



**THE COUNCIL OF BOURNEMOUTH
CHRISTCHURCH AND POOLE**

AND

(PROVIDER NAME)

**FRAMEWORK AGREEMENT FOR THE
PROVISION OF CARE AND SUPPORT AT
HOME ACROSS BOURNEMOUTH
CHRISTCHURCH AND POOLE**

Dated _____ 2019

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THIS AGREEMENT is dated

2017

PARTIES

- (1) **THE COUNCIL OF BOURNEMOUTH CHRISTCHURCH AND POOLE** whose principal place of business is at Town Hall, Bourne Avenue, Bournemouth, BH2 6DY (**Authority**).
- (2) **[FULL COMPANY NAME]** incorporated and registered in England and Wales with company number [NUMBER] whose registered office is at [REGISTERED OFFICE ADDRESS] (**Provider**).

BACKGROUND

- (A) The Authority placed a contract notice 2017/S 096-189232 on 16 May 2017 in the Official Journal of the European Union inviting potential Providers (including the Provider) to tender for the provision of the Care and Support at Home Services to itself and the Other Contracting Bodies identified in the contract notice under a framework agreement.
- (B) On the basis of the Provider's Tender, the Authority selected the Provider to enter a framework agreement to provide the Care and Support at Home Services to Service Users on behalf of Commissioners who place Orders in accordance with this Framework Agreement.
- (C) This Framework Agreement sets out the procedure for ordering Care and Support at Home Services, the main terms and conditions for such provision and the obligations of the Provider.
- (D) It is the Parties' intention that Commissioners have no obligation to place Orders with the Provider under this Framework Agreement or at all.

AGREED TERMS

1 DEFINITIONS AND INTERPRETATIONS

- 1.1 The definitions and rules of interpretation in this clause apply in this Framework Agreement.

Approval means the prior written approval of the Authority.

Audit means an audit carried out pursuant to clause 14.

Auditor means an auditor appointed by the Authority.

Authorised Representative means the persons respectively designated as such by the Authority and the Provider, the first such persons being set out in clause 33.

Award Criteria means the Core Care and Support at Home Services Award Criteria and/or the Competed Care and Support at Home Services Award Criteria as the context requires.

Call-off Terms and Conditions means the terms and conditions in Framework Schedule 4.

Care and Support at Home Services means the Care and Support at Home Services set out in the Service Specification.

Change of Control means a change of control within the meaning of section 1124 of the Corporation Tax Act 2010.

Change in Law means any change in Law which impacts on the provision of the Care and Support at Home Services and performance of the Call-off Terms and Conditions which comes into force after the Commencement Date.

Commencement Date means 1 November 2017.

Commissioner means the Authority and any other contracting authority (as defined in regulation 2 of the Regulations) described in the OJEU Notice.

Competed Care and Support at Home Services means the competed Care and Support at Home Services comprising Extra Care Support and other competed care and support at home services set out in the Service Specification.

Competed Care and Support at Home Services Award Criteria means the award criteria to be applied to Supplemental Tenders received through mini competitions held for the award of Contracts for Competed Care and Support at Home Services as set out in the Service Specification and/or the Order Form.

Complaint means any formal complaint raised by any Commissioner in relation to the performance under the Framework Agreement or any Contract in accordance with clause 22.

Confidential Information means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and Providers of the Provider or the Authority, as the case may be, including intellectual property rights, together with all 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.

Contract means a legally binding agreement (made pursuant to the provisions of this Framework Agreement) for the provision of Care and Support at Home Services made between a Commissioner and the Provider comprising an Order Form, its appendices, and the Call-off Terms and Conditions (as may be amended pursuant to clause 6.4).

Contract Price means the price (exclusive of any applicable VAT), payable to the Provider by the Commissioner under a Contract, as set out in the Order Form, for the full and proper performance by the Provider of its obligations under the Contract.

Core Care and Support at Home Services means the core Care and Support at Home Services set out in the Service Specification.

Core Care and Support at Home Services Award Criteria means the award criteria to be applied for the award of Contracts for Care and Support at Home Services as set out in the Invitation to Tender and/or the Order Form.

Default means any breach of the obligations of the relevant Party under a Contract (including fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement of the relevant Party or the Staff in connection with or in relation to the subject matter of the Contract and in respect of which such Party is liable to the other.

Data Protection Legislation: (i) unless/until the GDPR

is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK (ii) any successor legislation to the GDPR or the Data Protection Act 1998; the LED and any Applicable national implementing Laws as amended from time to time; the DPA 2018 to the extent that it relates to processing of personal data and privacy; and (iii) Applicable Law about the processing of personal data and privacy which includes The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), The Electronic Communications Data Protection Directive 2002/58/EC, The Privacy and Electronic Communications (EC Directive) Regulations 2003.

Data Protection Impact Assessment: an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.

Controller, Processor, Process, Processing, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer, take the meaning given in the GDPR and their cognate terms shall be construed accordingly.

Data Loss Event: any event that results, or may result, in unauthorised access to Personal Data held by the Contractor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.

Data Subject Access Request: 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.

DPA 2018: Data Protection Act 2018

GDPR: the General Data Protection Regulation (*Regulation (EU) 2016/679*)

LED: Law Enforcement Directive (*Directive (EU) 2016/680*)

Protective Measures: 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 the such measures adopted by it.

Sub-processor: any third Party being any person appointed by or on behalf of the Contractor to process Personal Data on behalf of the Contractor related to this Agreement being to Process Personal Data on behalf of the Council in connection with the Contract;

Environmental Information Regulations mean the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

Extra Care Support means the Care and Support at Home Services delivered in Extra Care Schemes set out in the Service Specification.

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.

Framework Agreement means this agreement and all Framework Schedules to this agreement.

Framework Agreement Variation Procedure means the procedure set out in Framework Schedule 5.

Framework Providers means the Provider and other providers appointed as framework providers under this Framework Agreement and includes any New Framework Providers.

Framework Year means a period of 12 months, commencing on the Commencement Date.

Guidance means any guidance issued or updated by the UK government from time to time in relation to the Regulations.

Information has the meaning given under section 84 of the FOIA.

Initial Term means the period of FIVE years commencing on the Commencement Date.

Intellectual Property Rights means patents, inventions, trade marks, service marks, logos, design rights (whether registrable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations

whether registrable or not in any country (including the United Kingdom) and the right to sue for passing off.

Invitation to Tender means the Authority's Invitation to Tender to provide the Care and Support at Home Services issued to the Provider and other bidders as part of the procurement to award the Framework Agreement.

Key Performance Indicators means the performance indicators set out in the Framework and Service Monitoring Measures contained in Service Specification Schedule Three as supplemented under the terms of any Contract.

Law means any applicable Act of Parliament, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of section 2 of the European Communities Act 1972, regulatory policy, guidance or industry code, judgment of a relevant court of law, or directives or requirements of any Regulatory Body.

Lots means the Care and Support at Home Services divided into lots as referred to in the OJEU Notice and set out in the Service Specification.

Management Information means the management information specified in the Service Specification.

Month means a calendar month.

New Framework Providers means Potential Framework Providers appointed as framework providers following a re-opening of the Framework Agreement.

OJEU Notice means the contract notice 2017/S 096-189232 dated 16 May 2017 published in the Official Journal of the European Union.

Order means an order for Care and Support at Home Services sent by any Commissioner to the Provider in accordance with the award procedures in clause 6.

Order Form means a document setting out details of an Order in any of the forms set out in Framework Schedule 3 or as otherwise agreed in accordance with clause 6.8.

Other Contracting Bodies means all Commissioners except the Authority.

Parent Company means any company which is the ultimate Holding Company of the Provider and which is either responsible directly or indirectly for the business activities of the Provider or which is engaged in the same or similar business to the Provider. **Holding Company** shall have the meaning ascribed by section 1159 of the Companies Act 2006 or any statutory re-enactment or amendment thereto.

Party and **Parties** means the Authority and/or the Provider, as the case may be.

Pricing Schedules means the pricing schedules referred to in Framework Schedule 2.

Prohibited Act the following constitute Prohibited Acts:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority 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;

- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Framework Agreement;
- (c) 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 this Framework Agreement or any other contract with the Authority; or
- (d) defrauding, attempting to defraud or conspiring to defraud the Authority.

Provider's Lots means the allocation of indicative minimum hours and/or the lots to which the Provider has been appointed under this Framework Agreement as set out in Framework Schedule 1.

Regulations means the Public Contracts Regulations 2015 (SI 2015/102).

Regulatory Bodies 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 this Framework Agreement or any other affairs of the Authority.

Requests for Information means a request for information or an apparent request under the FOIA or the Environmental Information Regulations.

Service Specification means the Authority's specification in Framework Schedule 1 detailing the goods and services to be supplied from time to time under the Framework Agreement.

Service Specification Schedule means a Schedule to the Service Specification.

Service User means an individual receiving Care and Support at Home Services from the Provider pursuant to a Contract.

Staff means all persons employed by the Provider together with the Provider's servants, agents, Providers and subcontractors used in the performance of its obligations under this Framework Agreement or any Contracts.

Subcontract any contract between the Provider and a third party pursuant to which the Provider agrees to source the provision of any of the Care and Support at Home Services from that third party.

Subcontractor the contractors or service providers that enter into a Subcontract with the Provider.

Supplemental Tender means the documents submitted to a Commissioner in response to the Commissioner's invitation to Framework Providers for formal offers to supply it with the Competed Care and Support at Home Services.

Tender means the tender submitted by the Provider to the Authority on **[Date to be inserted]**.

Term means the period of the Initial Term as may be varied by (i) any extensions to this Framework Agreement pursuant to clause 2 or (ii) the earlier termination of this Framework Agreement in accordance with its terms.

Termination Date means the date of expiry or termination of this Framework Agreement.

Working Days means any day other than a Saturday, Sunday or public holiday in England and Wales.

Year means a calendar year.

- 1.2 The interpretation and construction of this Framework Agreement shall all 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" are to be construed as if they were immediately followed by the words "without limitation";
 - 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 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;
 - 1.2.6 headings are included in this Framework Agreement for ease of reference only and shall not affect the interpretation or construction of this Framework Agreement;
 - 1.2.7 the Framework Schedules form part of this Framework Agreement and shall have effect as if set out in full in the body of this Framework Agreement and any reference to this Framework Agreement shall include the Framework Schedules;
 - 1.2.8 references in this Framework Agreement to any clause or sub-clause or Framework Schedule without further designation shall be construed as a reference to the clause or sub-clause or Framework Schedule to this Framework Agreement so numbered;
 - 1.2.9 references in this Framework Agreement to any paragraph or sub-paragraph without further designation shall be construed as a reference to the paragraph or sub-paragraph of the relevant Framework Schedule to this Framework Agreement so numbered; and
 - 1.2.10 reference to a clause is a reference to the whole of that clause unless stated otherwise.

PART ONE: FRAMEWORK ARRANGEMENTS AND AWARD PROCEDURE

2 TERM OF FRAMEWORK AGREEMENT

- 2.1 The Framework Agreement shall take effect on the Commencement Date and (unless it is terminated in accordance with the terms of this Framework Agreement or is otherwise lawfully terminated) shall terminate at the end of the Term.

3 EXTENSION OF INITIAL TERM

- 3.1 The Authority may extend this Framework Agreement beyond the Initial Term by up to two annual extensions up to a maximum of two years in total (**Extension Period**). If the Authority wishes to extend this Framework Agreement, it shall give the Provider not less than three months' written notice of such intention before the expiry of the Initial Term or Extension Period.
- 3.2 If the Authority gives such notice then the Term shall be extended by the period set out in the notice.
- 3.3 If the Authority does not wish to extend this Framework Agreement beyond the Initial Term this Framework Agreement shall expire on the expiry of the Initial Term.

4 SCOPE OF FRAMEWORK AGREEMENT

- 4.1 This Framework Agreement governs the relationship between the Authority and the Provider in respect of the provision of the Care and Support at Home Services by the Provider to Commissioners.
- 4.2 The Authority appoints the Provider as a Framework Provider of the Care and Support at Home Services and the Provider shall be eligible to receive Orders for such Care and Support at Home Services from Commissioners during the Term.
- 4.3 Commissioners may at their absolute discretion and from time to time order Care and Support at Home Services from the Provider in accordance with the ordering procedure set out in clause 6 during the Term. The Parties acknowledge and agree that the Other Contracting Bodies have the right to order Care and Support at Home Services pursuant to this Framework Agreement provided that they comply at all times with the Regulations and the ordering procedure in clause 6.1. If there is a conflict between clause 6 and the Regulations, the Regulations shall take precedence.
- 4.4 If and to the extent that any Care and Support at Home Services under this Framework Agreement are required each and every Commissioner shall:
- 4.4.1 enter into a contract with the Provider for these Care and Support at Home Services materially in accordance with the terms of the Contract; and
 - 4.4.2 comply with the ordering procedure in clause 6.
- 4.5 The Provider acknowledges that, in entering this Framework Agreement, no form of exclusivity or volume guarantee has been granted by the Commissioner for the Care and Support at Home Services and that the Commissioner is at all times entitled to enter into other contracts and arrangements with other providers for the provision of any or all services which are the same as or similar to the Care and Support at Home Services.
- 4.6 The Authority shall not in any circumstances be liable to the Provider or any Other Contracting Body for payment or otherwise in respect of any Care and Support at Home Services provided by the Provider to any Other Contracting Body.

5 PROCEDURE FOR REOPENING OF THE FRAMEWORK AGREEMENT

- 5.1 During the Term if Framework Providers are not able to fulfil Commissioners requirements for Care and Support at Home Services the Authority may invite providers of Care and Support at Home Services who are not Framework Providers (**Potential Framework Providers**) to submit tenders for a place on the Framework Agreement.
- 5.2 In re-opening competition under this clause, the Authority shall use the same evaluation criteria and scoring model that was used to award providers a place on the Framework Agreement, as supplemented to reflect the circumstances.
- 5.3 If a Commissioner decides to source Core Care and Support at Home Services through the Framework Agreement from Potential Framework Providers awarded a place on the Framework Agreement following a re-opening of the Framework Agreement in relation to requirements for Care and Support at Home Services that existing Framework Providers were unable to fulfil then the Commissioner shall:
- 5.3.1 send an Order to the New Framework Provider ranked highest following evaluation of its Tender;
 - 5.3.2 if the New Framework Provider who was ranked highest is not able to provide the Care and Support at Home Services, send an Order to the New Framework Provider ranked next highest;

- 5.3.3 repeat the process set out in clause 5.3.2 until the Order is fulfilled or there are no further New Framework Providers qualified to fulfil it.

6 AWARD PROCEDURES

Awards under the Framework Agreement

- 6.1 If a Commissioner decides to source Care and Support at Home Services through the Framework Agreement then it may:
- 6.1.1 satisfy its requirements for the Core Care and Support at Home Services by awarding a Contract in accordance with the terms laid down in this Framework Agreement without re-opening competition; or
 - 6.1.2 satisfy its requirements for Competed Care and Support at Home Services by awarding a Contract following a mini-competition conducted in accordance with the requirements of clause 6.4.

Awards of Core Care and Support at Home Services (awards without re-opening competition)

- 6.2 Any Commissioner ordering during the initial first tranche of hours of Core Care and Support at Home Services under the Framework Agreement without re-opening competition shall:
- 6.2.1 send an Order to the Framework Provider ranked highest following the evaluation of its Tender;
 - 6.2.2 if the Framework Provider who was ranked highest is not able to provide the Care and Support at Home Services, send an Order to the Framework Provider ranked next highest;
 - 6.2.3 repeat the process set out in clause 6.2.2 until the Order is fulfilled or there are no further Framework Providers qualified to fulfil it.

Awards of Core Care and Support at Home Services (awards without re-opening competition)

- 6.3 After the initial first tranche of hours of Core Care and Support at Home Services has been fulfilled any Commissioner subsequently ordering new packages of Core Care and Support at Home Services under the Framework Agreement without re-opening competition shall:
- 6.3.1 follow the Brokerage Referral and Authorisation Processes set out in Framework Schedule 3 and Service Specification Schedule 4;
 - 6.3.2 notify the new package of care to all Framework Providers;
 - 6.3.3 following receipt of offers from Framework Providers to deliver the new package of care, send an Order to the Framework Provider who responds and offers to deliver the new package of care first.

Competed Care and Support at Home Services (awards following mini-competitions)

- 6.4 Any Commissioner ordering Competed Care and Support at Home Services under the Framework Agreement shall:
- 6.4.1 identify the relevant Lot(s) that its Competed Care and Support at Home Services fall into;

- 6.4.2 identify the Framework Providers capable of performing the Contract for the Competed Care and Support at Home Services requirements;
- 6.4.3 supplement and refine the Call-off Terms and Conditions only to the extent permitted and in accordance with the requirements of the Regulations and Guidance;
- 6.4.4 invite tenders by conducting a mini-competition for its Competed Care and Support at Home Services requirements in accordance with the Regulations and Guidance and in particular:
 - (a) consult in writing the Framework Providers capable of performing the Contract for the Competed Care and Support at Home Services requirements and invite them within a specified time limit to submit a Supplemental Tender;
 - (b) set a time limit for the receipt by it of the Supplemental Tenders which takes into account factors such as the complexity of the subject matter of the Contract and the time needed to submit tenders; and
 - (c) keep each Supplemental Tender confidential until the expiry of the time limit for the receipt by it of the Supplemental Tenders;
- 6.4.5 apply the Competed Care and Support at Home Services Award Criteria to any compliant Supplemental Tenders submitted through the mini-competition; and
- 6.4.6 subject to clause 6.5 place an Order with the successful Framework Provider.
- 6.5 The Provider agrees that all Supplemental Tenders submitted by the Provider in relation to a mini-competition held pursuant to this clause 6 shall remain open for 30 days (or such other period specified in the invitation to tender issued by the relevant Commissioner in accordance with this clause 6).
- 6.6 Notwithstanding the fact that the Commissioner has followed the procedure set out above for the Competed Care and Support at Home Services the Commissioner may cancel, postpone delay or end the procedure without placing an Order for Care and Support at Home Services or awarding a Contract. Nothing in this Framework Agreement shall oblige any Commissioner to place any Order for Care and Support at Home Services.

Responsibility for awards

- 6.7 The Provider acknowledges that each Commissioner is independently responsible for the conduct of its award of Contracts under the Framework Agreement and that the Authority is not responsible or accountable for and shall have no liability whatsoever in relation to:
 - 6.7.1 the conduct of Other Contracting Bodies in relation to the Framework Agreement; or
 - 6.7.2 the performance or non-performance of any Contracts between the Provider and Other Contracting Bodies entered into pursuant to the Framework Agreement.

Form of Order

- 6.8 Subject to clause 6.1 to clause 6.7 above, each Commissioner may place an Order with the Provider by serving an order in writing in substantially the form set out in Framework Schedule 3 or such similar or analogous form agreed with the Provider including systems of ordering involving fax, e-mail or other online solutions.

Accepting and declining Orders

- 6.9 Following receipt of an Order, the Provider shall promptly and in any event within a reasonable period determined by the relevant Commissioner and notified to the Provider in writing at the same

time as the submission of the Order (which in any event shall not exceed one Working Day) acknowledge receipt of the Order and either:

6.9.1 notify the Commissioner in writing and with detailed reasons that it is unable to fulfil the Order; or

6.9.2 notify the relevant Commissioner that it is able to fulfil the Order by signing and returning the Order Form.

6.10 If the Provider:

6.10.1 notifies the Commissioner that it is unable to fulfil an Order; or

6.10.2 the time limit referred to in clause 6.9 has expired,

then the Order shall lapse and the relevant Commissioner may then send that Order to another Framework Provider in accordance with the procedure set out in clause 6.2.3.

6.11 If the Provider modifies or imposes conditions on the fulfilment of an Order, then the Commissioner may either:

6.11.1 reissue the Order incorporating the modifications or conditions; or

6.11.2 treat the Provider's response as notification of its inability to fulfil the Order and the provisions of clause 6.10 shall apply.

6.12 The Parties acknowledge and agree that the placement of an Order is an "invitation to treat" by the Commissioner. Accordingly, the Provider shall sign and return the Order Form which shall constitute its offer to the Commissioner. The Commissioner shall signal its acceptance of the Provider's offer and the formation of a Contract by counter-signing the Order Form.

7 CONTRACT PERFORMANCE AND PRECEDENCE OF DOCUMENTS

7.1 The Provider shall perform all Contracts entered into with a Commissioner in accordance with:

7.1.1 the requirements of this Framework Agreement;

7.1.2 the terms and conditions of the respective Contracts including:

(a) the Key Performance Indicators set out in Service Specification Schedule Three; and

(b) any standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies that a skilled and experienced operator in the same type of industry or sector as the Provider would reasonably be expected to comply with; and

(c) the Fundamental Standards in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the quality standards set out in the Service Specification.

7.2 In the event of, and only to the extent of, any conflict or inconsistency between the terms and conditions of this Framework Agreement and the terms and conditions of a Contract, such conflict or inconsistency shall be resolved according to the following order of priority:

7.2.1 the clauses of the Contract;

7.2.2 the Order Form except the Provider's Tender and Supplemental Tender;

- 7.2.3 the terms of the Framework Agreement, the Framework Schedules to the Framework Agreement and the appendices to the Order Form, except the Provider's Tender and Supplemental Tender;
- 7.2.4 any other document referred to in the clauses of the Contract; and
- 7.2.5 the Provider's Tender and Supplemental Tender.

8 PRICES FOR CARE AND SUPPORT AT HOME SERVICES

- 8.1 The Contract Prices for Care and Support at Home Services shall be the prices set out in the Pricing Schedule for such Care and Support at Home Services.
- 8.2 The Contract Prices for Care and Support at Home Services shall be fixed until 31 March 2018 and any review of the Contract Prices for subsequent years will be at the discretion of the Authority and the Other Contracting Bodies.

PROVIDER'S GENERAL FRAMEWORK OBLIGATIONS

9 WARRANTIES AND REPRESENTATIONS

- 9.1 The Provider warrants and represents to the Authority and to each of the Other Contracting Bodies that:
 - 9.1.1 it has full capacity and authority and all necessary consents (including, where its procedures so require, the consent of its Parent Company) to enter into and to perform its obligations under this Framework Agreement;
 - 9.1.2 this Framework Agreement is executed by a duly authorised representative of the Provider;
 - 9.1.3 in entering into this Framework Agreement or any Contract it has not committed any Prohibited Act;
 - 9.1.4 as at the Commencement Date, all information, statements and representations contained in the Tender are true, accurate and not misleading save as may have been specifically disclosed in writing to the Authority before the execution of this Framework Agreement and it will promptly advise the Authority of any fact, matter or circumstance of which it may become aware during the Term that would render any such information, statement or representation to be false or misleading;
 - 9.1.5 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets that will or might affect its ability to perform its obligations under this Framework Agreement and any Contract which may be entered into with the Authority or Other Contracting Bodies;
 - 9.1.6 it is not subject to any contractual obligation, compliance with which is likely to have an effect on its ability to perform its obligations under this Framework Agreement and any Contract; and
 - 9.1.7 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 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 Provider's assets or revenue.

10 SERVICE PRE-REQUISITES

- 10.1 The Provider shall be responsible for obtaining all licences, authorisations, consents or permits required in relation to the performance of this Framework Agreement and any Contract.

PROVIDER'S INFORMATION OBLIGATIONS

11 REPORTING AND MEETINGS

- 11.1 The Provider shall submit Management Information to the Authority in the form and containing the information in the Service Specification (to include as a minimum the Performance Framework and Service Monitoring Measures in Service Specification Schedule Three) throughout the Term on the last day of every Month and thereafter in respect of any Contract entered into with any Commissioner.
- 11.2 The Provider shall attend meetings as requested by the Authority and the Provider shall, at each meeting, present its previously circulated Management Information in the format set out in that Framework Schedule or in the Service Specification.
- 11.3 The Authority may share the Management Information supplied by the Provider with any Other Contracting Body.
- 11.4 The Authority may make changes to the nature of the Management Information that the Provider is required to supply and shall give the Provider at least one Month's written notice of any changes.

12 CONTINUOUS IMPROVEMENT

- 12.1 The Provider shall adopt a policy of continuous improvement in relation to the Care and Support at Home Services pursuant to which it will regularly review with the Authority the Care and Support at Home Services and the manner in which it is providing them with a view to reducing the Authority's and any other Commissioners' costs and / or improving the quality and efficiency of the Care and Support at Home Services.

13 LEGISLATIVE CHANGE

- 13.1 The Provider shall neither be relieved of its obligations under this Framework Agreement nor be entitled to an increase in the price paid under any Contract as the result of any Change in Law.

14 RECORDS AND AUDIT ACCESS

- 14.1 The Provider shall keep and maintain until six years after the date of termination or expiry (whichever is the earlier) of this Framework Agreement (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Framework Agreement including the Care and Support at Home Services provided under it, the Contracts entered into with Commissioners and the amounts paid by each Commissioner.
- 14.2 The Provider shall keep the records and accounts referred to in clause 14.1 above in accordance with good accountancy practice.
- 14.3 The Provider shall afford the Authority or the Auditor (or both) such access to such records and accounts as may be required from time to time.
- 14.4 The Provider shall provide such records and accounts (together with copies of the Provider's published accounts) during the Term and for a period of six years after expiry of the Term to the Authority (or relevant Commissioner) and the Auditor.

- 14.5 The Authority shall use reasonable endeavours to ensure that the conduct of each Audit does not unreasonably disrupt the Provider or delay the provision of the Care and Support at Home Services pursuant to the Contracts, save insofar as the Provider accepts and acknowledges that control over the conduct of Audits carried out by the Auditor is outside of the control of the Authority.
- 14.6 Subject to the Authority's rights of confidentiality, the Provider shall on demand provide the Auditor with all reasonable co-operation and assistance in relation to each Audit, including:
- 14.6.1 all information requested by the Auditor within the scope of the Audit;
 - 14.6.2 reasonable access to sites controlled by the Provider and to equipment used in the provision of the Care and Support at Home Services; and
 - 14.6.3 access to the Staff.
- 14.7 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause 14, unless the Audit reveals a material Default by the Provider in which case the Provider shall reimburse the Authority for the Authority's reasonable costs incurred in relation to the Audit.

15 CONFIDENTIALITY

- 15.1 Subject to clause 15.2, the Parties shall keep confidential the Confidential Information of the other Party and shall use all reasonable endeavours to prevent their representatives from making any disclosure to any person of any matters relating hereto.
- 15.2 Clause 15.1 shall not apply to any disclosure of information:
- 15.2.1 required by any applicable law, provided that clause 17 shall apply to any disclosures required under the FOIA or the Environmental Information Regulations;
 - 15.2.2 that is reasonably required by persons engaged by a Party in the performance of that Party's obligations under this Framework Agreement;
 - 15.2.3 that is reasonably required by Other Contracting Bodies;
 - 15.2.4 where a Party can demonstrate that such information is already generally available and in the public domain otherwise than as a result of a breach of clause 15.1;
 - 15.2.5 by the Authority of any document to which it is a party and which the Parties to this Framework Agreement have agreed contains no Confidential Information;
 - 15.2.6 to enable a determination to be made under clause 23;
 - 15.2.7 which is already lawfully in the possession of the receiving Party, prior to its disclosure by the disclosing Party, and the disclosing Party is not under any obligation of confidence in respect of that information;
 - 15.2.8 by the Authority to any other department, office or agency of the government, provided that the Authority informs the recipient of any duty of confidence owed in respect of the information; and
 - 15.2.9 by the Authority relating to this Framework Agreement and in respect of which the Provider has given its prior written consent to disclosure.

16 DATA PROTECTION

- 16.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, *the Council is the Controller and the Contractor is the Processor*. The only processing that the Contractor is authorised to do is listed in Schedule A by the Council and may not be determined by the Contractor.
- 16.2 Both Parties will comply with all applicable requirements of the Data Protection Legislation.
- 16.3 This clause 16.3 is in addition to, and does not relieve, remove or replace, a Party's obligations under the Data Protection Legislation.
- 16.4 Schedule A sets out the scope, nature and purpose of processing by the Contractor, the duration of the processing and the types of personal data and categories of Data Subject.
- 16.5 The Contractor shall notify the Council immediately if it considers that any of the Council's instructions infringe the Data Protection Legislation and shall not knowingly or negligently do or omit to do anything which places the Council in breach of the Council's obligations under the Data Protection Legislation.
- 16.6 The Contractor shall provide all reasonable assistance to the Council in the preparation of any Data Protection Impact Assessment prior to commencing any processing or at any time. Such assistance may, at the discretion of the Council, include:
- 16.6.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 16.6.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 16.6.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 16.6.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 16.7 The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- 16.7.1 process that Personal Data only in accordance with Schedule A, unless the Contractor is required to do otherwise by Law. If it is so required the Contractor shall promptly notify the Council before processing the Personal Data unless prohibited by Law;
 - 16.7.2 ensure that it has in place Protective Measures to ensure a level of security appropriate to the risks, including, as appropriate, the measures referred to in Article 32(1) of the GDPR, which have been reviewed and approved by the Council as appropriate to protect against a Data Loss Event having taken account of the:
 - (a) nature and scope as well as context and purposes of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures;
 - 16.7.3 ensure that :
 - (a) the Contractor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule A);
 - (b) it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:

- (c) are aware of and comply with the Contractor's duties under this clause;
 - (d) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
 - (e) 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 Council or as otherwise permitted by this Agreement; and
 - (f) have undergone adequate training in the use, care, protection and handling of Personal Data; and
- 16.7.4 not transfer Personal Data outside of the EU or European Economic Area unless the prior written consent of the Council has been obtained and the following conditions are fulfilled:
- (a) the Council or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Council;
 - (b) the Data Subject has enforceable rights and effective legal remedies;
 - (c) the Contractor 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 Council in meeting its obligations); and
 - (d) the Contractor complies with any reasonable instructions notified to it in advance by the Council with respect to the processing of the Personal Data;
- 16.7.5 at the written direction of the Council, delete or return Personal Data (and any copies of it) to the Council on termination of the Agreement unless the Contractor is required by Law to retain the Personal Data.
- 16.8 Subject to clause 16.6, the Contractor shall notify the Council immediately if it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
 - (e) 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
 - (f) becomes aware of a Data Loss Event.
- 16.9 The Contractor's obligation to notify under clause 16.5 shall include the provision of further information to the Council in phases, as details become available.
- 16.10 Taking into account the nature of the processing, the Contractor shall provide the Council with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 16.5 (and insofar as possible within the timescales reasonably required by the Council) including by promptly providing
- (a) the Council with full details and copies of the complaint, communication or request;

- (b) such assistance as is reasonably requested by the Council to enable the Council to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Council, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Council following any Data Loss Event;
 - (e) assistance as requested by the Council with respect to any request from the Information Commissioner's Office, or any consultation by the Council with the Information Commissioner's Office.
- 16.11 The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause under the obligation in Articles 28(3)(h) and 30(2) GDPR. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:
- (a) the Council determines that the processing is not occasional
 - (b) the Council determines (or the Contractor is aware that) 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/or
 - (c) the Council determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 16.12 The Contractor shall allow for audits of its Data Processing activity by the Council or the Council's designated auditor
- 16.13 The Contractor shall designate a Data Protection Officer if required by the Data Protection Legislation
- 16.14 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Contractor must:
- (a) notify the Council in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Council;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 16.9 (c) such that they apply to the Sub-processor; and
 - (d) provide the Council with such information regarding the Sub-processor as the Council may reasonably require.
- 16.15 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.
- 16.16 The Council 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 Agreement) per Articles 28(6), 28(7) and 28(8) GDPR.
- 16.17 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Council may on notice to the Contractor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 16.18 Without prejudice to the rest of this clause 16.13, the Contractor shall, in relation to any Personal Data processed in connection with the performance by the Contractor of its obligations under this agreement process that Personal Data only on the written instructions of the Council unless the Contractor is required by the laws of any member of the European Union or by the laws of the

European Union applicable to the Contractor to process Personal Data (Applicable Laws). Where the Contractor is relying on laws of a member of the European Union or European Union law as the basis for processing Personal Data, the Contractor shall promptly notify the Council of this before performing the processing required by the Applicable Laws unless those Applicable Laws prohibit the Contractor from so notifying the Council.

- 16.19 The Contractor shall fully indemnify the Council in respect of all losses, liabilities, claims, actions, proceedings, demands, costs, charges or expenses arising out of or in connection with any civil claim made in respect information subject to the Data Protection Legislation , which claims would not have arisen but for some act, omission or negligence in breach of this condition on the part of the Contractor, its employees, agents or any subcontractor or anyone acting on its or their behalf.
- 16.20 The Parties agree that on the termination of the Contract/Agreement, the Processor and any Sub-Processor shall, at the choice of the Controller, return all personal data and copies thereof to the Council or shall destroy all the personal data and certify to the Council that it has done so, unless legislation imposed upon the data importer prevents it from returning or destroying all or part of the personal data transferred. In that case, the data importer warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.
- 16.21 The Contractor shall take reasonable steps to ensure the reliability of any employee, agent or contractor of any Processor who may have access to Personal Data, ensuring in each case that access is strictly limited to those individuals who need to know / access the relevant Personal Data, as strictly necessary for the purposes of the Contract, and to comply with Data Protection Legislation in the context of that individual's duties to the Processor, ensuring that all such individuals are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.
- 16.22 Obligations after the termination of the Service
 - 16.22.1 The provisions of this clause 16.17 shall apply during the continuance of the agreement and indefinitely after its expiry or termination.
 - 16.22.2 The Parties agree that on the termination of the provision of the Service, the Data Processor and any Sub-processor shall, at the choice of the Data Controller, return all the personal data transferred and the copies thereof to the Data Controller or shall destroy all the personal data and certify to the Data Controller that it has done so, unless legislation imposed upon the Data Processor prevents it from returning or destroying all or part of the personal data transferred. In that case, the Data Processor warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.

17 FREEDOM OF INFORMATION

- 17.1 The Provider acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Provider shall:
 - 17.1.1 provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its obligations under the FOIA and EIRs;
 - 17.1.2 transfer to the Authority all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within two Working Days of receipt;
 - 17.1.3 provide the Authority with a copy of all Information belonging to the Authority requested in the Request For Information which is in its possession or control in the form that the Authority requires within five Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
 - 17.1.4 not respond directly to a Request For Information unless authorised in writing to do so by the Authority.

- 17.2 The Provider acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Confidential Information) without consulting or obtaining consent from the Provider. The Authority shall take reasonable steps to notify the Provider of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Framework Agreement) the Authority shall be responsible for determining in its absolute discretion whether any Confidential Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

18 PUBLICITY

- 18.1 Unless otherwise directed by the Authority, the Provider shall not make any press announcements or publicise this Framework Agreement in any way without the Authority's prior written consent.
- 18.2 The Authority shall be entitled to publicise this Framework Agreement in accordance with any legal obligation on the Authority, including any examination of this Framework Agreement by the Auditor or otherwise.
- 18.3 The Provider shall not do anything that may damage the reputation of the Authority or bring the Authority into disrepute.

FRAMEWORK AGREEMENT TERMINATION AND SUSPENSION

19 TERMINATION

Termination on Default

- 19.1 The Authority may terminate the Framework Agreement by serving written notice on the Provider with effect from the date specified in such notice:
- 19.1.1 where the Provider commits a material breach and:
- (a) the Provider has not remedied the material breach to the satisfaction of the Authority within 20 Working Days, or such other period as may be specified by the Authority, after issue of a written notice specifying the material breach and requesting it to be remedied; or
 - (b) the material breach is not, in the reasonable opinion of the Authority, capable of remedy; or
- 19.1.2 where any Commissioner terminates a Contract awarded to the Provider under this Framework Agreement:
- (a) as a consequence of a material breach by the Provider; or
 - (b) in accordance with clause 39 of the Call-off Terms and Conditions (Contract Non-Compliance);
- 19.1.3 any warranty given by the other Party in clause 9 of this Agreement is found to be untrue or misleading;
- 19.1.4 if any of the provisions of Regulation 73(1) of the Regulations apply.
- 19.2 For the purposes of clause 19.1.1, **material breach** means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Authority would otherwise derive from:
- 19.2.1 a substantial portion of this Framework Agreement; or

19.2.2 the obligations set out in clause 7, clause 15 or clause 16,

over the term of this Framework Agreement. In deciding whether any breach is material no regard shall be had to whether it occurs by some accident, mishap, mistake or misunderstanding.

Termination on insolvency and Change of Control

19.3 Without affecting any other right or remedy available to it, the Authority may terminate this agreement with immediate effect by giving written notice to the Provider if:

19.3.1 the Provider suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 **OR** (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 **OR** (being a partnership) has any partner to whom any of the foregoing apply;

19.3.2 the Provider commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (being a company) for the sole purpose of a scheme for a solvent amalgamation of Provider with one or more other companies or the solvent reconstruction of the Provider;

19.3.3 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Provider (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of the Provider with one or more other companies or the solvent reconstruction of the Provider;

19.3.4 an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Provider (being a company);

19.3.5 the holder of a qualifying floating charge over the assets of the Provider (being a company) has become entitled to appoint or has appointed an administrative receiver;

19.3.6 a person becomes entitled to appoint a receiver over the assets of the Provider or a receiver is appointed over the assets of the Provider;

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

19.3.8 any event occurs, or proceeding is taken, with respect to the Provider in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 19.3.1 to clause 19.3.7 (inclusive); or

19.3.9 the Provider suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

19.4 The Provider shall notify the Authority immediately if the Provider undergoes a Change of Control. The Authority may terminate the Framework Agreement by giving notice in writing to the Provider with immediate effect within six Months of:

19.4.1 being notified that a Change of Control has occurred; or

19.4.2 where no notification has been made, the date that the Authority becomes aware of the Change of Control,

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

20 SUSPENSION OF PROVIDER'S APPOINTMENT

- 20.1 Without prejudice to the Authority's rights to terminate the Framework Agreement in clause 19 above, if a right to terminate this Framework Agreement arises in accordance with clause 19, the Authority may suspend the Provider's right to receive Orders from Commissioners in any or all Provider's Lots by giving notice in writing to the Provider. If the Authority provides notice to the Provider in accordance with this clause 20, the Provider's appointment shall be suspended for the period set out in the notice or such other period notified to the Provider by the Authority in writing from time to time.

21 CONSEQUENCES OF TERMINATION AND EXPIRY

- 21.1 Notwithstanding the service of a notice to terminate the Framework Agreement, the Provider shall continue to fulfil its obligations under the Framework Agreement until the date of expiry or termination of the Framework Agreement or such other date as required under this clause 21.
- 21.2 Unless expressly stated to the contrary, the service of a notice to terminate the Framework Agreement shall not operate as a notice to terminate any Contract made under the Framework Agreement. Termination or expiry of the Framework Agreement shall not cause any Contracts to terminate automatically. For the avoidance of doubt, all Contracts shall remain in force unless and until they are terminated or expire in accordance with their own terms.
- 21.3 Within 30 Working Days of the date of termination or expiry of the Framework Agreement, the Provider shall return or destroy at the request of the Authority any data, personal information relating to the Authority or its personnel or Confidential Information belonging to the Authority in the Provider's possession, power or control, either in its then current format or in a format nominated by the Authority (in which event the Authority will reimburse the Provider's reasonable data conversion expenses), together with all training manuals and other related documentation, and any other information and all copies thereof owned by the Authority, save that it may keep one copy of any such data or information for a period of up to 12 Months to comply with its obligations under the Framework Agreement, or such period as is necessary for such compliance.
- 21.4 Termination or expiry of this Framework Agreement shall be without prejudice to any rights, remedies or obligations of either Party accrued under this Framework Agreement before termination or expiry.
- 21.5 The provisions of clause 9, clause 14, clause 15, clause 16, clause 17, clause 18, clause 21, clause 24, and clause 34 shall survive the termination or expiry of the Framework Agreement, together with any other provision which is either expressed to or by implication is intended to survive termination.

22 COMPLAINTS HANDLING AND RESOLUTION

- 22.1 The Provider shall respond to Commissioner Complaints within three Working Days.
- 22.2 Without prejudice to any rights and remedies that a complainant may have at Law, including under the Framework Agreement or a Contract, and without prejudice to any obligation of the Provider to take remedial action under the provisions of the Framework Agreement or a Contract, the Provider shall use its best endeavours to resolve the Complaint within seven Working Days and in so doing, shall deal with the Complaint fully, expeditiously and fairly.
- 22.3 Within two Working Days of a request by the Authority, the Provider shall provide full details of a Complaint to the Authority, including details of steps taken to its resolution.

23 DISPUTE RESOLUTION

- 23.1 If a dispute arises out of or in connection with this Framework Agreement or the performance, validity or enforceability of it (**Dispute**) then except as expressly provided in this Framework Agreement, the Parties shall follow the procedure set out in this clause:
- 23.1.1 either Party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, the Authorised Representative of the Authority and Authorised Representative of the Provider shall attempt in good faith to resolve the Dispute;
 - 23.1.2 if the Authorised Representative of the Authority and Authorised Representative of the Provider are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Service Director, Community Learning and Commissioning, of the Authority and Managing Director of the Provider who shall attempt in good faith to resolve it; and
 - 23.1.3 if the Service Director, Community Learning and Commissioning, of the Authority and Managing Director of the Provider are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR Solve. To initiate the mediation, a Party must serve notice in writing (**ADR notice**) to the other Party to the Dispute, requesting mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than 30 days after the date of the ADR notice.
- 23.2 No Party may commence any court proceedings under clause 34 in relation to the whole or part of the Dispute until 60 days after service of the ADR notice, provided that the right to issue proceedings is not prejudiced by a delay.
- 23.3 If the Dispute is not resolved within 45 days after service of the ADR notice, or either Party fails to participate or to continue to participate in the mediation before the expiration of the period of 45 days, or the mediation terminates before the expiration of the said period of 45 days, the Dispute shall be finally resolved by the courts of England and Wales in accordance with clause 34 in this Agreement.

GENERAL PROVISIONS

24 PREVENTION OF BRIBERY

- 24.1 The Provider:
- 24.1.1 shall not, and shall procure that the Staff and all Sub-Contractor personnel shall not, in connection with this Framework Agreement and any Contract made under it commit a Prohibited Act; and
 - 24.1.2 warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Authority, or that an agreement has been reached to that effect, in connection with the execution of this Framework Agreement, excluding any arrangement of which full details have been disclosed in writing to the Authority before execution of this Framework Agreement.
- 24.2 The Provider shall:
- 24.2.1 if requested, provide the Authority with any reasonable assistance, at the Authority's reasonable cost, to enable the Authority to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act 2010; and
 - 24.2.2 within 30 Working Days of the Commencement Date, and annually thereafter, certify to the Authority in writing (such certification to be signed by an officer of the Provider)

compliance with this clause 24 by the Provider and all persons associated with it or other persons who are supplying goods or services in connection with this Framework Agreement. The Provider shall provide such supporting evidence of compliance as the Authority may reasonably request.

- 24.3 The Provider shall have an anti-bribery policy (which shall be disclosed to the Authority) to prevent any Staff or Sub-Contractors from committing a Prohibited Act and shall enforce it where appropriate.
- 24.4 If any breach of clause 24.1 is suspected or known, the Provider must notify the Authority immediately.
- 24.5 If the Provider notifies the Authority that it suspects or knows that there may be a breach of clause 24, the Provider must respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit books, records and any other relevant documents. This obligation shall continue for six years following the expiry or termination of this Framework Agreement.
- 24.6 The Authority may terminate this Framework Agreement by written notice with immediate effect if the Provider, its Staff or Sub-Contractors (in all cases whether or not acting with the Provider's knowledge) breaches clause 24.1.
- 24.7 Any notice of termination under clause 24.6 must specify:
- 24.7.1 the nature of the Prohibited Act;
 - 24.7.2 the identity of the party whom the Authority believes has committed the Prohibited Act; and
 - 24.7.3 the date on which this Framework Agreement will terminate.
- 24.8 Despite clause 23, any dispute relating to:
- 24.8.1 the interpretation of this clause 24; or
 - 24.8.2 the amount or value of any gift, consideration or commission,
- shall be determined by the Authority and its decision shall be final and conclusive.
- 24.9 Any termination under this clause 24 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Authority.

25 SUBCONTRACTING AND ASSIGNMENT

- 25.1 Subject to clause 25.2 and clause 25.3, neither Party shall be entitled to assign, novate or otherwise dispose of any or all of its rights and obligations under this Framework Agreement without the prior written consent of the other Party, neither may the Provider subcontract the whole or any part of its obligations under this Framework Agreement except with the express prior written consent of the Authority.
- 25.2 The Authority shall be entitled to novate the Framework Agreement to any other body which substantially performs any of the functions that previously had been performed by the Authority.
- 25.3 Provided that the Authority has given prior written consent, the Provider shall be entitled to novate the Framework Agreement where:
- 25.3.1 the specific change in contractor was provided for in the procurement process for the award of this Agreement;

- 25.3.2 there has been a universal or partial succession into the position of the Provider, following a corporate restructuring, including takeover, merger, acquisition or insolvency, by another economic operator that meets the criteria for qualitative selection applied in the procurement process for the award of this agreement.

26 VARIATIONS TO FRAMEWORK AGREEMENT

Any variations to the Framework Agreement must be made only in accordance with the Framework Agreement Variation Procedure set out in Framework Schedule 5.

27 THIRD PARTY RIGHTS

- 27.1 Except as provided in clause 4, clause 5, clause 6 and clause 9, a person who is not a party to this Framework Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement. This does not affect any right or remedy of a third party which exists, or is available, apart from that Act.
- 27.2 The rights of the Parties to terminate, rescind or agree any variation, waiver or settlement under this agreement are not subject to the consent of any other person.

28 SEVERANCE

- 28.1 If any provision or part-provision of this Framework Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Framework Agreement.
- 28.2 If any provision or part-provision of this Framework Agreement is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

29 RIGHTS AND REMEDIES

The rights and remedies provided under this Framework Agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

30 WAIVER

- 30.1 No failure or delay by a Party to exercise any right or remedy provided under this Framework Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

31 COUNTERPARTS

- 31.1 This Framework Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this agreement, but all the counterparts shall together constitute the same agreement.

32 ENTIRE AGREEMENT

- 32.1 This Framework Agreement, the Framework Schedules and the documents annexed to it or otherwise referred to in it contain the whole agreement between the Parties relating to the subject matter hereof and supersedes all prior agreements, arrangements and understandings between the Parties relating to that subject matter, provided that nothing in this clause 32 shall operate to exclude any liability for fraud.

- 32.2 Each Party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Framework Agreement. Each Party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Framework Agreement.

33 NOTICES

- 33.1 Except as otherwise expressly provided within this Framework Agreement, no notice or other communication from one Party to the other shall have any validity under the Framework Agreement unless made in writing by or on behalf of the Party sending the communication.

- 33.2 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 fax (confirmed by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 33.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two Working Days after the day on which the letter was posted, or four hours, in the case of fax or sooner where the other Party acknowledges receipt of such letters, or fax.

- 33.3 For the purposes of clause 33.2, the address and Authorised Representative of each Party shall be:

- 33.3.1 For the Authority:

Ivor Cawthorn

Address: Bournemouth Christchurch and Poole Council, Town Hall, Bourne Avenue,
Bournemouth, BH2 6DY

For the attention of: the Head of Joint Commissioning & Partnerships

Tel:

Fax:

E-mail:

- 33.3.2 For the Provider:

[NAME OF PROVIDER'S AUTHORISED REPRESENTATIVE]

Address:

For the attention of:

Tel:

Fax:

E-mail:

- 33.4 Either Party may change its address for service by serving a notice in accordance with this clause.

34 GOVERNING LAW AND JURISDICTION

- 34.1 This Framework Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

34.2 Each Party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Framework Agreement or its subject matter or formation (including non-contractual disputes or claims).

This Framework Agreement has been entered into on the date stated at the beginning of it.

EXECUTED AS A DEED BY)
THE COUNCIL OF)
BOURNEMOUTH)
CHRISTCHURCH AND POOLE)
by affixing the common seal in)
the presence of:)

Signature:

Full Name:

Position:

EXECUTED AS A DEED BY

[PROVIDER]

acting by a director and its secretary or two directors
whose signatures are subscribed here:

Signature of Director

Name of Director

Signature of Director/Company Secretary

Name of Director/Company Secretary

FRAMEWORK SCHEDULE 1 - CARE AND SUPPORT AT HOME SERVICES AND LOTS

Part 1 Care and Support at Home Services

As set out in the Service Specification attached.

Part 2 Provider's Lots

Core Care and Support at Home Services:

Indicative number of minimum hours and preferred postcode areas.

Extra Care Support

FRAMEWORK SCHEDULE 2 - PRICING SCHEDULES

The Pricing Schedules showing the pricing payable by Commissioners for the provision of Care and Support at Home Services in accordance with the Service Specification and the terms of this Framework Agreement.

Pricing rates for Care and Support at Home Services, from 01 December 2018 shall be at the rate(s) detailed below and shall be subject to the provisions set out in Service Specification Schedule 2 (Payment and Invoicing Schedule):

6am-11pm	£
15 minutes	6.35
30 minutes	10.10
45 minutes	11.65
1 hour	15.00
1 hour (CCG enhanced only) *	15.68
Overnight 11pm-6am	
Waking Night	120 per night
Sleeping Night	65.52 per night
24-hour care	15.00 per 1 hour
Live-in Care	To be negotiated on a case by case basis per 1 week

*For hours purchased by NHS Dorset CCG a health enhanced rate of £15.68 per hour will apply to cover and further improve the quality of care as the CHC patients are likely to require more complex care.

FRAMEWORK SCHEDULE 3 – REFERRAL PROCESS AND ORDER FORM

Part 1

BROKERAGE REFERRAL AND AUTHORISATION PROCESSES

As set out in Service Specification Schedule Four.

Part 2

ORDER FORM

Framework Agreement

Order Form(s) to be inserted

APPENDIX 1: SUPPLEMENTAL TENDER (FOR COMPETED CARE AND SUPPORT AT HOME SERVICES) (WHERE APPLICABLE)

FRAMEWORK SCHEDULE 4 - CALL-OFF TERMS AND CONDITIONS

The Call off Terms and Conditions prepared by the Authority for use with the Framework Agreement and made available to the Provider as part of the tender procedure.

FRAMEWORK SCHEDULE 5 - FRAMEWORK AGREEMENT VARIATION PROCEDURE

1 INTRODUCTION

- 1.1 Framework Schedule 5 details the scope of the variations permitted and the process to be followed where the Authority proposes a variation to the Framework Agreement.
- 1.2 The Authority may propose a variation to the Framework Agreement under Framework Schedule 5 only where the variation does not amount to a material change in the Framework Agreement or the Care and Support at Home Services.

2 PROCEDURE FOR PROPOSING A VARIATION

- 2.1 Except where paragraph 3 applies, the Authority may propose a variation using the procedure contained in this paragraph 2.
- 2.2 In order to propose a variation, the Authority shall serve each Framework Provider with written notice of the proposal to vary the Framework Agreement (Notice of Variation).
- 2.3 The Notice of Variation shall contain details of the proposed variation, providing sufficient information to allow each Framework Provider to assess the variation, and the date on which the proposed variation is to take effect.
- 2.4 The Provider shall respond to the Notice of Variation within the time limits specified in the Notice of Variation.
- 2.5 The Authority may then serve each Framework Provider with a written agreement detailing the variation to be signed and returned by each Framework Provider within seven days of receipt.

3 VARIATIONS THAT ARE NOT PERMITTED

- 3.1 In addition to the provisions contained in paragraph 1.2, the Authority may not propose any variation that:
 - 3.1.1 may prevent one or more of the Framework Providers from performing its obligations under the Framework Agreement; or
 - 3.1.2 is in contravention of any Law.