by the date of expiry or termination (howsoever arising); and
- 20.4.8 promptly provide all information concerning the provision of the Goods and/or Services which may reasonably be requested by the Customer for the purposes of adequately understanding the manner in which the Goods and/or Services have been provided or for the purpose of allowing the Customer or the Replacement Service Provider to conduct due diligence.
- 20.5 If the Service Provider fails to comply with clause 20.4.1 and 20.4.8, the Customer may recover possession thereof and the Service Provider grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Service Provider or its permitted agents or Sub-Contractors where any such items may be held.
- 20.6 Where the end of the Contract Period arises due to the Service Provider's Default, the Service Provider shall provide all assistance under clause 20.4.5 and 20.4.8 free of charge. Otherwise, the Customer shall pay the Service Provider's reasonable costs of providing the assistance and the Service Provider shall take all reasonable steps to mitigate such costs.
- 20.7 Not used.
- 20.8 Save as otherwise expressly provided in the Contract:
- 20.8.1 termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and
- 20.8.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Service Provider under clauses 11.2 (Payment and VAT), 11.3 (Recovery of Sums Due), 16 (Intellectual Property Rights), 16.8 (Protection of Personal Data), 16.10 (Confidentiality), 16.11 (Freedom of Information), 18 (Liabilities), 20 (Consequences of Expiry or Termination), 25 (Prevention of Bribery and Corruption), 26 (Records and Audit Access), 27 (Prevention of Fraud), 31 (Cumulative Remedies), 37 (Conflicts of Interest), 39 (The

Contracts (Rights of Third parties) Act 1999) and 42.1  
(Governing Law and Jurisdiction).

## **21. PUBLICITY, MEDIA AND OFFICIAL ENQUIRIES**

- 21.1 The Service Provider shall not make any press announcements or publicise the Contract in any way without Approval and shall take reasonable steps to ensure that its servants, agents, employees, Sub-Contractors, Service Providers, professional advisors and consultants comply with this clause 21. Any such press announcements or publicity proposed under this clause 21.1 shall remain subject to the rights relating to Confidential Information and Commercially Sensitive Information,
- 21.2 Subject to the rights in relation to Confidential Information and Commercially Sensitive Information, the Customer shall be entitled to publicise the Contract in accordance with any legal obligation upon the Customer, including any examination of the Contract by the Auditor.
- 21.3 The Service Provider shall not do anything or permit to cause anything to be done, which may damage the reputation of the Customer or bring the Customer into disrepute.

## **22. ANTI-DISCRIMINATION**

- 22.1 The Service Provider shall not unlawfully discriminate within the meaning and scope of Equality Legislation or any other law, enactment, order, or regulation relating to discrimination (whether in age, race, gender, religion, disability, sexual orientation or otherwise) in employment.
- 22.2 The Service Provider shall take all reasonable steps to secure the observance of clause 23.1 by all Staff employed in performance of this Contract.
- 22.3 The Service Provider shall notify the Customer forthwith in writing as soon as it becomes aware of any investigation of or proceedings brought against the Service Provider under Equality Legislation or any other law, enactment, order or regulation.
- 22.4 Where any investigation is undertaken by a person or body empowered to conduct such investigation and/or proceedings are instituted in connection with any matter relating to the Service Provider's performance of this Contract being in contravention of Equality Legislation or any other law, enactment, order or regulation relating to discrimination, the Service Provider shall, free of charge provide any information requested in the timescale allotted; attend any meetings as required and permit the Service Provider's Staff to attend; promptly allow access to and investigation of any documents or data deemed to be relevant; allow the Service

Provider and any of the Service Provider's Staff to appear as witness in any ensuing proceedings; and cooperate fully and promptly in every way required by the person or body conducting such investigation during the course of that investigation.

- 22.5 Where any investigation is conducted or proceedings are brought under Equality Legislation or any other law, enactment, order or regulation relating to discrimination which arise directly or indirectly out of any act or omission of the Service Provider, its agents or Sub-Contractors, or the Service Provider's Staff, and where there is a finding against the Service Provider in such investigation or proceedings, the Service Provider shall indemnify the Customer with respect to all costs, charges and expenses (including legal and administrative expenses) arising out of or in connection with any such investigation or proceedings and such other financial redress to cover any payment the Customer may have been ordered or required to pay to a third party.
- 22.6 The Service Provider must ensure that all written information produced or used in connection with this Contract is as accessible as possible to people with disabilities and to people whose level of literacy in English is limited.
- 22.7 The Service Provider acknowledges that the Customer may carry out an impact analysis as defined under the Equality Act 2010 in respect of any aspect of the provision of the Services and the Service Provider shall provide all necessary assistance and information to the Customer as may be required in relation to the performance of an impact analysis by the Customer. The Service Provider shall implement any changes or adjustments that are required as a result of, or in connection with the outcome of the impact analysis undertaken by the Customer.

## **23. HEALTH AND SAFETY**

- 23.1 The Service Provider shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Customer shall promptly notify the Service Provider of any health and safety hazards which may exist or arise at the Customer's Premises and which may affect the Service Provider in the performance of its obligations under the Contract.
- 23.2 While on the Customer's Premises, the Service Provider shall comply with any health and safety measures implemented by the Customer in respect of Staff and other persons working there.
- 23.3 The Service Provider shall notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Premises where that incident causes any

personal injury or damage to property which could give rise to personal injury.

23.4 The Service Provider shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the supply of the Goods and/or Services under the Contract.

23.5 The Service Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Customer on request.

## **24. ENVIRONMENTAL REQUIREMENTS**

24.1 The Service Provider shall, when working on the Premises, perform its obligations under the Contract in accordance with the Customer's environmental policy (where provided), which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

## **25. PREVENTION OF BRIBERY AND CORRUPTION**

25.1 The Service Provider shall not:

25.1.1 offer or give, or agree to give, to any employee, agent, servant or representative of the Customer, or any other public body or person employed by or on behalf of the Customer, any gift or other consideration of any kind which could act as an inducement or a reward for any act or failure to act in relation to this Contract;

25.1.2 engage in and shall procure that all Service Provider's Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf shall not commit, in connection with this Contract, a Prohibited Act under the Bribery Act 2010, or any other relevant laws, statutes, regulations or codes in relation to bribery and anti-corruption; and

25.1.3 commit any offences under the Prevention of Corruption Acts 1889 to 1916.

25.2 The Service Provider warrants, represents and undertakes that it has not:

25.2.1 paid commission or agreed to pay commission to the Customer or any other public body or any person

employed by or on behalf of the Customer or a public body in connection with the Contract; and

25.2.2 entered into this Contract with knowledge, that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the Customer or any other public body or any person employed by or on behalf of the Customer in connection with the Contract, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to the Customer and ESPO before execution of this Contract;

25.3 The Service Provider shall:

25.3.1 in relation to this Contract, act in accordance with the Ministry of Justice Guidance pursuant to Section 9 of the Bribery Act 2010;

25.3.2 immediately notify the Customer and ESPO if it suspects or becomes aware of any breach of this clause 25;

25.3.3 respond promptly to any of the Customer's enquiries regarding any breach, potential breach or suspected breach of this clause 25 and the Service Provider shall co-operate with any investigation and allow the Customer to audit Service Provider's books, records and any other relevant documentation in connection with the breach;

25.3.4 if so required by the Customer, within twenty (20) Working Days of the Commencement Date, and annually thereafter, certify to the Customer in writing of the Service Provider and all persons associated with it or other persons who are supplying the Goods and/or Services in connection with this Contract compliance with this clause 25. The Service Provider shall provide such supporting evidence of compliance as the Customer may reasonably request;

25.3.5 have and maintain an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it any of its Staff, consultants, agents or Sub-Contractors, or any person acting on the Service Provider's behalf from committing a Prohibited Act and shall enforce it where appropriate.

25.4 If the Service Provider, its Staff, consultants, agents or Sub-Contractors or any person acting on the Service Provider's behalf, in all cases whether or not acting with the Service Provider's knowledge breaches:



25.4.1 this clause 25; or

25.4.2 the Bribery Act 2010 in relation to this Contract or any other contract with the Customer or any other public body or any person employed by or on behalf of the Customer or a public body in connection with the Contract,

the Customer shall be entitled to terminate this Contract by written notice with immediate effect.

25.5 Without prejudice to its other rights and remedies under this clause 25, the Customer shall be entitled to recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from and against:

25.5.1 the amount of value of any such gift, consideration or commission; and

25.5.2 any other loss sustained by the Customer in consequence of any breach of this clause 25.

## **26. RECORDS AND AUDIT ACCESS**

26.1 The Service Provider shall keep and maintain for six (6) Years after the date of termination or expiry (whichever is the earlier) of the Contract (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of the Contract including the Goods and/or Services provided under it, the amounts paid by the Customer and records to trace the supply chain of all Goods and/or Services provided to the Customer in connection with this Contract.

26.2 The Service Provider shall keep the records and accounts referred to in clause 26.1 above in accordance with Good Industry Practice and generally accepted accounting principles.

26.3 The Service Provider shall afford the Customer and the Auditors access to the records and accounts referred to in clause 26.2 at the Service Provider's premises and/or provide copies of such records and accounts and/or permit Auditors to meet the Service Provider's Staff, as may be required by the Customer and/or the Auditors from time to time, in order that the Customer and/or the Auditors may carry out an inspection including for the following purposes:

26.3.1 to verify the accuracy of the Contract Price (and proposed or actual variations to them in accordance with this Contract), and/or the costs of all Service Provider (including Sub-Contractors) of the Services;

26.3.2 to review the integrity, confidentiality and security of the Customer Data held or used by the Service Provider;

- 26.3.3 to review the Service Provider's compliance with the DPA in accordance with this Contract and any other Laws;
  - 26.3.4 to review the Service Provider's compliance with its continuous improvement and benchmarking obligations set out in schedule 6 of the Framework Agreement;
  - 26.3.5 to review the Service Provider's compliance with its security obligations set out in clause 16;
  - 26.3.6 to review any books of account kept by the Service Provider in connection with the provision of the Service;
  - 26.3.7 to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
  - 26.3.8 to inspect the Customer's assets, including the Intellectual Property Rights, equipment, facilities and maintenance, for the purposes of ensuring that the Customer's assets are secure and that any register of assets is up to date; and/or
  - 26.3.9 to ensure that the Service Provider is complying with its obligations under this Contract, including but not limited to its obligations thereunder relating to the Modern Slavery Act 2015.
- 26.4 The Service Provider shall on request afford the Customer, the Customer's representatives and/or the Auditor access to such records and accounts as may be required by the Customer from time to time.
- 26.5 The Service Provider shall provide such records and accounts (together with copies of the Service Provider's published accounts) on request during the Contract Period and for a period of six (6) Years after termination or expiry of the Contract Period or the last Contract (whichever is the later) to the Customer and/or its Auditors.
- 26.6 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Service Provider or delay the provision of the Services or supply of Goods save insofar as the Service Provider accepts and acknowledges that control over the conduct of audits carried out by the Auditor is outside of the control of the Customer.

26.7 Subject to the Service Provider's rights in respect of Confidential Information, the Service Provider shall on demand provide the Auditors with all reasonable co-operation and assistance in relation to each audit, including:

26.7.1 all reasonable information requested by the Customer within the scope of the audit;

26.7.2 reasonable access to sites controlled by the Service Provider and to Equipment used in the provision of the Goods and/or Services; and

26.7.3 access to the Staff.

26.8 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 26, unless the audit reveals a material Default by the Service Provider in which case the Service Provider shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

## **27. PREVENTION OF FRAUD**

27.1 The Service Provider shall take all reasonable steps, in accordance with Good Industry Practice, to prevent any Fraud by Staff and the Service Provider (including its shareholders, members and directors) in connection with the receipt of monies from the Customer.

27.2 The Service Provider shall notify the Customer immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur save where complying with this provision would cause the Service Provider or its Staff to commit an offence under the Proceeds of Crime Act 2002 or the Terrorism Act 2000.

27.3 If the Service Provider or its Staff commits any Fraud in relation to this or any other contract with a Contracting Authority or the Customer, the Customer may:

27.3.1 terminate the Contract with immediate effect by giving the Service Provider notice in writing; and/or

27.3.2 recover in full from the Service Provider and the Service Provider shall on demand indemnify the Customer in full from any loss sustained by the Customer in consequence of any breach of this clause 27 including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Goods and/or Services and any additional expenditure incurred by the Customer throughout the remainder of the Contract Period.

## **28. TRANSFER AND SUB-CONTRACTING**

- 28.1 The Service Provider shall not assign, novate, Sub-Contract or in any other way dispose of the Contract or any part of it without Approval.
- 28.2 The Service Provider shall not substitute or remove a Sub-Contractor or appoint an additional Sub-Contractor without the prior written consent of ESPO and the Customer. Notwithstanding any permitted Sub-Contract in accordance with this clause 28, the Service Provider shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

## **29. FORCE MAJEURE**

- 29.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Contract (other than a payment of money) to the extent that such delay or failure is a result of Force Majeure. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations under the Contract for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under the Contract for a period in excess of 6 Months, either Party may terminate the Contract with immediate effect by notice in writing to the other Party.
- 29.2 Any failure or delay by the Service Provider in performing its obligations under the Contract which results from any failure or delay by an agent, Sub-Contractor or Service Provider shall be regarded as due to Force Majeure only if that agent, Sub-Contractor or Service Provider is itself impeded by Force Majeure from complying with an obligation to the Service Provider.
- 29.3 If either Party becomes aware of a Force Majeure event or occurrence which gives rise to or is likely to give rise to any such failure or delay on its part as described in clause 29.1 it shall immediately notify the other by the most expeditious method then available and shall inform the other of the period during which it is estimated that such failure or delay shall continue.
- 29.4 If an event of Force Majeure event affects the Services, the Customer may direct the Service Provider to procure those Goods and/or Services from a third party Service Provider in which case the Service Provider will be liable for payment for the provision of those Goods and/or Services for as long as the delay in performance continues.

29.5 The Service Provider will not have the right to any payment from the Customer under this Contract where the Service Provider is unable to provide the Goods and/or Services because of an event of Force Majeure. However if the Customer directs the Service Provider to use a replacement Service Provider pursuant to sub-clause 29.4, then the Customer will pay the Service Provider (a) the Contract Price; and (b) the difference between the Contract Price and the new Service Provider's costs if, in respect of the Goods and/or Services that are subject to Force Majeure, the new Service Provider's costs are greater than the Contract Price.

### **30. WAIVER**

30.1 The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.

30.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with clause 40 (Notices).

30.3 A waiver by either Party of any right or remedy arising from a breach of the Contract shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Contract.

### **31. CUMULATIVE REMEDIES**

Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of the Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

### **32. FURTHER ASSURANCES**

Each Party undertakes at the request of the other, and at the cost of the requesting party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Contract.

### **33. VARIATION**

No variation of this agreement shall be effective unless it is in writing and signed by the Parties (or their authorised representatives).

#### **34. SEVERABILITY**

- 34.1 If any provision of the Contract is held invalid, illegal or unenforceable for any reason, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated.
- 34.2 In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Customer and the Service Provider shall immediately commence good faith negotiations to remedy such invalidity.

#### **35. MISTAKES IN INFORMATION**

- 35.1 The Service Provider shall be responsible for the accuracy of all drawings, documentation and information supplied to the Customer by the Service Provider in connection with the supply of the Goods and/or Services and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein, except where such mistakes are the fault of the Customer.

#### **36. SERVICE PROVIDER'S STATUS**

- 36.1 At all times during the Contract Period the Service Provider shall be an independent contractor and nothing in the Contract shall create a contract of employment, a relationship of agency or partnership or a joint venture between the Parties and, accordingly, neither Party shall be authorised to act in the name of, or on behalf of, or otherwise bind the other Party save as expressly permitted by the terms of the Contract.

#### **37. CONFLICTS OF INTEREST**

- 37.1 The Service Provider shall take appropriate steps to ensure that neither the Service Provider nor any Staff are placed in a position where (in the reasonable opinion of the Customer), there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider or Staff and the duties owed to the Customer under the provisions of the Contract.
- 37.2 The Service Provider shall promptly notify the Customer (and provide full particulars to the Customer) if any conflict referred to in clause 37.1 above arises or is reasonably foreseeable.
- 37.3 The Customer reserves the right to terminate the Contract immediately by giving notice in writing to the Service Provider and/or to take such other steps it deems necessary where, in the reasonable opinion of the Customer, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Service Provider and the duties owed to the

Customer under the provisions of the Contract. The actions of the Customer pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the either party.

37.4 This clause shall apply during the Contract Period and for a period of two (2) Years after expiry of the Contract Period.

### **38. ENTIRE AGREEMENT**

38.1 This Contract constitutes the entire agreement and understanding between the Parties in respect of the matters dealt with in it and supersedes, cancels or nullifies any previous agreement between the Parties in relation to such matters.

38.2 Each of the Parties acknowledges and agrees that in entering into the Contract it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) other than as expressly set out in the Contract.

38.3 The Service Provider acknowledges that it has:

38.3.1 entered into the Contract in reliance on its own due diligence alone; and

38.3.2 received sufficient information required by it in order to determine whether it is able to provide the Goods and/or Services in accordance with the terms of the Contract.

38.4 Nothing in clauses 38.1 and 38.2 shall operate to exclude Fraud or fraudulent misrepresentation.

38.5 The Contract may be executed in counterparts each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same instrument.

### **39. THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999**

39.1 A person who is not a Party to the Contract except ESPO or, as appropriate, the Trading Company in relation to its right to claim retrospective rebate from the Service Provider under the payment clause has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties, but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

- 39.2 No consent of any third party is necessary for any rescission, variation (including any release or compromise in whole or in part of liability) or termination of this Contract or any one or more clauses of it.

#### **40. NOTICES**

- 40.1 Except as otherwise expressly provided within the Contract, no notice or other communication from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party sending the communication.
- 40.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, post, registered post or by the recorded delivery service), or by electronic mail (confirmed by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 40.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two (2) Working Days after the day on which the letter was posted, or four (4) hours, in the case of electronic mail or sooner where the other Party acknowledges receipt of such letters, facsimile transmission or item of electronic mail.
- 40.3 For the purposes of clause 40.2, the address, email address of each Party shall be the address and email address set out in the Master Contract Schedule and/or any other Contract Document.
- 40.4 Either Party may change its address for service by serving a notice in accordance with this clause.

#### **41. LEGISLATIVE CHANGE & LOCAL GOVERNMENT REORGANISATION**

- 41.1 The Service Provider shall neither be relieved of its obligations under this Contract nor be entitled to an increase in the Contract Price as the result of a general change in law.
- 41.2 The Parties acknowledge that during the Term of this Contract the local government structure in the Customer's administrative areas may be subject to change. These administrative changes may give rise to the need for the Customer to terminate this Contract and/or seek its potential variation with any successor or assignee of the Customer. The Customer shall not be liable for any loss of any kind including, but not limited to, lost opportunity that may arise as a consequence of local government reorganisation.



## **42. DISPUTES AND LAW**

### **42.1 Governing Law and Jurisdiction**

The Contract shall be governed by and interpreted in accordance with the laws of England and Wales and the Parties agree to submit to the exclusive jurisdiction of the English courts any dispute that arises in connection with the Contract.

### **42.2 Dispute Resolution**

42.2.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the level of the Customer's Representative and the Service Provider's Representative.

42.2.2 Nothing in this dispute resolution procedure shall prevent the Parties from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.

42.2.3 If the dispute cannot be resolved by the Parties pursuant to clause 42.2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause 42.2.5 unless:

42.2.3.1 the Customer considers that the dispute is not suitable for resolution by mediation; or

42.2.3.2 the Service Provider does not agree to mediation.

42.2.4 The obligations of the Parties under the Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Service Provider and the Staff shall comply fully with the requirements of the Contract at all times.

42.2.5 The procedure for mediation is as follows:

42.2.5.1 a neutral adviser or mediator ("**the Mediator**") shall be chosen by agreement between the Parties or, if they are unable to agree upon a Mediator within ten (10) Working Days after a request by one Party to the other or if the Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Mediator or within ten (10) Working Days of

notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution ("**CEDR**") to appoint a Mediator;

- 42.2.5.2 the Parties shall within 10 Working Days of the appointment of the Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Parties may at any stage seek assistance from the mediation provider appointed by CEDR to provide guidance on a suitable procedure;
- 42.2.5.3 unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;
- 42.2.5.4 if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives;
- 42.2.5.5 failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties; and
- 42.2.5.6 if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

## **SCHEDULE 1**

### **SERVICE LEVELS AND SERVICE CREDITS (where appropriate)**

#### **1. SCOPE**

This schedule 1 sets out the Service Levels which the Service Provider is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the Service Provider's performance of the Services by the Service Provider will be monitored. This schedule comprises:

Part A: Service Levels;

Appendix to Part A - Service Levels and Service Credits; and

Part B: Performance Monitoring.

#### **PART A**

### **SERVICE LEVELS**

#### **2. PRINCIPAL POINTS**

- 2.1 The objectives of the Service Levels and Service Credits are to:
  - 2.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;
  - 2.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Service Provider's failure to deliver the level of Service for which it has contracted to deliver; and
  - 2.1.3 incentivise the Service Provider to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

#### **3. SERVICE LEVELS**

- 3.1 The Appendix to this Part A of this schedule sets out Service Levels the performance of which the Parties have agreed to measure.
- 3.2 The Service Provider shall monitor its performance of each of the Services referred to in Appendix A by reference to the Service Level(s) for that part of the Service and shall send the Customer a report detailing the level of service which was achieved in accordance with the provisions of part B of this schedule 1.
- 3.3 If the level of performance of the Service Provider of any element of the Services during Contract Period:

- 3.3.1 fails to achieve a Service Level in respect of each element of the Service, then the Customer shall make a deduction from the Contract Charges in accordance with Appendix A to this schedule 1; or
- 3.3.2 constitutes a Critical Service Failure, the Customer shall be entitled to terminate this Contract pursuant to clause 19.3

Guidance contained in this document is intended for use by ESPO employees however it is made available to ESPO customers. ESPO customers must seek their own legal advice as to the content and drafting of this document.

## **APPENDIX TO PART A**

### **SERVICE LEVELS AND SEVERITY LEVELS**

Service Credits are applicable to KPI 1 Service Programme Visits.

The required level of performance is 95% as a minimum.

The Service Credits shall be calculated on the basis of the following formula and worked example:

Formula - 95% - % of Service Level achieved = x% of the Contract Charges to be deducted from the next invoice payable by the Customer.

Worked example - 95% (e.g. Service Level requirement for % visits completed for the month) - 75% (e.g. actual % visits completed) = 20% of the Contract Charges to be deducted from the next invoice payable by the Customer

## **PART B**

### **PERFORMANCE MONITORING**

#### **1. PRINCIPAL POINTS**

- 1.1 This Part B provides the methodology for monitoring the Services:
  - 1.1.1 to ensure that the Service Provider is complying with the Service Levels; and
  - 1.1.2 for identifying any failures to achieve Service Levels in the performance of the Service Provider and/or delivery of the Services ("**Performance Monitoring System**").
- 1.2 Within 20 Working Days of the Commencement Date the Service Provider shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

#### **2. REPORTING OF SERVICE FAILURES**

- 2.1 The Customer shall report all failures to achieve Service Levels and any Critical Service Failure to the Customer in accordance with the processes agreed in paragraph 1.2 above.

#### **3. PERFORMANCE MONITORING AND PERFORMANCE REVIEW**

- 3.1 The Service Provider shall provide the Customer with reports in accordance with the process and timescales agreed pursuant to paragraph 1.2 above which shall contain, as a minimum, the following information in respect of the relevant period just ended:
  - 3.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant period;
  - 3.1.2 a summary of all failures to achieve Service Levels that occurred during that period;
  - 3.1.3 any Critical Service Failures and details in relation thereto;
  - 3.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
  - 3.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
  - 3.1.6 such other details as the Customer may reasonably require from time to time.

- 3.2 The Parties shall attend meetings to discuss Service Level reports ("Performance Review Meetings") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Service Provider and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):
  - 3.2.1 take place within one (1) week of the reports being issued by the Service Provider;
  - 3.2.2 take place at such location and time (within Normal Business Hours) as the Customer shall reasonably require unless otherwise agreed in advance;
  - 3.2.3 be attended by the Service Provider's Representative and the Customer's Representative; and
  - 3.2.4 be fully minuted by the Service Provider. The prepared minutes will be circulated by the Service Provider to all attendees at the relevant meeting and also to the Customer's representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Service Provider's representative and the Customer's Representative at each meeting.
- 3.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
- 3.4 The Service Provider shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Service Provider and the calculations of the amount of Service Credits for any specified period.

#### **4. SATISFACTION SURVEYS**

- 4.1 In order to assess the level of performance of the Service Provider, the Customer may undertake satisfaction surveys in respect of the Service Provider's provision of the Services.
- 4.2 The Customer shall be entitled to notify the Service Provider of any aspects of their performance of the Services which the responses to the satisfaction surveys reasonably suggest are not in accordance with the Contract.
- 4.3 All other suggestions for improvements to the Services shall be dealt with as part of the continuous improvement programme pursuant to paragraph 3 of schedule 6 of the Framework Agreement.

## **SCHEDULE 2**

### **IMPLEMENTATION PLAN AND MILESTONES**

#### **1. IMPLEMENTATION PLAN**

- 1.1 The Service Provider shall supply the Goods and/or Services in accordance with the Implementation Plan that it submitted to the Customer prior to the Commencement Date which shall be incorporated into the Master Contract Schedule and/or any other Contract Document.
- 1.2 If so required by the Customer, the Service Provider shall produce a further version of the Implementation Plan (based on the plan specified in the Master Contract Schedule or any other Contract Document) in such further detail as the Customer may reasonably require. The Service Provider shall ensure that each version of the Implementation Plan is subject to Approval. The Service Provider shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation of the Services and/or provision of the Goods.
- 1.3 The Customer shall have the right to require the Service Provider to include any reasonable changes or provisions in each version of the Implementation Plan.

#### **2. MILESTONES**

- 2.1 The Service Provider shall perform its obligations so as to meet each Milestone by the Milestone Date.
- 2.2 Changes to the Milestones shall only be made in accordance with the Variation Procedure and provided that the Service Provider shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Default which affects the Service Provider's ability to achieve a Milestone by the relevant Milestone Date).
- 2.3 If a Milestone has not been achieved by the relevant Milestone Date, the Service Provider shall pay to the Customer Delay Payments in accordance with the table above for each day of delay from and including the relevant Milestone Date until and including the date on which the relevant Milestone criteria are actually achieved and the Customer provides the Service Provider with confirmation in writing of its satisfaction that the Milestone has been met.
- 2.4 No payment or concession to the Service Provider by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments pursuant to the provisions of this Schedule or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver has been signed by the Customer, expressly made in writing by the Customer and refers specifically to a waiver of the Customer's rights to claim Delay Payments.
- 2.5 The Customer's rights to claim Delay Payments pursuant to this Contract shall be without prejudice to any right of the Customer to claim damages for breach.



# **Folkestone & Hythe District Council**

**JCT Minor Works 2016**

**Legionella Contract**

## **Customer's Statement of Requirements Service Specification**

# Legionella Contract

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## 1 Introduction

1.0 This Specification serves as the requirements with respect to the items to be priced in Cost Model:

- Monitoring and Inspection
- Minor Works
- Capital Works

Prior to forming a contract, the Service Provider is to provide a written proposal for the contract comprising of

- Staffing structures and management including site management
- Programmes for lead in and contract initiation and visits
- Method statements
- Health & safety procedures
- Resident liaison proposals
- Supply arrangements

1.1 Pricing for Monitoring and Inspection will be in the following banding.

Such works will ordinarily encompass the detail as follows and be priced upon the following banding:

- Band 1 = 1 – 6 flats or bedsits
- Band 2 = 7 – 15 Flats or bedsits
- Band 3 = 16 - 30 Flats or bedsits
- Band 4 = 31-50 Flats or bedsits
- Band 5 = >50 Flats or Bedsits

1.2 The requirements include adherence to and delivery in accordance with the Legionella Control Association's Standards for Delivery.

### 1.3 The requirements include Legionella Control

It is the Customer's aim to provide a documented legionella management and control regime that meets the requirements and guidance given within the HSE ACOP L8 fourth edition. The manner in which this is provided should provide the Customer with consistent access to all data in a format that allows the Customer to seamlessly manage multiple properties under the Customer's control.

### 1.4 Management Systems

The Customer aims to optimise this contract to achieve a 90% paperless system. This approach will benefit environmental conservation and allow, through the use of electronic formats, data to be viewed by all relevant parties.

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To this aim the use of a 24hr password protected portal will be provided and managed by the Service Provider.

## **1.5 Portal Content and Configuration**

The primary role of the portal will be to aid the Customer in the management of legionella control. To achieve this, the portal should provide access to the following:

### **1.5.1 Risk Assessments**

The portal shall provide access to the current and previous risk assessment in a PDF or word format for free download or printing to those individuals granted permission by the Customer.

### **1.5.2 Log Books**

These provide documented evidence of the implementation of a control regime. All authorised parties should be able to access and inspect this data without the need to visit each individual site. Some information such as tasks undertaken at site will require records from other contractors to be kept in a paper system first and then scanned and updated to the portal log book on the next consultant visit.

### **1.5.3 Risk Management Tracker**

As with all good health and safety systems the portal should provide a documented audit trail with automated name date and time stamps for each risk identified by the risk assessment, site staff or consultant. Each risk should be tracked from identification to closure and records archived of each individual's role in the process of identification, evaluation and removal or control.

### **1.5.4 Management Reports**

At any time, the Customer should be able to review a management report detailing the number of Low, Medium, and High risk issues live on each individual site or as a contract overview. These can then be individually reviewed as described above.

The Service Provider must be able to provide electronic document interface (EDI) which is compatible with the Customer's housing management system, Northgate.

### **1.5.5 Time Scales**

The portal system must be as accurate as possible therefore all data contained should be accurate to within 2 working days.

### **1.5.6 Portal Access**

Access to the data within the portal shall be limited to the Service Provider and those individuals approved by the Customer. A list of approved individuals will be provided and updated from time to time by the Customer. The Service Provider will issue user names and passwords to the approved individuals will be issued when contract is initiated and as required for any new users throughout the term of the contract.

## 2 Preliminaries

### 2.1 Scope of Contract

The Service Provider is to undertake risk assessing and development of a maintenance plan for undertaking monitoring, temperature checking, sampling, chlorination and cleaning of water systems including certain remedial works located within the Customer's properties to meet the Customer's legionella control obligations as a landlord.

The quantity of work issued in any year or overall for the duration of the contract may change and no guarantee of workload can be given to the Service Provider. The Service Provider is deemed to have taken this into account in preparation of their Tender. No claim for additional costs arising from the removal of properties or Schedule of Rate items will be allowed.

The scope of the works under the Contract comprises the following Work Streams:

#### a) Periodic Servicing and Inspections

- Legionella Testing using a UKAS laboratory at any location, in line with Client Legionella policy or where a loss of thermal control dictates.
- Communal cold water systems monthly monitoring at sentinel locations, with a 10% selection of other points so that all outlets are monitored across a calendar year.
- Hot water monitoring of communal hot water systems in accordance with ACOP L8 including principle and subordinate loops where flow and return systems are identified, with a 10% selection of other systems outlets so that all outlets are monitored across a calendar year.
- Annual internal inspection of calorifiers, either via the mud hole or by borescope inspection to verify the internal condition supported by photographic evidence of the internal and blow down sample for borescope accessed units.
- Annual communal cold water storage tank inspections, including temperatures and condition survey with photographic evidence
- Quarterly, clean, descale and disinfect of Communal shower and spray taps with photo evidence.
- Monthly combination water heater temperature monitoring with annual header tank inspection.
- Quarterly point of use thermal monitoring

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- Annual Descale of Communal taps, with photo evidence
- Risk Assessment and/or Review
- Calorifier inspections and temperature tests
- Flushing through and purge drain Expansion vessels
- TMV Annual Servicing with photo evidence of the dismantled unit, and supporting scold assessment.

### **b) Routine Maintenance**

### **c) Major Works**

The Contract Administrator reserves the right to place orders for works with other contractors or the Customer's own labour.

## **2.2 Water Hygiene Risk Assessment Service Deliverables**

### Water Hygiene Risk Assessment Service Deliverables

- a) Undertake an inspection of the hygiene conditions of the hot and cold-water systems installed at all contracted sites including mains distribution, stored water tanks, calorifiers and associated outlets, including wash hand basins and showers.
- b) Provide a programme of the planned works clearly showing the applied resource levels and the overall time frame for the programme, indicating key milestones.
- c) Attend formal bi-monthly or as otherwise agreed, progress meetings with the Customer to update and report on programme progress and any related issues.
- d) Water Hygiene Assessment reports for each site containing the following information:
  - Assessed water hygiene risk assessment summary
  - Executive summary
  - Site details
  - Observations and recommendations for each site (clear remedies that must be included on all recommendations)
  - A rating system for each risk identified using a high, medium and low type categorisation with timescales for completion
  - The production and use of schematic line diagrams & photographs to highlight risks and recommendations within each report.



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- Risk estimation methodology
- Technical data and information
- Sample documentation must be provided with bid showing all the above.

## 2.3 Risk Management

Whilst the Customer considers entering into a long-term arrangement with a contractor to be positive, the Customer is conscious of the potential risks to the provision of the service and impact on residents or the public (Service Users) if the service or relationship should falter or fail. These risks can be grouped under the following key headings:

- Service Delivery
- Reputation
- Financial
- Health and Safety
- Staffing and Resources
- Regulatory or Statutory Issues

The Customer wishes to be confident that the selected Service Provider has a strong understanding of the risks that may affect the Customer and its Service Users and that the selected Contractor will take a proactive approach to risk management throughout the term of the contract. Therefore, the Service Provider will be expected to develop a Risk Register prior to commencement of the contract to show how it is intended to mitigate against the risks listed above and maintain this in collaboration with the Customer.

## 2.4 KPIS

The Customer is committed to continuous improvement in service delivery and will utilise a suite of Key Performance Indicators (KPI's) to measure the performance of the Service Provider.

All KPIs will be monitored monthly. Failure to achieve agreed KPI targets within a given month will be logged at the operational meetings and an explanation should be provided by the Service Provider. Actions will be logged to outline the timescales and resources necessary to resolve the KPI failure.

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The following format should be adopted:-

KPI	Target	Actual Performance	Reason for Failure	Action taken to resolve Timescale	Timescale
1	98%	92%	Service Users not being given sufficient notice of commencement	Adjust work programme to give minimum 2 weeks' notice	1 Month

The following KPI's are expected to form the basis for reach performance review:-

<b>KPI 1 Service Programme Visits</b>	
Measure	Calculated each month, the number of service visits completed in the month on the day of, or before, the planned visit date (programme to be agreed by The Customer) A 'Service Visit' is any visit to the property required by section 3.9 Control Measure Actions and Frequencies.
Method	$\frac{\text{No. completed as per programme}}{\text{No. of visits programmed}} \times 100 = \text{performance (\%)}$
Source	The Customer
Target	95%

<b>KPI 2 Complaints</b>	
Measure	The number of formal complaints relating to the contract received in the month acknowledged by The Customer.
Method	The count of complaints upheld by The Customer within the performance month
Source	The Customer
Target	0

These KPIs are indicative and will be developed in collaboration with the Service Provider for the best possible service to be achieved.

The Customer shall reserve the sole right to set targets for each KPI based on the required level of service performance.

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## 2.5 Inclusive Service

The Service Provider's tender, except for where stated, is deemed to be fully inclusive of all costs required to undertake the contract including but not limited to the following;

1. Labour and all costs in connection (including travel and other non-productive time)
2. Supply of materials and goods, storage and all associated costs, including waste and delivery to site
3. Plant, equipment, tools and all associated costs, including staging ladders etc.
4. Fixing, erecting and installing or placing of materials and goods in position
5. Lighting, power, water for the completion of works. Permission must be obtained from a Service User if the Service Providers operatives wish to use power from a domestic supply point and meter readings taken and recorded with the Service User before and after works.
6. All temporary works and reinstatements.
7. Charges, overheads and profit
8. Supervision, transport and provision of depots and storage facilities
9. The temporary disconnection and protection of any supply including repositioning to maintain services, release wires prior to repairs, reconnect and reinstate making good to redecorations as required and pay all costs and charges.
10. The removal of fittings to be replaced and other work necessary to provide access to things to be repaired or renewed, inclusive of the removal and subsequent refitting of all duct access panels, floorboards and shelving to cupboards and the making good of all damage and touching up decorations to match such existing work and surfaces
11. On completion of any works, clear away all debris, surplus materials, and leave Premises and site areas in a clean and tidy condition to the satisfaction of the Customer.
12. Any damage so caused as a result of performing the works

## 2.6 Exclusion Certificates

The Service Provider shall visit all properties as requested by the Customer. Where the Service Provider identifies a property with no water storage, the Service Provider is to issue a formal 'Exclusion Certificate' in agreed format

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## **2.7 Works Not In Scope**

If any work is instructed to be executed for which no tendered rate or price is contained in this contract, the value shall be based on the items there in closest with the description of such work, or as may be agreed.

In the case works cannot be valued under specific items in the contract the Service Provider will submit a price or prices for the Customer's consideration.

New items of work, descriptions and price shall be added to the Schedule of Rates as appropriate for future use.

## **2.8 Co-Operating with other Partners and Contractors**

The Service Provider is expected to co-operate fully with other associated parties and or contractors appointed by the Customer. When necessary the Service Provider should liaise with other parties and co-ordinate works to ensure limited disturbance and disruption for the Service User, no additional charge will be accepted for this provision.

## **2.9 Regulations, British Standards and Approved Codes of Practise**

The Service Provider is expected to make sufficient allowance within its tender and service for the strict compliance and effective management of the following:-

- L8 Approved Code of Practise (4<sup>th</sup> edition) (ACOP)
- Biocidal Products Regulations 528/2012 (EU BPR)
- BS 6700:2006 Design, installation, testing and maintenance of services supplying water for domestic is within buildings and their curtilages
- Confined Spaces Regulations 1997
- The Construction (Design and Management) Regulation 2015
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations 2020
- Equality Act 2010
- Fire Safety (Employees Capabilities) (England) Regulations 2010
- General Data Protection Regulations (GDPR) 2018
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety at Work Act 1974
- HSE ACOP L8 (fourth edition) Published 2013 Legionnaires Disease – The Control of Legionella Bacteria in Water Systems
- HSG274 Legionnaires' Disease Technical Guidance Published 2014

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- Management of Health and Safety at Work Regulations 1999
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- Regulatory Reform (Fire Safety) Order 2005
- Water Supply (Water Fittings) Regulations 1999 and the Water Byelaws 2000
- Water Supply (Water Quality) Regulations 2016
- RIDDOR 2013
- BS7671 Electrical Installation (18<sup>th</sup> Edition)
- Sanitation, Hot water safety and water efficiency approved document G
- Conservation of Fuel and Power approved document L

The above list is not exhaustive or conclusive. Any Legislation, Regulation, Approved Code of Practice(s) or Statutory responsibility, including any subsequent amendments that is or could be construed as relevant to the scope of this contract, is deemed to be a required standard and therefore the Service Provider is expected to make sufficient provision.

### **2.10 Workmanship & Materials**

All workmanship and materials to be used in the Contract are to be the best of their respective kinds and in accordance with current British Standard or Code of Practice as applicable, whether specifically noted or not, this shall be taken to denote the minimum acceptable standard of material or workmanship.

It is a requirement that all work shall be carried out in accordance with the best possible building and installation practice and methods.

Manufactured items shall, unless specified to the contrary, mean manufacturer's standard products and installed and maintained in accordance with the manufacturer's instructions.

### **2.11 Electrical Works**

All electrical works are to comply with the requirements of the IET Regulations for Electrical Installations (18th Edition) BS7671, and all relevant British Standard and European Standard Code of Practice.

### **2.12 Asbestos**

The Service Provider shall take all necessary precautions to ensure their works and operations are fully compliant with The Control of Asbestos Regulations 2012.

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All operatives employed by the Service Provider or sub-Contractor(s) must have attended Asbestos Awareness training and had refresher training within a twelve-month period.

The Customer will provide asbestos register information prior to commencement of the contract. If the Service Provider suspects asbestos products (ACM) exist, then the Service Provider must cease works immediately and inform the Customer in accordance with the Customer's Asbestos Policy and Procedure.

### **2.13 Complaints**

Contractors are required to comply with the The Customer Complaints Policy and Procedure.

### **2.14 Damage to Residents Property/Possessions**

The Service Provider is to provide adequate compensation for Service Users for any damage to property and/or possessions as a result of carrying out works. All compensation payments and costs incurred by the Service Provider are deemed to be included in the tender sum.

### **2.15 Compensation**

Formal Complaints received by the Customer will be passed to the Service Provider for investigation. The Service Provider is to carry out the investigation and report back to the Customer within 5 working days.

If a Service User's complaint is upheld by the Customer following investigation, the Customer will issue the appropriate compensation to the resident(s) and recharge the Service Provider.

### **2.16 Contract Management**

The Service Provider is to ensure that the appropriate management team is in place at all times to ensure the Services are delivered efficiently and to the required standard.

The management provision will include but is not limited to attendance at meetings and workshops, potentially with other contractors, for the purposes of contractor liaison, value engineering, process mapping, performance review, progress review, planning and Service User communication.

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## **2.17 Contract Supervision**

The Service Provider shall provide full and adequate supervision during the progress of the contract and shall keep a competent and qualified supervisor(s), each approved by the Customer. The Customer may withdraw approval at any time.

The supervisor(s) must be able to receive and act upon (on behalf of the Service Provider) all instructions, directions or orders issued by the Customer's representative. The Service Provider shall also ensure that the qualified supervisor(s) are supplied with a mobile telephone.

The supervisor must also advise all Service Users when they are to be affected directly or indirectly by the works and will record all correspondence with Service Users. The Service Provider's representative or supervisor is to ensure generally that the interests of Service Users receive full consideration, and the Service Provider shall liaise with the Customer's representative.

## **2.18 Operatives**

The Service Provider shall only employ competent persons for the works who hold a nationally recognised or accredited trade qualification. Prior to the commencement and to be maintained during the term of the contract, the Service Provider shall provide a schedule of all staff who may be engaged to provide the Services. This schedule will include:

- Name of each person
- Details of any relevant training or qualification for each person
- Proof of Data Barring Servicing (DBS) for person interacting with Service Users

The Service Provider's operatives, including sub-contractors, will be provided with and wear appropriate clothing/overalls for the works at all times, including protective clothing as necessary.

The Customer shall reserve the right to exclude any member of the Service Provider's team from working on or in its property on the grounds of being unqualified to maintain equipment or for any other reasons agreed with the Service Provider.

Whenever additional staff is assigned to work, their details shall be provided by the Service Provider to the Customer before they perform any work.

Operatives must undertake a Risk Assessment on all works to be undertaken to ensure the health, safety and welfare of all parties.

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### **2.19 Sub-Contractors**

The Service Provider shall not sub-let as piece or task work, or make a subcontract for the execution of the works or any part thereof, without the consent in writing from the Customer; and then only to such firm or firms to whom the Customer shall not object. The supply of materials is excepted. The Service Provider shall not, without like sanction, assign this contract or any part thereof.

### **2.20 Disclosure and Barring Service Checks**

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. The Service Provider shall ensure that all employees who carry out Regulated Activities (as defined in the Protection of Freedoms Act 2012) for or on behalf of the Customer, or in connection with the Contract, have a current DBS certificate and that such certificates will be made available to the Customer, if so requested.

### **2.21 Identification**

The Service Provider will supply to all working personnel employed to deliver services on-site, including sub-contractors, a form of identification card approved by the Customer which will contain the following details: -

- a) Photograph of operative
- b) Operative's name
- c) Contractors name, logo, address and telephone number
- d) Expiry date of card
- e) Unique Reference Number

All working personnel including sub-contractors are to present their ID card to Service Users or the Customer's representative on every visit to the Customer's properties or on request.

All the operatives or sub-contractors employed by the Service Provider shall at all times wear clean uniform, clearly and permanently bearing the Service Provider's logo.

### **2.22 Working in Occupied Premises and Communal Areas**

Where work is to be carried out in occupied premises the Service Provider shall give reasonable notice to the occupier(s) of his intention to commence the work, and the work is to be carried out in a manner that will cause the minimum inconvenience and nuisance from obstruction, dust, noise etc. All necessary precautions must be taken to ensure the safety of the occupier(s).



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No work should start or continue in any building until all practicable steps have been taken to prevent danger to persons employed or living in the building at the time, from any live electric cable or apparatus, exposed asbestos or any other hazard which is liable to be a source of danger and the Service Provider shall take all necessary safety measures accordingly.

The Service Provider is to ensure at all times adequate lighting, guarding and Health & Safety signage is maintained during the course of the works, and all tools, access equipment and materials are stored and used in a safe manner so not to cause risk to Service Users.

The Service Provider should be aware that properties may be occupied by frail or ill Service Users or other vulnerable persons and should therefore take due care and consideration in the execution of the works and allow for any extra costs.

The Service Provider if in exceptions considers that because of the nature of the work and the nature of the Service User's needs, the Service User cannot remain in occupation during the Works, this must be agreed with the Customer before works commence.

Where the Service Provider considers it necessary that vacant possession is necessary, for reasons of health and safety, a request must be made to the Customer.

### **2.23 Protection and Reporting of Furniture**

All furniture, fittings, apparatus, carpets and the like shall be carefully moved by the Service Provider as necessary to enable the execution of the works. This is to be discussed and agreed with the Service User or the Customer's representative responsible for the accommodation in advance of undertaking the works and recorded. The Service Provider shall properly cover such furniture, fittings, apparatus, carpets and the like with spot cloths, dust sheets and protect them from dirt and splashes and at completion of the works, replace and refit all such furniture, fittings, apparatus, carpets or the like in their original positions, to the Service Users satisfaction.

Any claims for damage to any Service Users property are to be settled directly between the Service User(s) and the Service Provider in the first instance, and reported to the Customer for reference only.

Should the matters not be reconciled between the Service User and Service Provider, the Service User should be directed to the Service Provider's complaints procedure. The Service Provider is required to provide full details of such incidents to the Customer for monitoring and review.

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### **2.24 Unofficial Instruction**

Should the Service Provider be requested by a Service User, or other unofficial individual, to change, alter or modify in any way the Customer's instructions, the Service Provider shall refer to the Customer to obtain further instructions before proceeding. No payment shall be made for work carried out other than ordered by the Customer.

### **2.25 Working Hours**

The Service Provider is to liaise directly with the Customer to confirm permissible working hours.

Normal working hours shall be between 0800 hours and 1700 hours, Monday to Friday inclusive, and Saturdays between 0800 and 1300 hours. However, the Service Provider will be expected to accommodate Service Users that may not be available during these times at no extra cost.

### **2.26 Access Arrangements**

Access arrangements must be discussed and agreed with the Customer, the Service Provider shall be responsible for making arrangements directly with the relevant Customer representative to gain access. If access is not gained on the first appointment, the Service Provider is expected to make a second and third appointment/attempt as a minimum before referring back to the Customer.

Contact details for responsible officers will be provided by the Customer as and when necessary and will include the name, address and telephone number.

Where access is required to several rooms/flats concurrently, the Service Provider should liaise with the Customer's representative so that each Service User can be written to/contacted.

For those individuals that are affected by the implementation of a monitoring regime the annoyance of regular interruptions cannot be underestimated. In order to minimise the impact of these visits it is required that within the first 2 months a fixed visiting programme is set for the following year. The programme is to be agreed by the Contract Administrator.

No payment will be made to the Service Provider for abortive calls, unless 3 physical access attempts have been made and these can be evidenced and agreed by the Contract Administrator.

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The Service Provider is to ensure that its operatives follow each property block's procedures for signing in and out of buildings. Such procedures are essential for the safety and security of the residents and all personnel in the event of fire or other emergency, in order to establish who might be trapped in a building. Where no such procedure exists, the Service Provider is to establish his own procedure to ensure the safety of the Service Provider's employees.

### **2.27 Parking Restrictions**

Restricted parking operates within the contract area, any costs, fines or penalties imposed on the Service Provider whilst carrying out duties required under this Contract shall be borne by the Service Provider

### **2.28 Notification of System Status**

Where the Service Provider's operative is aware that he/she will be unable to return a system to service, he/she shall inform an authorised Customer representative before leaving the property.

Where the Service Provider becomes aware of the need for further work, they shall advise the Contract Administrator within 3 days. In the case of a Health and Safety issue presenting an immediate or significant risk, they shall advise the Contract Administrator immediately by phone and provide further details in writing by email.

### **2.29 Repair Records**

The Service Provider shall maintain a permanent record of each and every request or instruction received from the Contract Administrator and a record of how each works order was resolved. This information is to be provided to the Contract Administrator in a format to be agreed via email or other agreed method within 24 hours of completion.

### **2.30 Performance Monitoring**

The Service Provider shall maintain a permanent record of each and every request or instruction received from the Customer and a record of how each works order was resolved. This information is to be provided to the Customer in a format to be agreed via email or other agreed method within 24 hours of completion

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## **2.31 Quality Control**

The Service Provider is required to establish and implement a robust and well-defined Quality Management System for all elements of works and or services. These systems will require the implementation of standard forms and procedures that the Service Provider shall allow audit and inspection by the Customer with the aim of ensuring their use throughout the term of the Contract.

In addition to complying with the above, the Service Provider will also be required to provide a consistently high quality of service using high quality standards for its management processes including accreditation to recognised Quality Management Systems

## **2.32 Meetings**

The Service Provider will be expected to attend monthly meetings chaired by the Contract Administrator and any further meetings deemed necessary for the successful running of the Contract. The Service Provider shall attend all such meetings and is to inform any nominated or other Specialists when their presence is required. The Customer will be responsible for the production and circulation of Minutes of Meetings. All costs arising are deemed to be included in the Contract tender.

The monthly meeting agenda will cover but not be limited to the following:-

- Service Compliance (KPIs)
- Contract Matters
- The Customer and Service User feedback
- Standard of materials and workmanship
- Financial matters
- Health and Safety
- Legislative updates

## **2.33 The Customer Policies**

The appointed contractor will be expected to have due regard and comply with the following Customer policies. Copies will be provided prior to commencement of the contract and on request at any time thereafter.

- Complaints and Compensation Policy
- Data Protection Policy
- Domestic Abuse Policy
- Responsive Repair Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy

## 3 Specification

### 3.1 Legionella Risk Assessment Specification

The Service Provider is to carry out all Legionella Risk Assessments in accordance with The Approved Code of Practice (ACoP) L8, Health & Safety Guidance (HSG) 274 Parts 2 The control of legionella bacteria in hot and cold water systems & 3 The control of legionella bacteria in other risk systems and BS (British Standards) 8580-1:2019 Water quality – risk assessments for Legionella control – Code of practice.

### 3.2 Competency of the Assessor

The assessor carrying out the Legionella Risk Assessments is to be trained, competent and have a good understanding of The Approved Code of Practice (ACoP) L8, Health & Safety Guidance (HSG) 274 Parts; 2 The control of legionella bacteria in hot and cold water systems & 3 The control of legionella bacteria in other risk systems and BS (British Standards) 8580-1:2019 Water quality – Risk assessments for Legionella control – Code of practice.

All certifications, experience and qualifications for the assessor are to be sent to the Contract Administrator.

### 3.3 Report Logs

All risk assessments shall be in electronic format, and the data is to be provided electronically in the web based monitoring system. The electronic data shall be updated once a year or if significant changes (section e of this specification). Electronic risk assessments shall contain accurate information about who did the work and when it was carried out.

### 3.4 The Assessments

The risk assessment should consider all aspects of operation of the hot and cold water systems and while there will be common factors; the individual characteristics of each system should be taken into account. Site personnel who manage the systems to determine current operational practice should be consulted. The commissioning, decommissioning, periods of operation, maintenance, treatment and subsequent management of each individual aspect of operation will require review and validation to ensure site procedures are effective.

It must be considered that not all requirements have been identified in the key list, 8580-1:2019 Water quality – risk assessments for Legionella control – Code of practice must be considered when carrying out the risk assessment.

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The checklist below gives the most common key requirements when assessing risk associated with a hot and cold water system based on mechanical, operational, chemical and management aspects:

- Details of management personnel who play an active role in the risk management process, to include names, job titles and contact information for:
  - The duty holder;
  - The appointed responsible person (s), including deputies;
  - Service providers, e.g. water treatment suppliers, cleaning and disinfection service providers;
- An assessment of the competence of those associated with risk management, including their training records;
- Identification of roles and responsibilities, to include employees, contractors and consultants;
- A check to confirm that consideration was given to preventing the risk by elimination or substitution before implementing appropriate control measures;
- The scope of the assessment, i.e. the details and entirety of the plant being assessed;
- Assessment of the validity of the schematic diagram which should include all parts of the system where water may be used or stored;
- Details of the design of the system, including an asset register of all associated plant, pumps, strainers, outlets and other relevant items;
- Assessment of the potential for the water system to become contaminated with legionella and other material;
- Details of any water pre-treatment process;
- Assessment of the potential for legionella to grow within the system and effectiveness of control measures:
  - chemical and physical water treatment measures;
  - disinfection and cleaning regimes;
  - remedial work and maintenance;
- Evidence of corrective actions being implemented;
- Evidence of proactive management and follow-up of previous assessment recommendations or identified remedial actions;

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- Evidence of the competence of those involved in control and monitoring activities;
- A review of the legionella control scheme, including management procedures and site records or logbooks, which include:
  - system maintenance records;
  - routine monitoring data;
  - water treatment and service reports;
  - cleaning and disinfection records;
  - Legionella and other microbial analysis results.

The following specific considerations should also be assessed for hot and cold water systems:

- Quality of the supply water – where this is not wholesome, additional risks and measures to mitigate the risk must be included in the risk assessment process;
- Examination of tanks for configuration, flow pattern, protection against contamination, materials of construction, condition, temperature, size in comparison to water consumption and cleanliness or contamination;
- Any points in the system where there is a possibility of low or no flow, such as blind ends, dead legs and little used outlets;
- Any parts of the CWDS susceptible to heat gain to an extent that could support the growth of legionella;
- Any parts of the system with low water throughput including, e.g. low-use fittings in unoccupied areas or oversized tanks that may lead to stagnation;
- Any parts of the system which are configured in parallel with others and where the water flow could be unbalanced;
- Hot water system returns pipes – stagnation often occurs, particularly at points furthest away from the water heater, where circulation has failed, and the hot water has cooled;
- Timely, appropriate remedial action to poor temperature or monitoring results and using this as an indicator of the effectiveness and adequacy of the management controls in place.

The assessment should include recommendations for remedial actions for controlling legionella where necessary and identify who will undertake the actions. Actions should be prioritised, and a review date set for determining completion of these tasks.

### **3.5 Review of the Risk Assessment**

Where the risk assessment demonstrates that risk levels are low a condition survey will be performed every 2 years to monitor any changes, where there is no reasonably foreseeable risk or that risks are insignificant and unlikely to increase, no further assessment or measures are necessary.

The responsible person will arrange to review the assessment regularly and specifically when there is reason to suspect it is no longer valid. An indication of when to review the assessment and what to consider should be recorded and this may result from, e.g.:

- A change to the water system or its use;
- A change to the use of the building where the system is installed;
- New information available about risks or control measures;
- The results of checks indicating that control measures are no longer effective;
- Changes to key personnel;
- A case of legionnaires' disease/legionellosis associated with the system.

### **3.6 Legionella Control Measures**

The monitoring, inspection and service regime shall carry out all requirements in accordance with The Approved Code of Practice (ACoP) L8 and the Health & Safety Guidance (HSG) 274 Parts 2 The control of legionella bacteria in hot and cold water systems & 3 The control of legionella bacteria in other risk systems or indicated by the site Legionella Risk Assessment deemed as suitable and sufficient. The written scheme should be specific and tailored to the systems covered by the risk assessment.

### **3.7 Procedure for reporting and escalation of defects**

The Service Provider shall inform the responsible person of any risks identified and how the system can be operated and maintained safely.

The Service Provider is responsible for carrying out the L8 control measures must report in writing any obvious apparent defects in the design, installation and/or operation, to any of the existing installations when carry out the relevant tasks at the specified site shall report observations and advisories to the responsible person.



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The Service Provider shall implement an escalation procedure with the client for defects to ensure all defects are communicated to the responsible person to implement rectifications to the defects. Lines of communication should be clear, unambiguous and audited regularly to ensure they are effective. This applies to contractor who is responsible for undertaking the control measures.

### **3.8 Record Keeping**

Electronic records shall contain accurate information about who did the work and when it was carried out. The water hygiene management plan shall be incorporated into a site logbook which is to be retained on site and will serve as a record of attendance. All other information and actions as they are taken will be stored in a portal accessible electronic format. All records should be signed, verified or authenticated by a signature or other appropriate means. Records should include details of the:

- Person or people responsible for conducting the risk assessment, managing, and implementing the written scheme;
- Significant findings of the risk assessment;
- Written control scheme and details of its implementation;
- Details of the state of operation of the system, i.e. in use/not in use;
- Results of any monitoring, inspection, test or check carried out, the dates and any resulting corrective actions, as defined in the written scheme of precautions, such as: - results of chemical and microbial analysis of the water;
- Water treatment chemical usage;
- Inspections and checks on the water treatment equipment to confirm correct operation;
- Inspections and checks on the water system components and equipment to confirm correct and safe operation;
- Records of maintenance to the water system components, equipment and water treatment system; the cleaning and disinfection procedures and the associated reports and certificates

### **3.9 Control Measure Actions and Frequencies**

Please see these list of key actions required to manage and control the risk exposure to legionella bacteria. The list in this specification identifies the key requirements from HSG274 Part 2, table 2.1.

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It must be considered that not all requirements have been identified due to specific tasks required for individual sites. The Service Provider is to carry out all requirements identified in, site specific risk assessment written scheme of control, The ACoP L8 and HSG274 Parts 2 & 3 (where appropriate) control regimes for the control and management of Legionella using the specification within this document as a guidance to compliance requirements. Where sites haven't identified the relevant equipment the Schedule of Rates document is to be implemented for the identified equipment.

It shall be considered that not all services are identified in all premises. The relevant requirements must only be carried out where individual sites require the control measures.

### A) Calorifiers

<b>Action to take</b> Inspect Calorifier internally by removing the inspection hatch or using a borescope and clean by draining the vessel, supported by photographic evidence of the internal. The frequency of inspection and cleaning should be subject to the findings and increased or decreased based on conditions recorded.	<b>Task Frequency</b> Annually, or as indicated by the rate of fouling from inspection findings
<b>Action to take where there is no inspection hatch</b> Purge any debris in the base of the Calorifier to a suitable drain. Collect the initial flush from the base of hot water heaters to inspect clarity, quality of debris, and temperature.	<b>Task Frequency</b> Annually, or as indicated by the rate of fouling from inspection findings
<b>Action to take</b> Check Calorifier flow temperatures (thermostat settings should modulate as close to 60°C as practicable without going below 60°C) Check Calorifier return temperatures (not below 50°C).	<b>Task Frequency</b> Monthly

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### B) Hot Water Services

<p><b>Action to take</b></p> <p>For non-circulating systems: take temperatures at sentinel points (nearest outlet, furthest outlet and long branches to outlets) to confirm they are at a minimum of 50 °C within one minute (55 °C in healthcare premises).</p>	<p><b>Task Frequency</b></p> <p>Monthly</p>
<p><b>Action to take</b></p> <p>For circulating systems: take temperatures at return legs of principal loops (sentinel points) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises). Temperature measurements may be taken on the surface of metallic pipework.</p>	<p><b>Task Frequency</b></p> <p>Monthly</p>
<p><b>Action to take</b></p> <p>For circulating systems: take temperatures at return legs of subordinate loops, temperature measurements can be taken on the surface of pipes, but where this is not practicable, the temperature of water from the last outlet on each loop may be measured and this should be greater than 50 °C within one minute of running (55 °C in healthcare premises). If the temperature rise is slow, it should be confirmed that the outlet is on a long leg and not that the flow and return has failed in that local area.</p>	<p><b>Task Frequency</b></p> <p>Quarterly (ideally on a rolling monthly rota).</p>
<p><b>Action to take</b></p> <p>All HWS systems: take temperatures at a representative selection of other points (intermediate outlets of single pipe systems and tertiary loops in circulating systems) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises) to create a temperature profile of the whole system across a calendar year.</p>	<p><b>Task Frequency</b></p> <p>Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control, across a calendar year.</p>

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### C) POU Water Heaters (No greater than 15 Litres)

Action to take	Task Frequency
Check water temperatures to confirm the heater operates at 50–60 °C (55 °C in healthcare premises) or check the installation has a high turnover.	Monthly–six monthly, or as indicated by the risk assessment.

### D) Combination Water Heaters

Action to take	Task Frequency
Inspect the integral cold water header tanks as part of the cold water storage tank inspection regime, clean and disinfect as necessary. If evidence shows that the unit regularly overflows hot water into the integral cold water header tank, instigate a temperature monitoring regime to determine the frequency and take precautionary measures as determined by the findings of this monitoring regime.	Annually
Check water temperatures at an outlet to confirm the heater operates at 50–60°C.	Monthly

### E) Cold Water Storage Tanks

Action to take	Task Frequency
Inspect cold water storage tanks and carry out condition survey with photographic evidence.	Annually
Check the tank water temperature remote from the ball valve and the incoming mains temperature.	Annually (Summer) or as indicated by the temperature profiling.

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### F) Cold Water Services

<b>Action to take</b> Check temperatures at sentinel taps (typically those nearest to and furthest from the cold tank but may also include other key locations on long branches to zones or floor levels). These outlets should be below 20°C within two minutes of running the cold tap. To identify any local heat gain, which might not be apparent after one minute, observe the thermometer reading during flushing.	<b>Task Frequency</b> Monthly
<b>Action to take</b> Take temperatures at a representative selection of other points to confirm they are below 20°C to create a temperature profile of the whole system over a Calendar year. Peak temperatures or any temperatures that are slow to fall should be an indicator of a localised problem.	<b>Task Frequency</b> Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control, across a calendar year.
<b>Action to take</b> Check thermal insulation to ensure it is intact and consider weatherproofing where components are exposed to the outdoor environment.	<b>Task Frequency</b> Annually

### G) Communal Showers and Spray Taps

<b>Action to take</b> Dismantle, clean and descale removable parts, heads, inserts and hoses where fitted and supporting photographic evidence.	<b>Task Frequency</b> Quarterly or as indicated by the rate of fouling or other risk factors, e.g areas with high risk patients.
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### H) Communal Taps

<b>Action to take</b> Clean and descale communal taps, with supporting photographic evidence.	<b>Task Frequency</b> Annually
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### I) Point of Use Filters

<b>Action to take</b>	<b>Task Frequency</b>
Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer (0.2 µm membrane POU filters should be used primarily as a temporary control measure while a permanent safe engineering solution is developed, although long-term use of such filters may be needed in some healthcare situations).	According to manufacturer's guidelines

### J) Base Exchange Softeners

<b>Action to take</b>	<b>Task Frequency</b>
Visually check the salt levels and top up salt, if required. Undertake a hardness check to confirm operation of the softener.	Weekly, depending on the size of the vessel and the rate of salt consumption
Service and disinfect.	Annually, or according to manufacturer's guidelines

### K) Multiple Use Filters

<b>Action to take</b>	<b>Task Frequency</b>
Backwash and regenerate as specified by the manufacturer	According to manufacturer's guidelines

## Legionella Contract

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### L) Infrequently Used Outlets

<b>Action to take</b>	<b>Task Frequency</b>
<p>Consideration should be given to removing infrequently used showers, taps and any associated equipment that uses water.</p> <p>If removed, any redundant supply pipework should be cut back as far as possible to a common supply (e.g to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T'.</p> <p>Infrequently used equipment within a water system (i.e. not used for a period equal to or greater than seven days) should be included on the flushing regime.</p> <p>Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain. Regularly use the outlets to minimise the risk from microbial growth in the peripheral parts of the water system, sustain and log this procedure once started.</p> <p>For high risk populations, e.g. healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment.</p>	<p>The Customer's site staff will carry out the weekly flushing of infrequently used outlets.</p> <p>The Service Provider should check records kept to ensure flushing is being carried out and report any concerns to the Contract Administrator.</p>

### M) Thermostatic Modulating Valves (TMV)

<b>Action to take</b>	<b>Task Frequency</b>
<p>Risk assess whether the TMV fitting is required, and if not, remove. Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs to maintain protection against scald risk, TMVs require regular routine maintenance carried out by competent persons in accordance with the manufacturer's instructions. Photographic evidence is to be supplied of dismantled unit and a copy of the supporting Scald Assessment.</p>	<p>Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations.</p>

### N) Expansion Vessels

<b>Action to take</b>	<b>Task Frequency</b>
<p>Where practical, flush through and purge to drain. Bladders should be changed according to the manufacturer's guidelines or as indicated by the risk assessment.</p>	<p>Monthly–six monthly, as indicated by the risk assessment.</p>

### **O) Microbiological Monitoring**

The risk assessment should specifically consider systems supplied from sources other than the mains, such as private water supplies, and sampling and analysis may be appropriate.

Legionella sampling must be carried out where there is doubt about the efficacy of the control regime or it is known that recommended temperatures, disinfectant concentrations or other precautions are not being consistently achieved throughout the system.

The circumstances when monitoring for legionella would be appropriate include:

- Water systems treated with biocides where water is stored, or distribution temperatures are reduced. Initial testing should be carried out monthly to provide early warning of loss of control. The frequency of testing should be reviewed and continued until such a time as there is confidence in the effectiveness of the regime;
- Water systems where the control levels of the treatment regime, e.g. temperature or disinfectant concentrations are not being consistently achieved. In addition to a thorough review of the system and treatment regimes, frequent testing, should be carried out to provide early warning of loss of control. Once the system is brought back under control as demonstrated by monitoring, the frequency of testing should be reviewed;
- High-risk areas or where there is a population with increased susceptibility, e.g. in healthcare premises including care homes;
- Water systems suspected or identified in a case or outbreak of legionellosis where it is probable the Incident Control Team will require samples to be taken for analysis.

Where monitoring for legionella is considered appropriate in hot and cold water systems, sampling should be carried out in accordance with BS 7592 and HSG274 Part 2. Sampling for Legionella organisms in water and related materials. The complexity of the system will need to be considered to determine the appropriate number of samples to take.

To ensure the sample is representative of the water flowing around the system and not just of the area downstream of the fitting, samples should be taken from separate hot and cold outlets rather than through mixer taps or outlets downstream of TMVs or showers. Samples should be clearly labelled with their source location and if collected pre- or post-flushing.



## Legionella Contract

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The analysis of the Legionella samples must be carried out by a UKAS accredited laboratories with the current ISO standard methods for the detection and enumeration of legionella included within the scope accreditation. The results are to be sent back to the Contract Administrator with a detailed report of recommended actions to be taken.

### 3.10 Cleaning and Disinfection

Where necessary hot and cold water services should be cleaned flushed and disinfected in the following situations as specified in the British Standard 8558.

- On completion of a new water installation or refurbishment of a hot and cold water system;
- on installation of new components, especially those which have been pressure tested using water by the manufacturer (see the manufacturer's instructions);
- Where the hot and cold water is not used for a prolonged period and has not been flushed as recommended or the control measures have not been effective for a prolonged period. For example, this could be as little as two or three weeks, but will depend on the ambient temperature, condition of the water system, potential for exposure to aerosols and the susceptibility of users considered in a specific risk assessment;
- on routine inspection of the water storage tanks, where there is evidence of significant contamination or stagnation
- if the system or part of it has been substantially altered or entered for maintenance purposes that may introduce contamination;
- following water sampling results that indicate evidence of microbial contamination of the water system
- During, or following an outbreak or suspected outbreak of legionellosis linked to the system
- or where indicated by the risk assessment
- Where Potable Water tanks are identified

The Service Provider is to complete a site-specific method statement before starting any cleaning and/or thermal or chemical disinfection of a water system. The documentation should clearly define the process to be undertaken and should be derived from risk assessments of the typically encountered hazards, which might include:

## Legionella Contract

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- Access/egress, storage and special site hazards e.g. asbestos,
- Machinery and equipment isolation
- Working in confined spaces,
- Manual handling,
- Work at heights,
- Slips, trips and falls,
- Electrical equipment,
- Chemical(s) to be used,
- Personal protective equipment, required,
- Waste disposal and chemical neutralising processes (a discharge permit maybe required from the water utility).

Before any works commence the Method statement and evidence of the competences of the individuals undertaking the tasks need to be sent for approval to the Contracts Administrator.

Before any Chemical or Thermal disinfection takes place the Service Provider must carry out a Risk Assessment and put into place safe systems of work throughout the disinfection process. Signage and outlet warning labels are to be fitted to all areas to alert occupants of the building for whom the risk is greater, not to use the outlets.

Once the Disinfection process has been completed then the Service Provider will remove all signage and outlet warning signs and inform the Contract Administrator and site staff that the work has been completed and the system is back in full safe operation.

Date Received	No.	Question	Response
26 July '21	1	Please could you confirm if the risk assessment element of the tender is for communal areas only or if the dwellings are to be included?	Dwellings are to be included.
26 July '21	2	If the dwellings are part of the tender, would there be a requirement to survey each or a representative quantity if the water systems within each dwelling are the same configuration?	Only a representative quantity is required.
26 July '21	3	Additionally if the dwellings are included, could you confirm the water system configuration?	An asset list has been provided (appendix B) which breaks down the systems in place at each site.

# **Folkestone & Hythe District Council**

## **Customer's Asset List**

Asset List FHDC  
(data known as of May 2021)

Folkestone & Hythe							
Property Name	Property Designation	Add1	Add2	Add3	PostCode	No. Dwellings	Banding
Bradford Court	<b>Sheltered Scheme</b>	Foord Road		Folkestone	CT20 1HL	47	Band 4
Channel View 11-18	General Needs	North Street		Folkestone	CT19 6AG	8	Band 2
Channel View 19-26	General Needs	North Street		Folkestone	CT19 6AG	8	Band 2
Churchill Court	<b>Sheltered Scheme</b>	Cinque Ports Ave		Hythe	CT21 6HP	29	Band 3
Cubitt House	General Needs	Blackbull Road		Folkestone	CT19 5QU	28	Band 3
Glenlee	General Needs	Cheriton Gardens		Folkestone	CT20 2AP	10	Band 2
Green Court - Communal Building	<b>Sheltered Scheme</b>	Green Lane		Folkestone	CT19 6QS	48	Band 4
Halliday Court	<b>Sheltered Scheme</b>	Sir John Moore Ave		Hythe	CT21 5BJ	34	Band 4
Harbour Way 58-63	General Needs	Harbour Way		Folkestone	CT20 1ND	5	Band 1
Kingsbridge Court 1-12	General Needs	Harbour Way		Folkestone	CT19 1LU	12	Band 2
Lennard Court 1-12	General Needs	Lennard Court		Folkestone	CT20 1PB	12	Band 2
Mackerson Court	<b>Sheltered Scheme</b>	Military Road		Hythe	CT21 5BJ	37	Band 4
Margaret Court	General Needs	Margaret Street		Folkestone	CT20 1LJ	36	Band 4
Middleburg House	<b>Sheltered Scheme</b>	Cheriton High Street	Cheriton	Folkestone	CT19 4HP	41	Band 4
Mittell Court	<b>Sheltered Scheme</b>	Vinelands		Lydd	TN29 9BJ	29	Band 3
Nailbourne Court	<b>Sheltered Scheme</b>	Palm Tree Way	Lyminge	Folkestone	CT18 8LX	39	Band 4
Phillippa House	<b>Sheltered Scheme</b>	Warren Road		Folkestone	CT19 6DW	34	Band 4
Prescott House	<b>Sheltered Scheme</b>	Rolfe Lane		New Romney March	TN28 8JN	35	Band 4
Romney Marsh House	<b>Sheltered Scheme</b>	Orgarswick Avenue		Dymchurch	TN29 0PP	33	Band 4
Stockham Court	<b>Sheltered Scheme</b>	Elventon Close	Cheriton	Folkestone	CT19 4NJ	19	Band 3
Tudor Road 30-33	General Needs	Tudor Road	Cheriton	Folkestone	CT19 4HJ	4	Band 1
Walmsley House	<b>Sheltered Scheme</b>	Princess Street		Folkestone	CT19 6QP	56	Band 5
Win Pine House	<b>Sheltered Scheme</b>	Leyell Close	Lyminge	Folkestone	CT21 5JB	44	Band 4
Ross House	General Needs	Ross Way		Folkestone	CT20 3UJ	16	TMVs Only

Asset List FHDC  
(data known as of May 2021)

Folkestone & Hythe		TMVs		Showers With TMVs		Communal Calorifers without internal access	Communal Calorifers with Internal Access
Property Name	Property Designation	Communal	Individual	Communal	Individual		
Bradford Court	<b>Sheltered Scheme</b>	0	0	0	0	0	1
Channel View 11-18	General Needs	0	0	0	0	0	0
Channel View 19-26	General Needs	0	0	0	0	0	0
Churchill Court	<b>Sheltered Scheme</b>	0	0	0	0	1	0
Cubitt House	General Needs	0	0	1	0	0	0
Glenlee	General Needs	0	0	0	0	0	1
Green Court - Communal Building	<b>Sheltered Scheme</b>	0	0	0	4	1	0
Halliday Court	<b>Sheltered Scheme</b>	0	0	0	0	0	1
Harbour Way 58-63	General Needs	0	0	0	0	0	0
Kingsbridge Court 1-12	General Needs	0	0	0	0	0	0
Lennard Court 1-12	General Needs	0	0	0	0	0	0
Mackerson Court	<b>Sheltered Scheme</b>	0	4	1	1	0	2
Margaret Court	General Needs	0	1	0	0	0	0
Middleburg House	<b>Sheltered Scheme</b>	0	13	0	0	0	0
Mittell Court	<b>Sheltered Scheme</b>	0	0	0	0	1	0
Nailbourne Court	<b>Sheltered Scheme</b>	0	0	0	1	0	2
Phillippa House	<b>Sheltered Scheme</b>	0	0	0	2	0	0
Prescott House	<b>Sheltered Scheme</b>	0	0	0	0	0	1
Romney Marsh House	<b>Sheltered Scheme</b>	1	0	0	0	0	1
Stockham Court	<b>Sheltered Scheme</b>	0	0	0	1	0	0
Tudor Road 30-33	General Needs	0	0	0	0	0	0
Walmsley House	<b>Sheltered Scheme</b>	0	0	0	2	1	0
Win Pine House	<b>Sheltered Scheme</b>	0	0	0	1	2	0
Ross House	General Needs	0	16	0	0	0	0
		<b>1</b>	<b>34</b>	<b>2</b>	<b>12</b>	<b>6</b>	<b>9</b>

Asset List FHDC  
(data known as of May 2021)

<b>Folkestone &amp; Hythe</b>							
<b>Property Name</b>	<b>Property Designation</b>	<b>Communal Expansion Vessels</b>	<b>Communal Combination Water Heater Tank</b>	<b>Communal Multiple Use Water Filter</b>	<b>Communal Water Softner</b>	<b>Communal Showers</b>	<b>Communal Taps</b>
Bradford Court	<b>Sheltered Scheme</b>	0	0	0	0	2	10
Channel View 11-18	General Needs	0	0	0	0	0	0
Channel View 19-26	General Needs	0	0	0	0	0	0
Churchill Court	<b>Sheltered Scheme</b>	0	0	0	0	1	8
Cubitt House	General Needs	1	0	0	0	0	4
Glenlee	General Needs	0	0	0	0	0	2
Green Court - Communal Building	<b>Sheltered Scheme</b>	0	0	0	0	1	8
Halliday Court	<b>Sheltered Scheme</b>	0	0	0	0	1	8
Harbour Way 58-63	General Needs	0	0	0	0	0	0
Kingsbridge Court 1-12	General Needs	0	0	0	0	0	0
Lennard Court 1-12	General Needs	0	0	0	0	0	0
Mackerson Court	<b>Sheltered Scheme</b>	2	0	0	0	1	8
Margaret Court	General Needs	0	0	0	0	0	0
Middleburg House	<b>Sheltered Scheme</b>	1	1	0	0	1	8
Mittell Court	<b>Sheltered Scheme</b>	0	0	0	0	2	6
Nailbourne Court	<b>Sheltered Scheme</b>	0	0	0	0	3	14
Phillippa House	<b>Sheltered Scheme</b>	0	1	0	0	0	6
Prescott House	<b>Sheltered Scheme</b>	1	0	0	0	1	12
Romney Marsh House	<b>Sheltered Scheme</b>	0	0	0	0	0	10
Stockham Court	<b>Sheltered Scheme</b>	0	1	0	0	0	6
Tudor Road 30-33	General Needs	0	0	0	0	0	0
Walmsley House	<b>Sheltered Scheme</b>	2	0	0	0	1	6
Win Pine House	<b>Sheltered Scheme</b>	0	0	0	0	1	8
Ross House	General Needs	0	0	0	0	0	0
		<b>7</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>124</b>

Asset List FHDC  
(data known as of May 2021)

Folkestone & Hythe		Tank		WRAs due Date
Property Name	Property Designation	Communal Cold Water Tanks	Individual Cold Water Tanks	
Bradford Court	<b>Sheltered Scheme</b>	1	0	10/12/2021
Channel View 11-18	General Needs	2	0	01/12/2021
Channel View 19-26	General Needs	2	0	02/12/2021
Churchill Court	<b>Sheltered Scheme</b>	1	0	11/12/2021
Cubitt House	General Needs	0	0	25/02/2022
Glenlee	General Needs	2	0	07/12/2021
Green Court - Communal Building	<b>Sheltered Scheme</b>	1	0	17/12/2021
Halliday Court	<b>Sheltered Scheme</b>	1	0	18/12/2021
Harbour Way 58-63	General Needs	2	0	02/03/2021
Kingsbridge Court 1-12	General Needs	2	0	07/12/2021
Lennard Court 1-12	General Needs	2	0	02/12/2021
Mackerson Court	<b>Sheltered Scheme</b>	0	0	04/01/2022
Margaret Court	General Needs	4	0	02/12/2022
Middleburg House	<b>Sheltered Scheme</b>	0	26	05/01/2022
Mittell Court	<b>Sheltered Scheme</b>	0	30	06/01/2022
Nailbourne Court	<b>Sheltered Scheme</b>	3	0	07/01/2022
Phillippa House	<b>Sheltered Scheme</b>	0	15	08/01/2022
Prescott House	<b>Sheltered Scheme</b>	0	0	11/01/2022
Romney Marsh House	<b>Sheltered Scheme</b>	0	0	11/01/2022
Stockham Court	<b>Sheltered Scheme</b>	0	0	14/12/2021
Tudor Road 30-33	General Needs	1	0	14/12/2021
Walmsley House	<b>Sheltered Scheme</b>	0	21	12/01/2022
Win Pine House	<b>Sheltered Scheme</b>	2	0	13/01/2022
Ross House	General Needs	0	0	0
		<b>26</b>	<b>92</b>	



**DN551835**

# **FURTHER COMPETITION**

**conducted under ESPO Framework Agreement  
198\_20 Water System Risk Assessment & Water  
Hygiene Monitoring Services**

## **TENDER SUBMISSION**

(Part B)

**THIS DOCUMENT IS TO BE COMPLETED BY THE TENDERER  
AND SUBMITTED TO FOLKESTONE & HYTHE DISTRICT COUNCIL**

**Closing date for submission of Tender  
13:00 hrs, 13 August 2021**

**NAME OF TENDERER: .....ROCK COMPLIANCE LIMITED.....**  
**Company Registration No: .....02902353 .....**

# CONTENTS

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This is Part B for completion by the Tenderer and return to the Customer in accordance with the instructions given in Instructions for completing and submitting a Tender (section 5 of the Invitation to Tender, Part A).

## **PART B**

1.	ORGANISATION DETAILS AND GENERAL INFORMATION .....	03
2.	RESPONSE TO REQUIREMENT AND SPECIFICATION .....	05
3.	SOCIAL VALUE .....	[X]
4.	PRICING SCHEDULE .....	[X]
5.	FREEDOM OF INFORMATION EXCLUSION SCHEDULE .....	[X]
6.	TENDERING DECLARATION .....	[X]
7.	ENCLOSURES CHECKLIST.....	[X]

# 1. ORGANISATION DETAILS AND GENERAL INFORMATION

Questions within section A1 and A2 below are asked for information purposes only and the responses will not be evaluated. The answers do however give the evaluation panel an overview of the organisation and its structure so it is important these are completed in full.

<b>A1. ORGANISATION DETAILS</b>		
1.1	Please state the full name of the organisation submitting this Tender:	
	Rock Compliance Ltd	
1.2	Please state the registered office address:	
	Address: Pure Offices Nottingham, Sherwood Business Park, Lake View Drive, Nottingham Postcode: NG15 0DT	
1.3	Please state the company registration number:	
	02902353	
1.4	Please state the VAT registration number:	
	644179524	
1.5	To the best of your knowledge, does any director or senior officer of your organisation have any personal or financial connection with any member or senior officer of the Customer?	NO
	If yes, please provide details:	
1.6	Are you a Small, Medium or Micro Enterprise (SME)?	NO

<b>A2.</b>	<b>CONTACT DETAILS (for communications, correspondence and enquiries relating to this Tender submission)</b>
	Please state the contact's name, and position within the organisation:
2.1	Name: [REDACTED] Position: Business Development Director (Public Sector)
	Please state the contact's address:
2.2	Address: 43 Terrace Road, Walton-on-Thames Postcode: KT12 2SP
	Please state the contact's telephone number:
2.3	[REDACTED]
	Please state the contact's email address:
2.4	[REDACTED]@rockcompliance.co.uk

## 2. RESPONSE TO REQUIREMENT AND SPECIFICATION

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### COMPLIANCE WITH SPECIFICATION

Tenderers must provide a response to the Compliance with Specification section included below. Tenderers should note that this section will be assessed on a Pass/Fail basis. Therefore, if a Tenderer cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and will be excluded from further consideration. Tenderers should confirm by deleting the inappropriate answer.

<b>I confirm I/we comply with all elements of the requirement and specification as outlined in section 2 of this Invitation to Tender.</b>	<b>YES</b>
Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your Tender submission.	
<b>None</b>	

### RESPONSE TO QUALITY QUESTIONS

Tenderers must provide method statements in response to the quality questions below, to describe how they will meet the requirements of the Contract. There are two quality questions in total.

Tenderers are required to respond to all of the quality questions below. Questions should be answered in full and should not refer to other documents or appendices.

For each method statement, there is a maximum word limit of approximately 1000 words. Please adjust as necessary the size of the 'response' box in order to accommodate your response.

When answering the quality questions Tenderers must make sure that they answer what is being asked. Anything that is not directly relevant to the particular question should not be included, but wherever possible Tenderers should demonstrate how they will go further than what is being asked for, to add value.

Tenderers should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses.

Each quality method statement will be evaluated individually, one by one in order. When scoring each statement, no consideration is given to information included in other answers so please do not cross reference to responses or information provided elsewhere in your Tender submission.

Tenderers are referred to section 4 of the Invitation to Tender (Part A) and reminded that evaluation of their quality method statements will account for 40% of their total Tender score.

**Q1. PERFORMANCE MANAGEMENT**

Explain how you will proactively manage the service to maintain a planned programme and achieve the service levels required in Appendix A.

Your answer should include:

- How you ensure you have sufficient resource and capacity from the commencement date
- How you will monitor performance standards and what preventative and corrective actions you will take to achieve the service levels

(max 1000 words)

[Redacted]

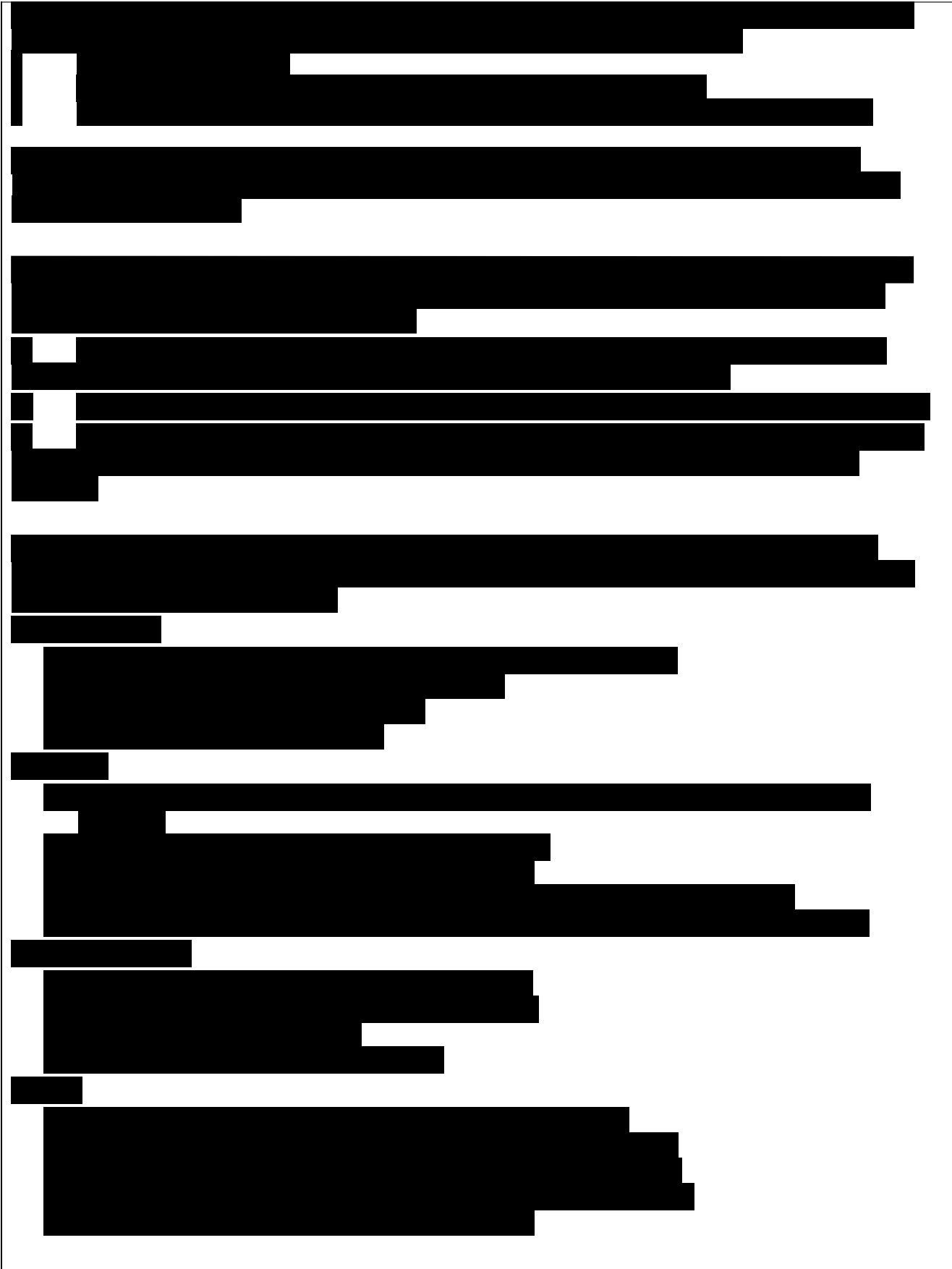
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[REDACTED]

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[REDACTED]

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[REDACTED]

*(Word Count = 1000)*

**Q2. DATA MANAGEMENT**

Describe the process by which records and management information are updated after water system risk assessments, water testing, and servicing of systems.

Your answer should include:

- how you will ensure records will be accurately replicated in the Customer’s IT system (Northgate)
- your experience in working with Northgate and the modelling of different data sets in that environment
- what other quality controls are in place for the records

(max 1000 words)



[REDACTED]

[REDACTED]


[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]



*(Word Count = 992)*

### 3. SOCIAL VALUE

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#### GUIDANCE

Tenderers are referred to section 4 of the Invitation to Tender (Part A) for further information on how Social Value will be evaluated and are advised to ensure that they fully understand the evaluation methodology to be used to assess Social Value.

The Social Value aspect of the evaluation accounts for 10% of the total tender score and will be assessed by Tenderer's presentation.

Presentations will be held on Monday 23 August, Tuesday 24 August and Wednesday 15 August 2021 via Skype conference meetings after the Tender Return Date. Only organisations which submit tenders will need to attend.

In total, each interview will last up to 45 minutes.

Tenderers are asked to give a 10 minute presentation on

"How you will reduce or mitigate the carbon impact of your business activities during the contract term.

This can include actions your organisation is already taking or action you plan to implement during the initial period of the contract.

Your answer should include how you will monitor these commitments in a measurable way."

Tenderers must use the following link to book a time slot for their presentation before the Tender Return Date. If a Tenderer books an appointment then withdraws from the process, the Customer will cancel your appointment.

Bookings must be made under the name of the Tendering organisation, not personal names.

<https://doodle.com/poll/zai32k7f25stsdci>

After the Tender Return Date, the Customer will confirm the appointments using the 'Messages' function in the Kent Business Portal.

## 4. PRICING SCHEDULE

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### **GUIDANCE**

Tenderers are referred to section 4 of the Invitation to Tender (Part A) for further information on how price will be evaluated and are advised to ensure that they fully understand the evaluation methodology to be used to assess price.

Tenderers must take care to ensure they provide a price for each item/element of the pricing schedule as specified. Failure to complete the pricing schedule in full may result in the Tender being rejected.

Please do not make any changes to the pricing schedule, the Customer will evaluate your Tender (and may award a Contract) on the basis that no such changes have been made.

In the event you are unclear with regards to any section, please do not hesitate to contact the Customer. Contact details are provided in the Invitation to Tender (Part A).

### **PRICING SCHEDULE**

Tenderers are referred to section 4 of the Invitation to Tender (Part A) for further information on how price will be evaluated and are advised to ensure that they fully understand the evaluation methodology to be used to assess price.

Tenderers must take care to ensure they provide a price for item/element of the pricing schedule as specified within the separate pricing document. Failure to complete the pricing schedule in full may result in the Tender being rejected.

In the event you are unclear with regards to any section, please do not hesitate to contact the Customer. Contact details are provided in the Invitation to Tender (Part A).

### **FURTHER PRICING INFORMATION**

Please provide in the box below any further information you feel necessary to support your pricing schedule which you have not provided elsewhere. This could be any additional information that is relevant, a summary of any assumptions made, or any statements to support the information provided in the pricing schedule.

## 5. FREEDOM OF INFORMATION EXCLUSION SCHEDULE

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### PROVISION OF Water System Risk Assessment & Water Hygiene Monitoring Services FOR the District Council of Folkestone and Hythe

Tenderers' attention is drawn to the Conditions of Tender and the Terms and Conditions of the Contract. Tenderers should state here which items of information (if any) supplied by them in their Tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the Freedom of Information Act. Tenderers should state why they consider the information to be confidential or commercially sensitive.

Disclosure of information is at the sole discretion of the Customer.

#### COMMERCIALLY SENSITIVE INFORMATION

I declare that I wish the following information to be designated as commercially sensitive:

None
------

The reason(s) it is considered that this information should be exempt under the Freedom of Information Act 2000 is:

None
------

The period of time for which it is considered this information should be exempt is [until award of Contract **OR** during the period of the Contract **OR** for a period of [NUMBER] years until [MONTH], [YEAR]] ***delete as applicable.***

--

Signed: .....  .....

Date: .....11<sup>th</sup> August 2021.....

Name of Signatory: .....  .....

Name of Organisation: .....Rock Compliance Limited

## 6. TENDERING DECLARATION

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In response to the Invitation to Tender for the provision of Water System Risk Assessment & Water Hygiene Monitoring Services dated 16 July 2021, I/We, the undersigned, confirm that in submitting a Tender against this Contract that I/We


- 1 Undertake that this offer shall remain valid and open for acceptance for a period of 60 days from the date of submission unless specifically withdrawn in writing.
- 2 Understand that the Customer is not bound to accept any Tender it receives.
- 3 Certify that I/We have not done, and I/We will not, at any time before the notification of Tender results, do any of the following:
  - 3.1 Communicate to any person other than the person calling for the Tenders the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of the Tender;
  - 3.2 Enter into any agreement or arrangement with any person that he/she shall refrain from Tendering or as to the amount of any Tender to be submitted;
  - 3.3 Offer to pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to this or any other Tender or proposed Tender for the said work any act or thing of the sort described above. In the context of this clause the word 'person' includes any persons and any body or association, corporate or unincorporate; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.
- 4 Contract and agree, on the acceptance of this Tender, in whole or part, to perform the Services detailed in the Specification, at the prices and terms quoted, and in accordance with the call-off Terms and Conditions of the Framework Agreement.
- 5 Accept the call-off Terms and Conditions of the Framework Agreement, to which this Tender is my/our response, and I/we undertake to perform any Contract awarded as a result of this Tender in strict conformity with those Terms and Conditions.
- 6 Understand that my/our responses to the questions posed in this Invitation to Tender including any explicit or reasonably implied undertakings, will form part of any Contract subsequently entered into between myself/ourselves and the Customer.
- 7 Confirm that if our Tender is accepted we will, if required, upon demand:
  - (a) Produce evidence that all relevant insurances and compliance certificates with relevant legislation and policy are held and in force;
  - (b) Sign a formal Contract document if required;
- 8 Agree that unless and until a Contract is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding Contract between us.
- 9 Certify that the information supplied is accurate to the best of my/our knowledge and I/we accept the conditions and undertakings requested in this Invitation to Tender. I/We

understand that false information could result in my/our exclusion from further participation in this and future Tender processes.

**This Tendering Declaration should be signed by a director, partner or other senior authorised representative in his/her own name and on behalf of the organisation.**

Signed: ..... 

Date: .....11<sup>th</sup> August 2021.....

Name of Signatory: ..... 

Name of Organisation: .....Rock Compliance Limited



**Rock Compliance Limited**

**Pricing Schedule**

# ENCLOSURES CHECKLIST

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## **THANK YOU FOR TAKING THE TIME TO COMPLETE THIS TENDER.**

To ensure your Tender submission is evaluated properly, the Customer needs to have a complete response from you.

**Before returning this document, please check you have answered all sections and ensure that you have enclosed any relevant documents by completing the checklist below.**

Please tick the appropriate box where you have completed the section.

<b>CHECKLIST:</b>	
<b>Please also ensure that you have:</b>	<b>Tick Below</b>
Completed the Organisation Details section.	<input checked="" type="checkbox"/>
Answered all questions and provided responses to the method statement questions in section 2, Response to Requirement and Specification. <i>(Your Tender will be non-compliant if you have not completed this schedule)</i>	<input checked="" type="checkbox"/>
Completed the pricing schedule (Appendix C) in full as directed. <i>(Your Tender will be non-compliant if you have not completed this schedule)</i>	<input checked="" type="checkbox"/>
Completed the Freedom of Information Exclusion Schedule.	<input checked="" type="checkbox"/>
Signed the Tendering Declaration. <i>(NB it must be signed by suitably senior personnel as directed)</i>	<input checked="" type="checkbox"/>

## Tender Summary

Water Hygiene			
	Annual Units	Unit Price	Annual Cost
L8 Management & Inspection Regime (Band 1)	7		
L8 Management & Inspection Regime (Band 2)	7		
L8 Management & Inspection Regime (Band 3)	4		
L8 Management & Inspection Regime (Band 4)	11		
L8 Management & Inspection Regime (Band 5)	1		
L8 Risk Assesment (Band 1)	2		
L8 Risk Assesment (Band 2)	5		
L8 Risk Assesment (Band 3)	4		
L8 Risk Assesment (Band 4)	11		
L8 Risk Assesment (Band 5)	1		
L8 Water Chlorination (Band 1)	7		
L8 Water Chlorination (Band 2)	7		
L8 Water Chlorination (Band 3)	4		
L8 Water Chlorination (Band 4)	11		
L8 Water Chlorination (Band 5)	1		
TMV Servicing inc shower TMVs	49		
Calorifier Inspection - With Inspection Hatch (Communal)	9		
Calorifiers Inspection - No Inspection Hatch (Communal)	6		
Clean and Chlorinate Shower Head (Communal)	15		
Remedial Actions Works 12% of Contract Value (Not to exceed)			£3,612.40
<b>Estimated Annual Value</b>			<b>£34,030.75</b>

## Water Hygiene L8 Servicing and Inspection

All Pricing must include Overhead and Profit and exclude VAT

### Note:

All works to be priced in accordance with the instructions for this section. For the purpose of fair and consistent pricing, please price as per the specification. Only place your bid figures in the blue cells. Please provide quotes for unlisted items and seek authorisation from the Client's representative prior to carrying to any works.

### Monthly, Quarterly and Annual L8 Tasks

	Unit	Tendered Rate
L8 Management & Inspection Regime (Band 1)	No	
L8 Management & Inspection Regime (Band 2)	No	
L8 Management & Inspection Regime (Band 3)	No	
L8 Management & Inspection Regime (Band 4)	No	
L8 Management & Inspection Regime (Band 5)	No	
L8 Risk Assessment (Band 1)	No	
L8 Risk Assessment (Band 2)	No	
L8 Risk Assessment (Band 3)	No	
L8 Risk Assessment (Band 4)	No	
L8 Risk Assessment (Band 5)	No	
L8 Water Chlorination (Band 1)	No	
L8 Water Chlorination (Band 2)	No	
L8 Water Chlorination (Band 3)	No	
L8 Water Chlorination (Band 4)	No	
L8 Water Chlorination (Band 5)	No	
TMV Servicing	No	
Calorifier Inspection - With Inspection Hatch	No	
Calorifiers Inspection - No Inspection Hatch	No	
Clean and Chlorinate Shower Head	No	

## Schedule of Associated Works

All Pricing must include Overhead and Profit and exclude VAT

### Note:

All works to be priced in accordance with the instructions for this section. For the purpose of fair and consistent pricing, please price as per the specification. Only place your bid figures in the blue cells. Please provide quotes for unlisted items and seek authorisation from the Client's representative prior to carrying to any works.

Source of Rates	SOR Code	Description	Unit of Measure	Rate (to be inserted by Tenderer)
NHF	635001	Pipe:Renew or fix new any 15mm diameter pipe with copper pipe fixed with clips and including all made bends, connectors, fittings and any adaptors for jointing to pipes of other material, and remove waste and debris.	LM	
NHF	635003	Pipe:Renew or fix new any 22mm diameter pipe with copper pipe fixed with clips and including all made bends, connectors, fittings and any adaptors for jointing to pipes of other material, and remove waste and debris.	LM	
NHF	635005	Pipe:Renew or fix new any 28mm diameter pipe with copper pipe fixed with clips and including all made bends, connectors, fittings and any adaptors for jointing to pipes of other material, and remove waste and debris.	LM	
NHF	635013	Pipe:Renew or supply and fix pipe clip for any diameter copper pipe including ggging and screwing as necessary.	NO	
NHF	635015	Pipe;Renew or provide blank cap to upto 22mm diameter copper pipe, including jointing to pipe, test.	NO	
NHF	635301	Tee:Cut into any existing copper service pipework and fix new 15mm tee for installation extension.	NO	
NHF	635303	Tee:Cut into any existing copper service pipework and fix new 22mm tee for installation extension.	NO	
NHF	635305	Tee:Cut into any existing copper service pipework and fix new 28mm tee for installation extension.	NO	
NHF	640001	Burst:Isolate water supply, drain down, cut out and renew ne 1.00m length of any pipe, excluding lead, ne 28mm diameter including all necessary bends, connectors, fittings, cutting and threading of pipes etc, reinstate water supply and pipe lagging and te	NO	
NHF	640003	Burst:Isolate water supply, drain down, remove leaking/defective fitting of any type ne 28mm diameter, prepare existing pipework and renew fitting including any cutting and threading of pipes etc, reinstate water supply and pipe lagging and test on comple	NO	
NHF	640005	Burst:Isolate water supply, drain down as necessary, cut out section of existing lead pipe and insert proprietary compression couplings and length of PVC/copper pipe to effect repair to burst pipe, reinstate water supply, relag and test, and remove waste	NO	
NHF	645101	Insulation:Renew or supply preformed insulation to any pipe not exceeding 22mm diameter, fix preformed split cellular insulation section to pipework with adhesive tape, and remove waste and debris.	M	
NHF	645103	Insulation:Renew or supply preformed insulation to any pipe not exceeding 28mm diameter, fix preformed split cellular insulation section to pipework with adhesive tape, and remove waste and debris.	M	
NHF	657005	Ballofix Valve:Renew or install any type 28mm Ballofix valve with and including handle connected to any type of pipework including locate supply and turn water off/on, drain down/refill, adjust pipework as necessary and test, and remove waste and debris.	NO	
NHF	660001	Draincock:Renew ne 15mm copper to copper draincock on service pipework from tank or cylinder in conjunction with associated work or whilst system drained down.	NO	
NHF	705001	Supply Tank with 18 litre plastic feed and expansion cold water storage tank, lid, including Byelaw 30 kit and new insulation jacket	NO	
NHF	43503	Burst:Isolate water supply, drain down, cut out and renew length of UPTO 28mm diameter alkathene pipe, not exceeding 1.00m long with straight couplings, including all necessary fittings, reinstate water supply and test all newly made joints on completion,	NO	
NHF	631107	Shower:Renew any thermostatic mixing valve including disconnect and remove existing, fix new including adjust and or extend all pipework and reconnect and test, make good all finishes, and remove waste and debris . Upto 28MM	NO	
NHF	631111	Shower:Renew any shower hose and spray including remove old and fix new and connect to mixing valve, and remove waste and debris based on standard unit	IT	
NHF	460012	Remove limescale deposit and thoroughly clean a single appliance, including: wash basins, taps and wastes, sinks, taps and wastes; bath taps and wastes; and w.c. pan.	IT	

## Bespoke Codes

Source	SOR Code	Description	Unit of Measure	Rate (to be inserted by Tenderer)
Bespoke Codes	PLUB01	Pipe:Renew or fix new any 32mm diameter pipe with copper pipe fixed with clips and including all made bends, connectors, fittings and any adaptors for jointing to pipes of other material, and remove waste and debris.	LM	
Bespoke Codes	PLUB02	Pipe:Renew or fix new any 54mm diameter pipe with copper pipe fixed with clips and including all made bends, connectors, fittings and any adaptors for jointing to pipes of other material, and remove waste and debris.	LM	
Bespoke Codes	PLUB03	Pipe;Renew or provide blank cap to upto 32mm diameter copper pipe, including jointing to pipe, test.	NO	
Bespoke Codes	PLUB04	Pipe;Renew or provide blank cap to upto 54mm diameter copper pipe, including jointing to pipe, test.	NO	
Bespoke Codes	PLUB05	Tee:Cut into any existing copper service pipework and fix new 32mm tee for installation extension.	NO	
Bespoke Codes	PLUB06	Tee:Cut into any existing copper service pipework and fix new 54mm tee for installation extension.	NO	
Bespoke Codes	PLUB09	Stopcock 20mm stopcock - Part Only	NO	
Bespoke Codes	PLUB10	Stopcock 25mm stopcock - Part Only	NO	
Bespoke Codes	PLUB11	Tank:Renew over 28mm and up to 50mm equilibrium type ballvalve to cold water storage tank and transfer or renew float as necessary, and remove waste and debris.	NO	
Bespoke Codes	PLUB12	Tank:Renew tank overflow ne 6m long in roof space with 25mm plastic pipe and fittings including cut any holes in structure or finishes, make good and test, and remove waste and debris.	IT	
Bespoke Codes	PLUB13	Tank:Renew 50mm tank overflow ne 6m long in roof space with 25mm plastic pipe and fittings including cut any holes in structure or finishes, make good and test, and remove waste and debris.	IT	
Bespoke Codes	PLUB14	Tank:Renew or supply and install Keraflo Aylesbury 2" KB type float valve to cold water storage tank, existing ball valve to be removed to store for future use and remove waste and debris.	IT	
Bespoke Codes	PLUB15	Tank:Renew or supply and install insect screens to overflow and inlet pipes up to 22mm cold water storage tank in accordance with Byelaw 30, and remove waste and debris.	IT	
Bespoke Codes	PLUB16	Tank:Renew or supply and install aluminium foil Class "0" covered polystyrene slab insulation complete with all fixings, cut and fit around pipes and valves, make good and remove debris and waste.	SM	
Bespoke Codes	SAP01	Legionella Sampling - Obtain Water sample from tank or outlet and send for Legionella sampling. Upon completion from the laboratory forward results and recommendations to the Contract Administrator.	IT	
Bespoke Codes	DCD01	Descale, Cleaning and Disinfection - Descale, Cleaning and Disinfection of Water Storage Tank - Domestic up to 500L. Following the clean and chlorination works to provide the Contract Admisitrator with a Certificate of comformity	NO	
Bespoke Codes	DCD02	Descale, Cleaning and Disinfection - Descale, Cleaning and Disinfection of Water Storage Tank - Commercial up to 3000L. Following the clean and chlorination works to provide the Contract Admisitrator with a Certificate of comformity.	NO	
Bespoke Codes	FLEX01	Replace Flexi Hose with WRAS approved and label	IT	
Bespoke Codes	DR01	Install or replace Drain off Valve	IT	
Bespoke Codes	WP01	Install Warning Pipe to Cold Water Storage Tank up to 4 Meter run	IT	
Bespoke Codes	DL01	Remove deadleg to pipework to within 300mm of source pipework- Above 28mm	LM	
Bespoke Codes	HRPLU01	Hourly Rate for plumber	HR	

Source	SOR Code	Description	Unit of Measure	Rate (to be inserted by Tenderer)
Bespoke Codes	Tank01	Supply any tank with ne 317 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank02	Supply any tank with ne 500 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank03	Supply any tank with ne 690 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank04	Supply any tank with ne 765 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank05	Supply any tank with ne 920 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank06	Supply any tank with ne 1048 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation	IT	
Bespoke Codes	Tank07	Supply any tank with ne 1254 litres one piece GRP storage tank, lid, Byelaw 30 kit, insulation, ballvalve and float	IT	
Bespoke Codes	Tank08	Supply any tank with ne 1364 litres one piece pre-insulated to WRAS regulation BS EW 13280:2001 GRP storage tank,	IT	
Bespoke Codes	Tank09	Supply any tank with ne 1600 litres one piece pre-insulated to WRAS regulation BS EW 13280:2001 GRP storage tank, tank cover, Byelaw 30 kit, screened warning pipe, overflow, air inlet, test.	IT	
Bespoke Codes	Tank10	Supply any tank with ne 1820 litres one piece pre-insulated to WRAS regulation BS EW 13280:2001 GRP storage tank, tank cover, Byelaw 30 kit, screened warning pipe, overflow, air inlet, test.	IT	
NHF	650001	Stopcock: 15mm stopcock	NO	
Bespoke Codes	ST22	Stopcock: 22mm	NO	
Bespoke Codes	ST28	28mm stopcock	NO	
Bespoke Codes	GV15	15mm gatevalve	NO	
Bespoke Codes	GV22	22mm gatevalve	NO	
Bespoke Codes	GV28	28mm gatevalve	NO	
Bespoke Codes	BF15	15mm Ballofix	NO	
Bespoke Codes	BF22	22mm Ballofix valve	NO	
NHF	665005	Tank:Renew 15mm ballvalve to cold water storage tank and transfer or renew float as necessary, and remove waste and debris.	NO	
NHF	665007	Tank:Renew 22mm ballvalve to cold water storage tank and transfer or renew float as necessary, and remove waste and debris.	NO	
NHF	665009	Tank:Renew 28mm ballvalve to cold water storage tank and transfer or renew float as necessary, and remove waste and debris.	NO	
NHF	670005	Tank:Renew insulating jacket set fixed securely to 18 litre feed and expansion cold water storage tank, and remove waste and debris.	NO	
NHF	645007	Insulation:Remove existing insulation including securing wires complete to any diameter pipe, and remove waste and debris.	M	