



# **DMCV008 – Contract for the Supply of Library Stock Materials**

## **FURTHER COMPETITION**

**conducted under ESPO Framework Agreement  
376F\_18 Library Stock**

**West Mercia Library Stock Consortium  
(Shropshire Council on behalf of itself and  
Herefordshire Council, Staffordshire County  
Council, Telford & Wrekin Council and  
Worcestershire County Council)**

**1 April 2020 to 31 March 2023  
(with options to extend up to 31 March 2025)**

## **INVITATION TO TENDER (Part A)**

**Closing date for submission of tender  
Noon 15<sup>th</sup> January 2020**



## Contents

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This document is in two parts:

### PART A

Part A is the invitation to tender and provides all the background information, a description of what is required, and an overview and instructions for the completion and submission of the tender document. Note: Part A does not need to be returned to West Mercia Consortium.

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### PART B

Part B is the tender submission document and this should be completed in full and returned in advance of the deadline, in accordance with the instructions given (see section 5, Instructions for completing and submitting a tender).

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### APPENDICES (SUPPLIED SEPARATELY)

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Appendix A	Pricing Schedule
Appendix B	Call-Off Terms and Conditions for Contracts awarded under ESPO Framework Agreement ref. 376F_18

## Glossary of Key Terms

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A detailed description of the requirement, together with formal definitions of the most important terms and phrases, are given in the rest of the document and in the accompanying Appendices. For tenderers' convenience however, the following key terms, which are used throughout this document, are defined as follows:

<b>Authority</b>	one or more of the 5 local authorities that make up West Mercia Consortium (being the public body which has opted to use the Framework to select and appoint a Supplier to provide library stock)
<b>Contract</b>	means this specific contract let by West Mercia Consortium under ESPO's Library Stock framework (reference 376F_18)
<b>Consortium</b>	means West Mercia Consortium which consists of the 5 local authorities listed in the introduction (page 6)
<b>ESPO</b>	means the Eastern Shires Purchasing Organisation.
<b>Framework</b>	means the framework arrangements established by ESPO for the provision of library stock to customers by Framework Suppliers.
<b>Framework Agreement</b>	means the over-arching agreement 376F_18 for library stock between ESPO and the Supplier, setting out the general terms and conditions which will apply to all specific contracts (including this one) let under the Framework Agreement.
<b>Framework Supplier(s)</b>	means a supplier appointed onto the Framework for the provision of library stock.
<b>Further Competition</b>	means this exercise to reopen competition under the Framework, intended to secure formal quotations from all of the Framework Suppliers tailored to suit West Mercia Consortium's specific requirements.
<b>Goods and/or Services</b>	means the requirements of West Mercia Consortium for the Goods and/or Services as detailed in section 2 of this document, Requirement.
<b>Invitation to Tender</b>	means this document, inviting Tenderers to submit a Tender.
<b>Lot</b>	means any of the 2 lots specified in section 2 of this document, Requirement
<b>Supplier</b>	means the Supplier appointed by West Mercia Consortium as a result of this further competition under the Framework.
<b>Tender</b>	means the Tender submitted by the Supplier to West Mercia Consortium.
<b>Tenderer</b>	means an organisation that submits a completed Tender in response to this Invitation to Tender document.

# 1. INTRODUCTION

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This is an Invitation to Tender with information, instructions and guidance provided in Part A, following consideration of which the Tender submission (Part B) should be completed and returned by all suppliers who wish to tender for the requirement described in the following pages.

## About West Mercia Consortium

The West Mercia Consortium comprises a group of 5 library authorities in the West Midlands region, established for the purpose of jointly tendering their stock supply contracts. The current members are:

- Herefordshire Council
- Shropshire Council
- Staffordshire County Council
- Telford & Wrekin Council
- Worcestershire County Council

The consortium is a voluntary collaboration between the members, who agree to comply with a set of collaborative tendering principles based on the recognition of the mutual benefits arising from working together. Although the tender process is carried out jointly, there is no legal partnership agreement between the authorities, and each member enters its own contract with the appointed supplier(s).

## Overview

In this present instance, West Mercia Consortium is issuing this Invitation to Tender as a Further Competition under Lots 1 and 2 of ESPO's Library Stock framework (reference 376F\_18).

The requirement will be divided into the following 2 lots:

- Lot 1, including:
  - Adult Fiction
  - Adult Non Fiction
  - Adult Reference Standing Orders
- Lot 2, including:
  - Children's Fiction
  - Children's Non Fiction

Each Lot will be awarded to one Supplier, although this could be the same Supplier across all Lots.

Further information can be found in the next section, Requirement.

## Scope

The Contract shall be established for the sole use of West Mercia Consortium.

## Estimated Value

These estimated values are based on expected spend during the first year of the Contract.

	Herefordshire Council	Shropshire Council	Staffordshire County Council	Telford & Wrekin Council	Worcestershire County Council
Adult fiction (AF)	£43,000	£64,000	£130,000	£15,000	£116,000
Adult non-fiction (ANF)	£22,000	£38,000	£50,000	£10,410	£51,000
Adult ref standing order	£500	£1,500	£2,000	£0	£2,000
Children's fiction	£37,000	£26,500	£90,000	£12,000	£59,000
Children's non-fiction	£7,000	£6,000	£20,000	£6,000	£6,500
<b>Total per authority:</b>	<b>£109,500</b>	<b>£136,000</b>	<b>£292,000</b> In addition to this there will be a resources allocation for the Prison Library Service and Schools' Library Service. The amount varies from year to year.	<b>£43,410</b>	<b>£245,500</b>

Notes:

1. AF and ANF categories include both paperback and hardback books.
2. Children's picture books are included within the children's fiction category.

Please note that these figures are provided in good faith as an indication only and are not guaranteed and may be varied in accordance with changing budgets. Library stock budgets are not ring fenced and are agreed yearly by individual Authorities. It is difficult to predict what changes may occur to book funds during the contract, even in year one.

Based on these first year figures, the overall value of the Contract in year one is expected to be approximately £826,410.

## Duration

The Contract will be established for an initial period of 3 years with an option to extend for a further period of 2 years taking the Contract term to a maximum of 5 years. The Contract is intended to start on 1 April 2020 or as otherwise agreed.

Any subsequent extension to the contract will be agreed between each of the 5 authorities making up the West Mercia Consortium and the Supplier. It is likely that West Mercia Consortium will seek the Supplier to demonstrate improvements and/or price reductions before considering an extension. For any extension(s) to the Contract, discussions with the Supplier shall be conducted sufficiently far in advance of the Contract expiry date to arrive at an agreed position.

## Contract Management

The Contracts will be managed separately and individually by each Authority, with review meetings being held on an annual basis. The review meetings will enable the Authority and

the Supplier to review performance of the Contract, discussing matters which may include but not be limited to;

- A review of the amount of business transacted under the Contract as per the management information (see more below);
- Feedback from end users;
- Discussion regarding any complaints of poor performance and agreement of actions to address;
- Discussion regarding servicing issues/problems.
- Consideration of any improvements or developments;
- Any changes in key personnel, processes, or delivery;

The Supplier will be expected to field the appropriate personnel to a review meeting accordingly.

### **Management Information**

The Supplier shall provide management information on a periodic basis relative to all activity undertaken by the Supplier as requested by the Authority.

The content and frequency of management information will be agreed with the Authority at the commencement of the Contract.

Management information will be presented in a format which can be exported into MS Office Applications or other similar packages used by the Customer that can be used to manipulate data.

The Supplier will provide management information to the Authority within a reasonable timescale and at no additional cost to the Authority.

### **Questions and Contact Details**

Tenderers are responsible for clarifying any aspects of the tendering process and/or the Invitation to Tender documents in the manner described below.

If you are unsure of any section and require further clarification, please contact via the Delta e-tendering portal.

Where appropriate, the Commissioning Development & Procurement Manager, Shropshire Council named below may direct the Tenderer to other officers to deal with the matter.

All queries should be raised as soon as possible (in writing), in any event not later than 8th January 2020.

All information or responses that clarify or enhance the tendering process will be supplied to all Tenderers on a uniform basis (unless expressly stated otherwise). These responses shall have the full force of this Instruction and where appropriate the Conditions of Contract. If a Tenderer wishes the Council to treat a question as confidential this must be expressly stated. The Council will consider such requests and will seek to act fairly between the Tenderers, whilst meeting its public law and procurement duties in making its decision.

Except as directed in writing by the Authorised Officer, and confirmed in writing to a Tenderer, no agent or officer or elected Member (Councillor) of the Council has any express or implied authority to make any representation or give any explanation to Tenderers as to the meaning of any of the Tender Documents, or as to anything to be done or not to be done by a Tenderer or to give any warranties additional to those (if any) contained in the ITT or as to any other matter or thing so as to bind the Council in any way howsoever.

**Primary contact**

<b>Name</b>	Nigel Denton
<b>Position</b>	Commissioning Development & Procurement Manager, Shropshire Council
<b>Email</b>	procurement@shropshire.gov. uk



## 2. REQUIREMENT (including Specification)

This section provides Tenderers with as much detail as possible regarding the requirements and will help Tenderers to compile their Tender submission, and provides a specification for the services.

### Key Details:

	<b>Herefordshire Council</b>	<b>Shropshire Council</b>	<b>Staffordshire County Council</b>	<b>Telford &amp; Wrekin Council</b>	<b>Worcestershire County Council</b>
<i>Library managmt system:</i>	Capita LMS	Axiell Open Galaxy	Axiell SPARK/Open Galaxy	Axiell Open Galaxy	Sirsi Dynex Symphony
<i>RFID system used:</i>	2CQR in 7 main libraries; Schools Library Service	No RFID. Barcode only.	Bibliotheca in 16 main libraries	Intellident in 9 libraries	Bibliotheca currently, but presently under tender with a planned change for January 2020. 21 static libraries and 1 Mobile Library Service
<i>Stock to be delivered to:</i>	1 central location	1 central location (This may change to multiple locations during the course of the contract)	16 libraries plus 1 support location	Four locations	21 libraries
<i>Delivery times:</i>	Monday to Friday 9.30am to 12pm 2pm to 4.30pm	8.30am to 4.30pm	During specific library opening times.	During specific library opening times.	During specified library opening times (varies for each branch)
<i>Delivery limitations:</i>	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight
<i>Stock selection methods required:</i>	Website Themed collections Book prizes	Supplier selection Website Themed collections	Supplier selection Website Themed collections Showroom visits	Supplier selection Website Themed collections Standing orders for selected authors and series	Supplier selection Website Showroom visits Themed collections
<i>EDI requirements:</i>	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations

### Estimated percentage of total spend that will be 'supplier selected' stock:

	Herefordshire Council	Shropshire Council	Staffordshire County Council	Telford & Wrekin Council	Worcestershire County Council
Adult fiction (AF)	0	76%	71%	75%	82.8%
Adult non-fiction (ANF)	0	73%	60%	85%	92.2%
Adult ref standing order	0	0%	8%	0	0%
Children's fiction	0	85%	25%	75%	93.2%
Children's non-fiction	0	85%	0%	85%	84.6%

### Authority requirements for RFID:

<b>Herefordshire</b>	2CQR is installed in main libraries. All stock shall have tags installed and programmed. Tags will be supplied by the <b>supplier</b> .
<b>Shropshire</b>	Currently no requirements for RFID
<b>Staffordshire</b>	Bibliotheca is installed in 16 main libraries. <b>All</b> stock shall have tags installed and programmed. <b>Tags will be supplied by the supplier.</b>
<b>Telford &amp; Wrekin</b>	Intellident is installed in 9 libraries. All stock shall have tags installed and programmed. The tags will be supplied by the <b>supplier</b> .
<b>Worcestershire</b>	Bibliotheca RFID is installed in all libraries. All stock shall have tags installed and programmed. The security trigger is to ACTIVATED. Tags will be supplied by the <b>supplier at discounted rate no greater than Authorities discounted purchase price.</b> * Worcestershire are currently going through a re-tender for RFID to be implemented January 2020.

### Authority requirements for invoicing and delivery:

<b>Herefordshire</b>	All stock is delivered to a single headquarters location. Each delivery must be accompanied by a delivery note (enclosed or attached). Invoices to be delivered to headquarters location.
<b>Shropshire</b>	Currently all stock is delivered to a single headquarters location. Each delivery must be accompanied by an invoice (enclosed or attached). Delivery notes are not required (but it is not a problem if supplied). Shropshire may require Direct Delivery to branches during the course of the contract.
<b>Staffordshire</b>	Stock should be delivered to a total of 17 separate locations (details to be provided): <ul style="list-style-type: none"> <li>• Stock for the 16 main Libraries should be delivered direct to the Library concerned;</li> <li>• Stock for the other 27 Libraries should be delivered to specified delivery locations (these locations will either be</li> </ul>

	<p>the 16 main libraries or 1 support location - details to be provided);</p> <ul style="list-style-type: none"> <li>• Stock for the Mobile Library Service, the Residential Homes Service, the Schools' Library Service and the Prison Library Service should be delivered to the 1 support location (details to be provided). The stock for each of these services must be delivered in separate boxes/packages. Delivery labels for deliveries to the Schools' Library Service and the Prison Library Service must indicate which service the consignment is for.</li> </ul> <p>Deliveries must be made during the relevant location's public library opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address – details to be provided).</p>
<b>Telford &amp; Wrekin</b>	Currently stock is delivered to four locations. Each delivery must be accompanied by an invoice (enclosed or attached) and a delivery note. All deliveries should be made during public library staffed opening hours (details to be provided).
<b>Worcestershire</b>	Stock for all locations should be delivered direct to the library concerned. Deliveries must be made during the relevant location's opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address).

### 3. PROCUREMENT PROCESS

#### Overview

West Mercia Consortium is using this Invitation to Tender to conduct a Further Competition under ESPO Framework Agreement reference 376F\_18 Library Stock.

All Framework Suppliers awarded on Lots 1 and 2 of the Framework are invited to submit a Tender. All Tenders received (that are compliant i.e. submitted in accordance with the tendering instructions) will be evaluated in accordance with the evaluation criteria as set out below.

Tenders should be prepared and submitted (using Part B of this Invitation to Tender document) in accordance with section 5, Instructions for submitting a Tender of this document.

At West Mercia Consortium's discretion, Tenderers may be invited to clarify their Tender, as an aid for evaluators to fully understand their offers. All Tenderers should nonetheless take care to fully explain their offering in their Tender submission.

The Contract will be awarded to the Tenderer which scores the highest marks following the evaluation of all Tenders (in accordance with the scheme described in section 4, Evaluation of Tenders).

#### Indicative Procurement Timetable

The following indicative timetable is provided for the Tenderers' benefit. Please be aware that these are indicative timescales (with the exception of the deadlines in bold) and may be subject to change at the absolute discretion of West Mercia Consortium.

<b>Stage / Activity</b>	<b>Indicative Date</b>
<b>Invitation to Tender document issued</b>	10 December 2019
<b>Closing date for clarification questions</b>	8 January 2020
<b>Closing date for submission of Tenders</b>	15 January 2020
Evaluation of Tenders	16 January to 12 February 2020
Contract award	28 Feb 2020
Contract start date	01 April 2020

## 4. EVALUATION OF TENDERS

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### Overview

All completed Tenders received will be evaluated by officers of West Merica Consortium (as appropriate).

In order to be transparent, and in order that Tenderers fully understand how their tender submission will be evaluated, full details of the evaluation process are described below. Should any Tenderer not understand any element, they should in first instance make contact with West Mercia Consortium as per the contact details on page 8.

The following price and quality weightings will be used to determine the most economically advantageous Tender:

- Non Price 40% (76 points)
- Price 60% (114 points)

The methodology for evaluating Tender submissions against these criteria is as follows:

### Non Price 40%

Non-Price accounts for 40% of the total tender score and will be assessed by reference to a number of method statements prepared by the Tenderer in response to questions posed in this Invitation to Tender.

### Method Statements

Tenderers will be asked to provide method statements in response to the questions included in section 2, Response to the Requirement and Specification, of the Tender Submission document, Part B). The method statements account for 100% of the Non Price score.

There are 11 method statements, with each of these having an individual weighting as shown alongside each method statement question (more information is provided below).

When completing the method statement 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, in order to add value.

Tenders 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. Tenderers are encouraged to use the word count allowed to answer each method statement as fully as possible. The purpose should be to include as much relevant detail as required, so that the evaluation panel gets the fullest possible picture.

Each 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.

### Scoring Scale

Method statement responses will be assessed on a scale of 0 to 4 points, as detailed in the table below:

In the context of the specific question concerned;	
0	the response is absent or does not meet the requirement in any

In the context of the specific question concerned;	
	respect.
<b>1</b>	the response suggests significant shortcomings of understanding or approach which is likely to impact on meeting the essential requirements of the service.
<b>2</b>	the response suggests minor shortcomings of understanding or approach which may impact to a limited extent on meeting the essential requirements of the service.
<b>3</b>	the response raises no concerns about understanding or approach in meeting the essential requirements of the service.
<b>4</b>	the response raises no concerns about understanding or approach in meeting the essential requirements of the service and also raises no concerns about understanding or approach in meeting all of the desirable requirements of the service.

Please note that scoring '0' for any one or more method statements will give grounds for excluding the Tender from further consideration. For any Tenders so excluded, that Tenderer's price shall be excluded from the 'price' evaluation.

### Weightings

Tenderers scores for each method statement will be multiplied by the relevant weighting to result in a 'weighted score' for that method statement. The weighted scores will then be totalled, with the total expressed as an overall score of 76.

This is detailed in the table below.

<b>Method Statement Evaluation</b>				
<b>Q No</b>	<b>Topic</b>	<b>Weighting</b>	<b>Maximum Evaluator Score</b>	<b>Maximum Score Available</b>
1	Servicing and Processing of Stock	2	4	8
2	Speed of Supply	2	4	8
3	Supplier Selection	3	4	12
4	Stock Selection - Website	2	4	8
5	Delivery	1	4	4
6	Cancellation of orders	1	4	4
7	Bibliographic Data Provision	1	4	4
8	Management Information	1	4	4
9	Reader Development and Stock Promotion	1	4	4
10	Customer Relationships and Service Improvement	2	4	8
11	Stock Availability	3	4	12

Method Statement Evaluation				
Q No	Topic	Weighting	Maximum Evaluator Score	Maximum Score Available
Total Maximum Score Available (for all MS Questions)				76
Weighted Score = (Tenderer's Score/Total Maximum Score Available) x [40]*				

*\*method statement weighting (%)*

## Moderation

Moderation of evaluator scores will take place on the Non-Price section and will happen in two stages for each Lot;

- Firstly, where an individual Authority has more than one evaluating officer, these officers will come together to moderate their scores and reach a consensus on a single score per question for their Authority. At this stage, the evaluation panel may all evaluate together at the same time, discussing answers as they evaluate and agreeing a score collectively or they may all evaluate separately and then meet to discuss their scores and agree a final score collectively.
- Following this, each Authority will be represented in an overall moderation to moderate the Authority specific scores for each method statement and reach a consensus on a single score per method statement for West Mercia Consortium.

Final moderated scores will be whole numbers.

## Price 60%

Price will be evaluated by consideration of the following factors, which will be weighted as stated for each/all Lots:

1. Number of books that can be purchased for the estimated annual budgets - [90]%
2. Price variations (stock and servicing) - [10]%

### 1. The number of books that can be purchased for the estimated annual West Mercia Consortium-wide budgets will be calculated – [90]% (103 points)

In order to assess this element, an average RRP of a book in each category has been determined for evaluation purposes, and these are set out in the tables below:

LOT 1 – ADULT		
Category	Sub-Category	RRP used for evaluation purposes
Adult Fiction	Paperback	£8.99
	Hardback	£16.99
Adult Non Fiction	Paperback	£12.99
	Hardback	£20.00
Reference Standing Orders		£25.00

LOT 2 – CHILDRENS	
Category	RRP used for evaluation purposes
Children's Fiction	£7.99
Children's Non Fiction	£8.99

The evaluation for each lot will use the tendered figures submitted in the Pricing Schedule Appendix A – Lot 1 and/or Lot 2 'Books for Budget' tab (excel spreadsheet):

- i. Tenderers should provide a discount rate which will be applied to each of the RRP's in the relevant table above.
- ii. The tendered servicing costs (based on the Specification, with a standard date label and no security trigger) and prices for supply, fit and activation of RFID tags will then be added to the discounted prices from (i) above.
- iii. This will establish a total cost per book, per category.
- iv. The number of books that can be purchased for each category will be calculated by dividing the estimated West Mercia Consortium-wide budget for that category by the total price. For the purposes of this evaluation, where there are further Paperback/Hardback sub-categories the Authorities have estimated how much of their budget is spent on Paperback and Hardback respectively.
- v. The number of books for each individual category will be added together so that there is a total number of books across all categories for each Lot.
- vi. For each Lot, the Tenderer with the highest total number of books will score the maximum score available for this element 103 marks. The remaining tenders will be awarded points on the following calculation –  
**$$\frac{\text{Tenderer's Total no. of Books}}{\text{Highest Submitted Total no. of Books}} \times 103 = \text{Tenderer Score}$$**  
*\* maximum available score for this element*
- vii. Final scores for this element will be rounded to 2 decimal places.

This process will be conducted separately for each lot.



Example (using Lot 1)

<b>Tenderer A</b> Book Category	RRP	Discount	Discounted Price	Servicing Costs	RFID Tags	Cost per Book	Estimated Spend	No of books that could be purchased
AF PB	£7.50	30.00	£5.25	£0.40	£0.20	£5.85	£397,975.00	68029.91
AF HB	£13.00	30.00	£9.10	£0.40	£0.20	£9.70	£397,975.00	41028.35
							Total	109058.27
ANF PB	£12.00	30.00	£8.40	£0.40	£0.20	£9.00	£209,300.00	23255.56
ANF HB	£18.00	30.00	£12.60	£0.40	£0.20	£13.20	£209,300.00	15856.06
							Total	39111.62
RSO	£96.50	30.00	£67.55	£0.40	£0.20	£68.15	£82,200.00	1206.16
							Total	149376.04

<b>Tenderer B</b> Book Category	RRP	Discount	Discounted Price	Servicing Costs	RFID Tags	Cost per Book	Estimated Spend	No of books that could be purchased
AF PB	£7.50	25.00	£5.63	£0.38	£0.18	£6.19	£397,975.00	64345.19
AF HB	£13.00	25.00	£9.75	£0.38	£0.18	£10.31	£397,975.00	38600.87
							Total	102946.06
ANF PB	£12.00	25.00	£9.00	£0.38	£0.18	£9.56	£209,300.00	21893.31
ANF HB	£18.00	25.00	£13.50	£0.38	£0.18	£14.06	£209,300.00	14886.20
							Total	36779.51
RSO	£96.50	25.00	£72.38	£0.38	£0.18	£72.94	£82,200.00	1127.03
							Total	140852.60

In this example, and using the calculation outlined in point vi. above, Tenderer A would score 103 (the maximum score)  $((149,376.04 / 149,376.04) \times 103$  (the maximum score)) and Tenderer B would score 97.12  $((140,852.60 / 149,376.04) \times 103$  (the maximum score)).

Tenderers bidding for both lots are invited to submit a variant offer with prices only applicable if both lots are awarded. Variant bids will be treated as a separate submission and will be ranked in the individual lot scores in order to determine the best value for money for West Mercia Consortium.

- The Non-Price method statement response scores will remain the same for both offers.
- In order to be eligible for award, the variant bid must rank highest in both lots independently when the combination of Price and Non-Price scores are calculated.
- Failure to achieve the highest rank in both lots will result in the variant bid being disregarded and the prices removed from the evaluation of both lots.
- The Price scores for each lot will then be recalculated and a new ranking established for each lot.

## 2. Price Variation – [10]% (11 points):

The Price Variation questions will be assessed on a scale of 0 to 4 points, as detailed in the table below:

In the context of the specific question concerned;	
<b>0</b>	No response / extremely weak. The response is absent or has significant detail missing, impossible to manage. Exposes Authorities to significant risk. No guarantee that maximum prices/minimum discounts will be held for the duration of the first x years. Basis for calculating any changes is not clearly defined and is not directly related to independently verifiable indices.
<b>1</b>	Could place Authorities in a position of significant risk. Difficult to manage. No guarantee that maximum prices/minimum discounts will be held for the duration of the initial fixed x years. Basis for calculating any changes is clearly defined and can be directly related to independently verifiable indices.
<b>2</b>	Response likely to expose Authorities to a manageable level of risk. Maximum prices / minimum discount rates will remain firm for the initial x years of the contract, but may be subject to negotiation for any extension periods. Basis for calculating any changes is not clearly defined and is not directly related to independently verifiable indices.
<b>3</b>	Unlikely to expose the Authorities to unexpected significant risk. Simple to manage. Maximum prices / minimum discount rates will remain firm for the initial x years of the contract, but may be subject to negotiation for any extension periods. Basis for calculating any changes is clearly defined and can be directly related to independently verifiable indices.
<b>4</b>	Provides confidence that the Authorities will not be exposed to any risk of price increases. Maximum prices/ minimum discount rates will be held for the duration of the fixed term and for any extension periods taken up.

Tenderers' scores for each price variation question will be multiplied by the relevant weighting to result in a 'weighted score' for that question. The weighted scores will then be totalled, as detailed in the table below.

Price Variation Method Statements [10]%	Weighting	Max score	Weighting x Score
Price variation – stock	3	4	12
Price variation – servicing	1	4	4
<b>Maximum Available score</b>			<b>16</b>

<b>Price Variation Method Statements [10]%</b>	<b>Weighting</b>	<b>Max score</b>	<b>Weighting x Score</b>
<b>POINTS SCORE OUT OF 11 WILL BE</b> <b>(EVALUATED SCORE/MAXIMUM SCORE 16 X [11])</b>			

Finally, for each Tenderer and each Lot they have bid for, the Price score will be added to the Non-Price score achieved to give an overall total of points scored. The Contracts will be awarded to the Tenderer with the highest score for each Lot.

<b>Non-Price/Price</b>	<b>Award Criteria</b>	<b>Maximum Score Available</b>
Non-Price	Method Statements	40% (76 points)
Price	Number of Books for Budget	60% (114 points)
	Pricing Variations	
<b>Total Score:</b>		<b>100% (190 points)</b>

### **Award of Contract**

Upon conclusion of the evaluation, the scores for Price and Non-Price will be combined to give a total score out of 100 and the Tenderer with the highest number of points will be awarded the Contract.

The Tenderer to be offered the Contract will be advised accordingly via the Delta e-tendering portal. Such award, offered pursuant to this Invitation to Tender, will be on the basis of the most economically advantageous Tender, based on the evaluation criteria described above.

Tenderers whom it is proposed will not be offered the Contract will be advised of this via Delta and will be entitled to receive feedback on the relative merits and characteristics of their Tender submission compared with that of the successful Tender.

The award of the contract will be subject to a standstill period of at least 10 days between the notification of award decision and contract conclusion. If representations are received during the standstill period, West Mercia Consortium may have to suspend the making of the contract and extend the standstill period until any issues have been resolved.

If there are no representations, you will be notified via the Delta e-tendering portal.

All Tenderers are advised that they should not take any action for example commencing the delivery of or implementation of services or commencement of works, until the award decision is finalised and communicated to you as above. Tenderers should also refrain from undertaking any publicity, marketing or promotional activity until such confirmation is received. In any event, Tenderers must seek prior approval from West Mercia Consortium, before undertaking any marketing activity.

West Mercia Consortium does not bind itself to accept the lowest or any Tender, and unless a tenderer expressly states that a partial award will not be acceptable, then the right is reserved to accept a Tender in part.

Upon conclusion of all the above stages, a formal contract will be entered into between the West Mercia Consortium and the successful Tenderer. The terms and conditions governing the contract will be those agreed between ESPO and the successful Tenderer as part of the overarching Framework Agreement. Unless and until a formal Contract is prepared and executed, the Tenderer's Tender submission, together with West Mercia Consortium acceptance thereof, shall constitute a binding contract between the parties. Please see section 7 for further details on the terms and conditions.

## **5. INSTRUCTIONS FOR COMPLETING AND SUBMITTING A TENDER**

### **Completing the Invitation to Tender**

To enable evaluating officers to assess fully the Tenderer's suitability all of the information requested in this Invitation to Tender must be provided. Failure to complete the tender submission in full or failure to provide any of the documents requested may result in your Tender being rejected. Questions should be answered as instructed:

- Please answer every question.
- Questions must be answered in English.
- When posed with Yes / No questions, please either circle your answer or delete as applicable.
- All other questions will require you to input text or numbers, or to tick boxes.
- Any figures requested should be stated in full (i.e. £4,000,000 not £4m) and in GBP. Where information relates to foreign accounts, amounts in alternative currencies may be stated, but must also be converted to GBP.
- If the question does not apply to you please write N/A; if you don't know the answer please write N/K.

Only the information contained within this Invitation to Tender or otherwise communicated in writing by West Mercia Consortium to the Tenderer should be considered when submitting your Tender.

Any information and/or documents submitted on or with this Tender must relate to the Tenderer only - the Tenderer being the organisation which it is proposed will enter into a formal contract should their Tender be successful. (All responses and submissions provided by the Tenderer will form part of that contract). West Mercia Consortium may seek further clarification from the Tenderer following submission of completed forms where required.

### **Format of Tender Submission**

Tenderers are required to complete all of the documentation listed below. You may complete the documentation electronically but must not make any changes to the structure and/or order of the document provided (except as necessary to accommodate your responses, i.e. enlarging response boxes etc.). In particular, please do not undertake any substantive changes to formatting, or add appendices instead of completing the tables provided, and so on, except as may be expressly requested or are necessary to properly present your offer.

You should complete and submit all schedules in Part B of this document, namely:

1. Company Details
2. Response to Requirement and Specification (Method Statements)
3. Pricing Schedule (Appendix A)
4. Freedom of Information Exclusion Schedule
5. Tendering Declaration
6. Enclosures Checklist

The declaration must be signed by a director, partner or other senior authorised representative in her / his own name and on behalf of the organisation. The details contained in each Tenderer's response may be specified in any contract or may form an appendix thereof. Tenderers should therefore make sure that their responses are authorised at an appropriate level which would enable them, should they be successful, to become the subject of a binding contract.

## Submitting your Tender

Tenders must be submitted strictly in accordance with the letter of instruction accompanying this Invitation to Tender. Tenders must be submitted by the deadline of **noon, 15 January 2020**.

No unauthorised alteration or addition should be made to the Specification and Tender Response Document, or to any other component of the Tender document. If any such alteration is made, or if these instructions are not fully complied with, the Tender may be rejected.

Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.

Tenderers should note that Tenders and supporting documents must be written in English and that any subsequent contract, which may or may not be entered into, its formation, interpretation and performance, shall be subject to and in accordance with the laws of England and subject to the jurisdiction of the Courts of England and Wales.

Where Tender submissions are incomplete the Consortium reserves the right not to accept them.

## **6. CONDITIONS OF TENDER**

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In submitting a response to this Invitation to Tender, Tenderers do so on the conditions set out below. In the event of any breach of the conditions West Mercia Consortium shall be entitled to terminate any arrangement made as a result of such Tender and to claim damages accordingly.

### **Warnings and disclaimers**

- Tenderers should consider only the information contained within this invitation to tender, or otherwise communicated in writing to Tenderers, when preparing their Tender.
- Information supplied by West Mercia Consortium (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of such information. West Mercia Consortium cannot accept responsibility for any inaccurate information obtained by tenderers.

### **Tenderer conduct and conflicts of interest**

- Tenderers shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the Tender or proposed Tender, except where the disclosure in confidence of the approximate amount of Tender is necessary to obtain insurance cover.
- The Tender shall be a bona-fide Tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.
- Tenderers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from tendering or agree as to the amount of any other tender to be submitted.
- Tenderers must not, in connection with the proposed contract:
  - offer any inducement, fee or reward to any member or officer of West Mercia Consortium
  - do anything which would constitute a breach of the Bribery Act 2010 or the Section 117 (2) Local Government Act 1972, or
  - canvass any of the persons referred to above in connection with the contract; or contact any member or officer of West Mercia Consortium or any person acting as an advisor to West Mercia Consortium (except as authorised by this Invitation to Tender for the purpose of asking genuine questions about the process or the contract) about any aspect of the proposed contract or for soliciting information in connection therewith.
- Tenderers are responsible for ensuring that no conflicts of interest exist between the tenderer and its advisors and West Mercia Consortium and its advisors. Any Tenderer who fails to comply with this requirement may be disqualified from the procurement process at the discretion of West Mercia Consortium.

### **Tenderer's responsibility to submit a complete Tender**

- It is the Tenderer's responsibility to ensure that their submitted Tender is complete, prepared and submitted in accordance with the instructions contained herein, and signed and dated where required. West Mercia Consortium are not obliged to consider any tender which is incomplete or not prepared or submitted in accordance with the said instructions, but at its sole discretion West Mercia Consortium may offer a Tenderer who submits such a Tender an opportunity to remedy the omission before evaluation of the Tender takes place, provided that in the judgement of West Mercia Consortium this does not adversely affect the integrity and fairness of the Tender exercise.

- Unless specifically withdrawn in writing, Tenders shall remain open for acceptance for a period of 90 days from the return date.

### **Bid costs**

- West Mercia Consortium will not be liable for any tender costs, expenditure, work, or effort incurred by a Tenderer in proceeding with or participating in this procurement process, including if the procurement process is terminated or amended by West Mercia Consortium.

### **West Mercia Consortium's rights**

West Mercia Consortium reserves the right to

- Seek additional information or clarification from Tenderers at any time during the tender process.
- Disqualify any Tenderer that does not submit a compliant Tender, in accordance with the instructions given in this Invitation to Tender.
- Disqualify any Tenderer that is guilty of serious misrepresentation in relation to its Tender, expression of interest, the application form or the procurement process.
- Withdraw this Invitation to Tender at any time, and to re-invite tenders on the same or any alternative basis.
- Choose not to award any Contract as a result of the procurement process.
- Make whatever changes it sees fit to the timetable, structure or content of the procurement process.
- Retain copies of all Tender submissions to satisfy its audit obligations and for other purposes.

### **Confidentiality and Freedom of Information Act**

- This Invitation to Tender is made available on condition that its contents (including the fact that the Tenderer has received this Invitation to Tender) is kept confidential by the tenderer and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the Tenderer to submit a Tender.
- As a public body, West Mercia Consortium is subject to the provisions of the Freedom of Information Act 2000 in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.
- West Mercia Consortium shall treat all Tenderers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.
- While West Mercia Consortium aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, Tenderers are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to West Mercia Consortium in the form provided in the Tender Submission Document (i.e. the Freedom of Information Exclusion Schedule).
- Tenderers should be aware that, in compliance with its transparency obligations, West Mercia Consortium may publish details of its contract(s), including the contract values and the identities of its suppliers on its website.
- More information is available on [www.ico.org.uk](http://www.ico.org.uk)

### **Publicity**

- No publicity regarding the Contract or the award of any contract will be permitted unless and until [West Mercia Consortium] has given express written consent to the relevant



communication. For example, no statements may be made to the media regarding the nature of any tender, its contents or any proposals relating to it without the prior written consent of [West Mercia Consortium].

## **7. TERMS AND CONDITIONS**

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By submitting a bid, Tenderers are agreeing to be bound by the call-off terms and conditions without further negotiation or amendment and must sign the Tendering Declaration accordingly.

Should a qualification of offer be made to change the terms and conditions by any Tenderer, then grounds will exist to exclude should bids from further consideration.

## Servicing Requirements – West Mercia Consortium

Shropshire						
	Date Labels	Barcodes	Category labels (spine)	Class no. labels (spine)	Printed grids	Plastic Jackets
Adult Fiction	YES	YES	YES		YES	YES
Adult non-fiction	YES	YES		YES	YES	YES
Junior Fiction	YES	YES	Teenage only		YES	YES
Junior non-fiction	YES	YES		YES	YES	YES
<b>Notes:</b> Supplier to provide all label stationery. Date labels based on customer template.						

Telford and Wrekin							
	Date Labels	Barcodes	Category labels (spine)	Class no. labels (spine)	Printed grids	Plastic Jackets	RFID tags programmed
Adult Fiction	YES	YES	YES		YES	YES	YES
Adult non-fiction	YES	YES		YES	YES	YES	YES
Junior Fiction	YES	YES	Teenage only		YES	YES	YES
Junior non-fiction	YES	YES		YES Ending with J or T depending on category	YES	YES	YES
<b>Notes:</b> Supplier to provide all stationery including RFID tags. Date labels are based on customer template. Customer provides supplier with barcode numbers and supplier produces.							

Staffordshire						
	Date Labels	Barcodes	Category labels (spine)	Class no. labels (spine)	Printed grids	Plastic Jackets
Adult Fiction	Yes	Yes	Yes	N/A	Yes – see notes below	Yes
Adult non-fiction	Yes	Yes	Only for reference titles - see notes below	Yes	Yes – see notes below	Yes
Junior Fiction	Yes	Yes	See notes below	N/A	Yes – see notes below	Yes
Junior non-fiction	Yes	Yes	N/A	Yes (prefix class no. with C)	Yes – see notes below	Yes
<p><b>Notes:</b></p> <p>Printed grid to state STAFFORDSHIRE LIBRARIES and to include item number, accession date, supplier name, price, category/class no and branch. Grid to be printed on RFID tag.</p> <p>Reference titles will require a spine label showing R (preferably a large white R with Reference printed below in smaller letters, printed on a red label); the label showing the class no. should have an R before the class number.</p> <p>A category label is not required for Junior Fiction but Teenage Fiction will require a spine label showing T; Children's First Readers will require a green spine label; Children's Reading On titles will require a red spine label.</p>						

Worcestershire						
	Date Labels	Barcodes	Category labels (spine)	Class no. labels (spine)	Printed grids	Plastic Jackets
Adult Fiction	NO	YES	YES	NO	YES	YES
Adult non-fiction	NO	YES	NO	YES	YES	YES
Junior Fiction	NO	YES	"Junior Early Years" and "Easy Readers Only"	NO	YES	YES



## FORM OF CONTRACT

This contract is made on the .....day  
of.....[2020]

BETWEEN

- (1) Shropshire Council of Shirehall, Abbey Foregate, Shrewsbury, Shropshire SY2 6ND (the **"Customer"**); and [SUPPLIER NAME]
- (2) [insert the supplier's name] whose registered office is [insert the supplier's registered office address] whose company number is ([insert the supplier's company number if a private limited company]) (the **"Supplier"**)

WHEREAS the Customer wishes to have provided the following goods and/or services namely Supply of Library Stock Materials pursuant to the ESPO Framework Agreement (reference 376F\_18).

NOW IT IS AGREED THA

1. The Supplier will provide the goods and/or services in accordance with the terms of the call-off contract (reference number DMCV 008 and Contract Documents.
2. The Customer will pay the Supplier 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 below: -  
Part A Invitation to Tender  
Part B Tender Submission

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

**Signed for and on behalf of**

**[INSERT CUSTOMER'S NAME]**

by [ ], an authorised officer

)

)

Authorised Officer

Print name:

**Signed by**

**[INSERT NAME OF SUPPLIER]**

)

)

)

Supplier

Print name:

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

**(Document Reference [DMCV 008])**

**MASTER CONTRACT SCHEDULE**

**(ESPO Framework Reference 376F\_18)**

1. TERM
<p><b>Commencement Date</b></p> <p>1<sup>st</sup> April 2020</p> <p><b>Expiry Date</b></p> <p>31<sup>st</sup> March 2023</p> <p><b>Extension Period</b></p> <p>48 Months</p>
2. GOODS AND/OR SERVICES REQUIREMENTS
<p><b>Goods required</b></p> <p>[ Library Stock Materials – comprising adult non-fiction, adult fiction, adult reference, childrens fiction, children’s non-fiction as more particularly described in the Invitation to Tender Part A, Section 1.</p> <p>]</p> <p><b>Services and Deliverables required</b></p> <p>As set out in the Invitation to Tender - Part A section 2 ‘Requirements’.</p>
<p><b>Performance/Delivery Location/Premises</b></p> <p>As set out in the Invitation to Tender - Part A section 2 ‘Requirements’</p>
<p><b>Standards</b></p> <p><b>Quality Standards</b></p> <p>As set out in the Invitation to Tender - Part A section 2 ‘Requirements’</p> <p><b>Technical Standards</b></p>



[ NOT USED ]

## **Disaster Recovery and Business Continuity**

[ NOT USED ]

### **3. SUPPLIER SOLUTION**

#### **Supplier Solution**

[ TO BE CONFIRMED ]

Insert details of the Supplier's response. If this is not described here then it needs to be included in another Contract Document listed in the Form of Contract

#### **Key Personnel of the Supplier to be involved in the provision of the Goods, Services and Deliverables**

[ TO BE CONFIRMED ]

Insert details of the Supplier's project or account manager and any other key members of the Supplier's team.

#### 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)

Performance requirement for speed of supply as follows:

- Books ordered pre-publication: 85% of titles to be received before publication date  
 100% of titles to be received by 5 days after publication  
 Average supply time 3 days ahead of publication
- Books ordered after publication: 100% of titles to be received within 10 days of ordering

##### Critical Service Failure

- (i) In relation to the required supply of library stock materials a Critical Service Failure shall include a delay in servicing the demand for library stock materials ordered by the Customer in excess of 2 Weeks more than once in any three (3) Month period or more than three times in any rolling twelve (12) month period.
- (ii) In relation to the provision of supplier website access a Critical Service Failure shall mean a loss of two (2) or more during core hours (08:00 – 18:00 Mon – Fri excluding bank holidays) for more than 24 hours accumulated in three (3) Month period, or 48 hours in any rolling twelve (12) month period.
- The default period is three months if less than three months is required then an alternative period should be inserted above.

##### Monitoring

Supplier performance will be monitored via management information reports, review meetings at least annually and through visual inspection of serviced stock on delivery.

##### Management Information

Management Information to be provided in accordance with clause 7 of the Call-Off Terms on a rolling basis via the supplier's own website.

Management Information required will include expenditure details which can be broken down across relevant categories (date, library branch, category), speed of supply reports, committed orders, and invoices.

#### 5. CUSTOMER RESPONSIBILITIES

##### Customer's Responsibilities (where appropriate)

[ NOT USED ]

**Customer's equipment (where appropriate)**

[ NOT USED ]

**6. CHARGES AND PAYMENT**

**Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS))**

[ TO BE CONFIRMED ]

Insert details or a reference to the Contract Document which specifies the Contract Charges, payment profile and method of payment. Consider whether payments should be staged and linked to the achievement of particular Milestones.

<b>7. CONFIDENTIAL INFORMATION</b>									
<p>The following information shall be deemed Commercially Sensitive Information:</p> <p style="color: red;">Include details of any Commercially Sensitive Information identified by the Supplier and the duration it should be confidential for. This will assist you in respect of compliance with Freedom of Information Act (FOIA) and the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of FOIA, November 2004).</p>									
<b>8. AGREED AMENDMENTS TO THE CALL-OFF TERMS</b>									
<p>The following amendments shall be deemed to be made to the Call-Off Terms:</p> <div style="background-color: yellow; height: 20px; width: 100px; margin-bottom: 10px;"></div> <p style="color: red;">Amendments should only be included where a further competition has been conducted under the Framework Agreement and the amendments have been communicated and agreed by the Supplier. List details any amendments to the Call-Off Terms that have been agreed between you and the Supplier.</p> <p style="color: blue;">For example:</p> <p style="color: blue;">1. Replace clause x.x with the following wording.....</p>									
<b>9. PROCESSING, PERSONAL DATA AND DATA SUBJECTS</b>									
<p>1. INTRODUCTION</p> <p>1.1. The Supplier shall comply with any further written instructions with respect to processing by the Customer.</p> <p>1.2. Any such further instructions shall be incorporated into this section 9 of the Master Contract Schedule.</p>									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Description</th> <th style="text-align: left; padding: 5px;">Details</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Subject matter of the processing</td> <td style="padding: 5px;">The processing is needed in order to ensure that the Supplier can effectively deliver the Services/Goods</td> </tr> <tr> <td style="padding: 5px;">Duration of the processing</td> <td style="padding: 5px;">The term of the contract</td> </tr> <tr> <td style="padding: 5px;">Nature and purposes of the processing</td> <td style="padding: 5px;">The collection, recording and use of the personal data set out below for the purpose of contacting library staff in relation to the supply of library stock.</td> </tr> </tbody> </table>	Description	Details	Subject matter of the processing	The processing is needed in order to ensure that the Supplier can effectively deliver the Services/Goods	Duration of the processing	The term of the contract	Nature and purposes of the processing	The collection, recording and use of the personal data set out below for the purpose of contacting library staff in relation to the supply of library stock.	
Description	Details								
Subject matter of the processing	The processing is needed in order to ensure that the Supplier can effectively deliver the Services/Goods								
Duration of the processing	The term of the contract								
Nature and purposes of the processing	The collection, recording and use of the personal data set out below for the purpose of contacting library staff in relation to the supply of library stock.								

Type of Personal Data	Library staff names, email addresses and telephone numbers.	
Categories of Data Subject	Staff	
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.	Data to be retained by the Supplier for the duration of this contract and thereafter it must be either returned to the Customer or destroyed securely in accordance with the Customer's instructions.	

**THE CUSTOMER**

**- and –**

**THE SUPPLIER**

**CALL-OFF TERMS**

**LIBRARY STOCK SUPPLY**

**CONTRACT REF**

**DMCV008**

***[Guidance Note: The Parties' attention is drawn to the various guidance notes in this document and separate model Goods and/or Services guidance notes. Before any Order is placed or Contract signed, the Parties should ensure that they have read the guidance notes, taken any actions necessary and then delete the guidance notes from this document. The guidance is not exhaustive and has been included to assist the Parties in completing the Order/Contract with sufficient detail. However, it is each Party's responsibility to ensure that the Order/Contract contains all required information and obtain any necessary professional advice prior to conclusion of the Order/Contract]***

## 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 "Supplier").

### WHEREAS

- (A) ESPO selected Framework Providers, including the Supplier, to provide Goods and/or Services;
- (B) the Supplier undertook to provide the Goods and/or Services on the terms set out in a Framework Agreement number 376F\_18 completed by ESPO accepting the Supplier's tender by letter dated 20 March 2018 (the "Framework Agreement");
- (C) ESPO and the Supplier have agreed that public sector bodies within the UK may enter into Contracts under the Framework Agreement with the Supplier for the Supplier 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 Supplier, its IPR or its business or which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss;
<b>"Confidential Information"</b>	means the Customer's Confidential Information and/or the Supplier'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 Supplier pursuant to schedule 6 of the Framework Agreement;
<b>"Contract"</b>	means the contract entered into by the Customer and the Supplier 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 Supplier 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 Supplier 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>	<p>means:</p> <p>(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:</p> <p>(i) are supplied to the Supplier by or on behalf of the Customer; or</p> <p>(ii) the Supplier is required to generate, process, store or transmit pursuant to the Contract; or</p> <p>(b) any Personal Data for which the Customer is the Data Controller;</p>
<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 Supplier 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 Supplier 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;

<b>"Customer's Confidential Information"</b>	means all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Suppliers 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;
<b>"Data Loss Event"</b>	means any event that results, or may result, in unauthorised access to Personal Data held by the Supplier 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;
<b>"Data Protection Impact Assessment"</b>	means an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
<b>"Data Protection Officer"</b>	shall take the meaning given in the GDPR;
<b>"Data Protection Legislation"</b>	means (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 (subject to Royal Assent) to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy ;
<b>"Data Subject"</b>	shall take the meaning given in the GDPR;
<b>"Data Subject Access Request"</b>	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;
<b>"Default"</b>	means any breach of the obligations of the Supplier (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 Supplier or Supplier's Staff in connection with or in relation to the subject-matter of the Contract and in respect of which the Supplier 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 Supplier and the Customer has issued the Supplier 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;
<b>"Equipment"</b>	means the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (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;
<b>"ESPO"</b>	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;
<b>"Expiry Date"</b>	means the date set out in the Master Contract Schedule and/or any other Contract Document;
<b>"Form of Contract"</b>	means the document in the form set out at Schedule 3 of the Framework Agreement signed by the Customer and the Supplier and which lists all of the Contract Documents;
<b>"FOIA"</b>	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;

<b>"Force Majeure"</b>	<p>means any event, occurrence or cause affecting the performance by either the Customer or the Supplier of its obligations arising from:</p> <ul style="list-style-type: none"><li>a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;</li><li>b) riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</li><li>c) acts of government, local government or Regulatory Bodies;</li><li>d) fire, flood or any disaster acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party;</li><li>e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:<ul style="list-style-type: none"><li>i) any industrial dispute relating to the Supplier, the Supplier's Staff or any other failure in the Supplier or the Sub-Contractor's supply chain; and</li><li>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;</li></ul></li></ul>
<b>"GDPR"</b>	<p>Means the General Data Protection Regulation (Regulation (EU) 2016/679;</p>
<b>"Good Industry Practice"</b>	<p>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;</p>
<b>"Goods and/or Services"</b>	<p>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;</p>
<b>"Guarantee Period"</b>	<p>means the period for each item as stated in the Supplier's Tender;</p>
<b>"Holding Company"</b>	<p>shall have the meaning given to it in section 1159 and Schedule 6 of the Companies Act 2006;</p>
<b>"Implementation Plan"</b>	<p>means the plan referred to in the Master Contract Schedule and/or any other Contract Document produced and updated in accordance with Schedule 2;</p>
<b>"Information"</b>	<p>has the meaning given under section 84 of the FOIA;</p>

<b>"Initial Term"</b>	the period commencing on the Commencement Date and ending on the Expiry Date;
<b>"Intellectual Property Rights" or "IPRs"</b>	means: <ul style="list-style-type: none"><li>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;</li><li>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</li><li>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;</li></ul>
<b>"ITT Response"</b>	means the response submitted by the Supplier to the Invitation to Tender issued by the Customer on 10 December 2019;
<b>"Key Personnel"</b>	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 Supplier'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 Supplier 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>"Month"</b>	means calendar month and "monthly" shall be interpreted accordingly;
<b>"Parent Company"</b>	means any company which is the ultimate Holding Company of the Supplier and which is either responsible directly or indirectly for the business activities of the Supplier or which is engaged by the same or similar business to the Supplier;
<b>"Party"</b>	means the Supplier or the Customer and <b>"Parties"</b> shall mean both of them;
<b>"Personal Data"</b>	shall take the meaning given in the GDPR;
<b>"Premises"</b>	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;
<b>"Processor"</b>	shall take the meaning given in the GDPR;
<b>"Prohibited Act"</b>	<p>Means:</p> <p>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:</p> <ul style="list-style-type: none"><li>i) induce that person to perform improperly a relevant function or activity; or</li><li>ii) reward that person for improper performance of a relevant function or activity; or</li></ul> <p>b) committing any offence:</p> <ul style="list-style-type: none"><li>i) under the Bribery Act 2010; or</li><li>ii) under legislation creating offences concerning fraudulent acts; or</li><li>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</li></ul> <p>c) defrauding, attempting to defraud or conspiring to defraud ESPO and/or the Customer or any other Contracting Body</p>

<b>"Project Specific IPRs"</b>	<p>means:</p> <p>(a) IPRs in the Services, Deliverables and/or Goods provided by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of the Contract and all updates and amendments of these items created during the Contract Period; and/or</p> <p>(b) IPRs arising as a result of the provision of the Services, Deliverables and/or Goods by the Supplier (or by a third party on behalf of the Supplier) under the Contract,</p>
<b>"Property"</b>	<p>means the property, other than real property and IPR, issued or made available to the Supplier by the Customer in connection with the Contract;</p>
<b>"Protective Measures"</b>	<p>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 the such measures adopted by it;</p>
<b>"Public Contracts Directive"</b>	<p>means Directive 2014/24/EU of the European Parliament and of the Council;</p>
<b>"Quality Standards"</b>	<p>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 Supplier 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;</p>
<b>"Regulated Activity"</b>	<p>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;</p>
<b>"Regulatory Bodies"</b>	<p>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;</p>
<b>"Related Supplier"</b>	<p>means any person who provides services to the Customer which are related to the Services from time to time;</p>



<b>"Replacement Supplier"</b>	any third party Supplier 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 2 being payable by the Supplier in respect of any failure by the Supplier 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 2;
<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 Supplier manages, organises or otherwise directs the provision or the use of the Services;
<b>"Staff"</b>	means all persons employed by the Supplier and/or any Sub-Contractor to perform its obligations under the Contract together with the Supplier's and/or any Sub-Contractor's servants, consultants, agents, Suppliers 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 Supplier and any third party whereby that third party agrees to provide to the Supplier 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 Supplier 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 Supplier related to this Contract;
<b>"Supplier"</b>	means the person, firm or company with whom the Customer enters into the Contract as identified in the Form of Contract;

<b>"Supplier Personnel"</b>	means all directors, officers, employees, agents, consultants and Suppliers of the Supplier and/or of any Sub-Contractor engaged in the performance of its obligations under this Contract;
<b>"Supplier Pre-Existing IPR"</b>	shall mean any Intellectual Property Rights vested in or licensed to the Supplier 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>"Supplier's Representative"</b>	means the representative appointed by the Supplier from time to time in relation to the Contract;
<b>"Supplier Solution"</b>	means the Supplier'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>"Supplier's Confidential Information"</b>	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and Suppliers of the Supplier, 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>"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 Supplier to the Customer in response to the Customer's invitation to Suppliers 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, 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"</b>	shall have the meaning given in clause 4.5.7;

<b>"Valid Invoice"</b>	means an invoice issued by the Supplier 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;
<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 Supplier 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 Supplier 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 Supplier shall supply the Goods and/or Services in accordance with the Implementation Plan.
- 4.1.2 The Supplier 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 Supplier supplies the Goods and/or Services at the Premises during normal business hours on reasonable notice.
- 4.1.3 If the Customer informs the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier's instructions.
- 4.1.5 Where the Supplier 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 Supplier's reasonable satisfaction, to have been lost or damaged in transit.
- 4.1.6 The Supplier agrees that the Customer relies on the skill and judgment of the Supplier 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 Supplier shall provide all the Equipment necessary for the supply of the Goods and/or the Services.

- 4.2.2 The Supplier 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 Supplier'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 Supplier is able to demonstrate that such loss or damage was caused by or contributed to by the Customer's Default. The Supplier 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 Supplier's sole cost. Unless otherwise stated in the Contract, Equipment brought onto the Premises will remain the property of the Supplier.
- 4.2.4 The Supplier shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- 4.2.5 The Supplier 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 Supplier shall remove the Equipment together with any other materials used by the Supplier to supply the Goods and/or Services and shall leave the Premises in a clean, safe and tidy condition. The Supplier 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 Supplier or Supplier's Staff.

#### 4.3 **Quality**

- 4.3.1 The Supplier 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 Supplier 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 Supplier shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

- 4.3.2 The Supplier 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 Supplier shall without prejudice to clause 4.1.4 above perform its obligations under the Contract in a timely manner.
- 4.3.4 The Supplier 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 Supplier 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 Supplier by the Customer; and
  - 4.3.5.5 the Goods and/or Services are supplied in accordance with the Supplier Solution.

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

- 4.4.1 Without prejudice to the content of clause 4.5 (Delivery) the Supplier 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 Supplier.

- 4.4.2 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 the order.
- 4.4.3 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 Supplier 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 Supplier 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 Supplier, 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 by the Staff or the Supplier's suppliers 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 Supplier 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 Supplier for the costs of such disposal. The risk in any over-Delivered Goods shall remain with the Supplier.

#### 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 the 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 Supplier 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 Supplier of any defect in any of the Transferring Goods as may have arisen during such Guarantee Period under proper and normal use, the Supplier 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 Supplier shall, where so requested by the Customer, provide assistance to the Customer to migrate the provision of the Services to a Replacement Supplier.

### 6. DISASTER RECOVERY AND BUSINESS CONTINUITY

If a Customer has a BCDR Plan then this may need to be included and/or referring to at this point

- 6.1 The Supplier 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 Supplier'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 Supplier 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 Supplier may be required to produce under the Contract.
- 7.2 Where requested by the Customer, the Supplier 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 Supplier 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 Supplier shall immediately inform the Customer of any actual or potential industrial action, whether such action by the Supplier's own employees or others, which affects or might affect the Supplier's ability at any time to perform its obligations under the Contract.
- 8.3 In the event of industrial action by the Staff, the Supplier 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 Supplier'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 Supplier 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 Supplier 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**

Critical Service Failure as defined in the Master Contract Schedule is a breach of contract giving the Customer the option to terminate.

NB. Contractual service levels need to be captured in Schedule 1. The difference between a failure to meet service levels which gives rise to service credits is that the Supplier's failure in that case is not a fundamental failure giving rise to possible termination.

The service credits are intended to be the sole 'operational' remedy for a minor failure in performance.

- 9.1 The Supplier shall provide the Services to meet or exceed the Service Levels and any failure to meet the Service Levels shall entitle the Customer to Service Credits calculated in accordance with the provisions of schedule 1 or in the event of a Critical Service Failure shall give rise to a right for the Customer to

terminate the Contract with immediate effect upon giving written notice to the Supplier.

- 9.2 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Supplier'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 Supplier 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 Supplier the opportunity at the Supplier'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 Supplier to remove the Goods (in whole or in part) at the risk and cost of the Supplier on the basis that a full refund for the Goods so rejected shall be paid to the Customer forthwith by the Supplier;
  - 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 Supplier 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 Supplier'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 Supplier shall have demonstrated to the reasonable satisfaction of the Customer that the Supplier 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 Supplier for and the Supplier 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 Supplier 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 supplier:**

- 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 Supplier notice in writing.

**10. Not used**

**11. PAYMENT AND CONTRACT CHARGES**

**11.1 Contract Charges**

- 11.1.1 In consideration of the Supplier'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 Supplier of a valid VAT invoice, pay the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier to the Customer at no charge.

- 11.1.5 The Parties acknowledge that the Supplier is required to pay to ESPO 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 Supplier submits an invoice to the Customer, the Customer will consider and verify that invoice in a timely fashion.

- 11.2.2 The Supplier 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.

- 11.2.3 The Customer shall pay the Supplier 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 Supplier enters into a Sub-Contract, the Supplier shall include in that Sub-Contract:

- (a) provisions having the same effect as clauses 11.2.1 – 11.2.3 of this Framework Agreement; 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 Framework Agreement.

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 Framework Agreement.

- 11.2.6 The Supplier 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 Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under the Contract. Any amounts due under this clause shall be paid by the Supplier 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 Supplier shall not suspend the supply of the Services and/or Goods (as applicable) unless the Supplier is entitled to terminate the Contract under clause 19.3 (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 Supplier (including any sum which the Supplier 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 Supplier 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 Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.
- 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 Supplier 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 Supplier.

## **12. Not used**

## **13. SUPPLIER'S STAFF**

- 13.1 The Customer may, by written notice to the Supplier, 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 Supplier 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 Supplier 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 Supplier 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 Supplier's employees or volunteers to work in a Regulated Activity with children and/or vulnerable adults, the Supplier 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 Supplier 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 Supplier 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 Supplier 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 and will notify ESPO 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 Supplier's employees or volunteers to work in a Regulated Activity but where the Supplier's employees or volunteers may nonetheless have contact with children and/or vulnerable adults the Supplier 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 Supplier 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 Supplier nor any sub-contractors are to have direct contact with children and/or vulnerable adults during any delivery or attendance at the premises. The Supplier 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 Supplier shall comply with the Customer's staff vetting procedures (where provided to the Supplier) in respect of all Supplier Staff employed or engaged in the provision of the Goods and/or Services. The Supplier confirms that all Staff employed or engaged by the Supplier 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 Supplier 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 Supplier shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights.
- 16.2 The Supplier shall ensure and procure that the availability, provision and use of the Goods and/or Services and the performance of the Supplier's responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.
- 16.3 With respect to the Suppliers obligations under the Contract, the Supplier 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 Supplier 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 Supplier's responsibilities and obligations hereunder.
- 16.5 The Supplier shall promptly notify the Customer if any claim or demand is made or action brought against the Supplier 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 Supplier'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 Supplier is likely to be made or brought, the Supplier 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 Supplier's responsibilities and obligations hereunder, promptly re-perform those responsibilities and obligations.
- 16.7 Customer Data**
- 16.7.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
  - 16.7.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier 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 Supplier, the Supplier 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 Supplier, the Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 16.7.5 The Supplier shall ensure that any system on which the Supplier 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 Supplier's Default so as to be unusable, the Customer may:
  - 16.7.6.1 require the Supplier (at the Supplier's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with any BCDR Plan and the Supplier 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 Supplier 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 Supplier 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 Supplier shall notify the Customer immediately and inform the Customer of the remedial action the Supplier 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 Supplier to perform, the Customer is the Controller and the Supplier is the Processor. The only processing that the Supplier is authorised to do is listed in section 9 of the Master Contract Schedule by the Customer and may not be determined by the Supplier.
- 16.8.2 The Supplier shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.
- 16.8.3 The Supplier 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:
  - a) a systematic description of the envisaged processing operations and the purpose of the processing;

- b) an assessment of the necessity and proportionality of the processing operations in relation to the Goods and/or Services;
- c) an assessment of the risks to the rights and freedoms of Data Subjects; and
- d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

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

- a) process that Personal Data only in accordance with section 9 of the Master Contract Schedule, unless the Supplier is required to do otherwise by Law.

If it is so required, the Supplier shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;

- b) 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;
- c) ensure that:
  - i. the Supplier Personnel do not process Personal Data except in accordance with this Contract (and in particular section 9 of the Master Contract Schedule);
  - ii. it takes all reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that they:
    - a) are aware of and comply with the Supplier's duties under this clause;
    - b) are subject to appropriate confidentiality undertakings with the Supplier 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
  - d) 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 Supplier 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 Supplier 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 Supplier complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;
  - e) 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 Supplier is required by Law to retain the Personal Data.
- 16.8.5 Subject to clause 16.8.6, the Supplier shall notify the Customer 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 Contract;
  - 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.
- 16.8.6 The Supplier'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 Supplier 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:
- a) the Customer with full details and copies of the complaint, communication or request;
  - b) 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;
  - c) the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
  - d) assistance as requested by the Customer following any Data Loss Event;
  - e) 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 Supplier shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:
- a) the Customer determines that the processing is not occasional;
  - b) 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
  - c) 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 Supplier shall allow for audits of its Data Processing activity by the Customer or the Customer's designated auditor.
- 16.8.10 The Supplier 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 Supplier must:
- a) notify the Customer in writing of the intended Sub-processor and processing;
  - b) obtain the written consent of the Customer;

- c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 16 such that they apply to the Sub-processor; and
  - d) provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.
- 16.8.12 The Supplier 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 Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office

## **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 Supplier 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 Supplier upon request copies of its written security procedures and shall afford the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier breaching its obligations as to confidentiality under or in connection with this Contract, the Supplier 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 Supplier 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 Supplier 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 Supplier'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 Supplier'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 Supplier 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 Supplier undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.

## **16.11 Freedom of Information**

16.11.1 The Supplier 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 Supplier 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 Supplier respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 16.11.5 The Supplier 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 Supplier or the Goods and Services:

16.11.5.1 in certain circumstances without consulting the Supplier; or

16.11.5.2 following consultation with the Supplier 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 Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

- 16.11.6 The Supplier 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 Supplier 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 Supplier 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 Supplier to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.
- 16.12.4 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Contract.

## **17. WARRANTIES AND REPRESENTATIONS**

17.1 The Supplier 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 Supplier;
- 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 Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier'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;
- 17.2 The Supplier 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 Supplier.

#### 17.4 The Supplier 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 Supplier 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 Supplier of its obligations under the Contract or the presence of the Supplier 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 Supplier, or any other loss which is caused directly by any act or omission of the Supplier.
- 18.1.3 The Supplier 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 Supplier's Default;
  - 18.1.6.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Supplier'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 Supplier; 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 Supplier.
- 18.1.7 Nothing in the Contract shall impose any liability on the Customer in respect of any liability incurred by the Supplier to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Supplier 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.

## 18.2 Insurance

**Customers: the levels of insurance may be amended if the Contract is to be awarded via a further competition**

- 18.2.1 The Supplier shall effect and maintain with a reputable insurance company a policy or policies of insurance providing which may be incurred by the Supplier, arising out of the Supplier's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such insurance shall be maintained for the Contract Period.
- 18.2.2 The Supplier shall hold employers liability insurance in respect of Staff with a minimum limit of ten million pounds sterling (£10,000,000) for each individual claim.
- 18.2.3 The Supplier 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 five million pounds sterling (£5,000,000) for each individual claim.
- 18.2.4 The Supplier shall effect and maintain a product liability insurance policy, which shall, for any one occurrence or series of occurrences arising out of one event, be not less than five million pounds sterling (£5,000,000).
- 18.2.5 The Supplier 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.
- 18.2.6 If, for whatever reason, the Supplier 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 Supplier.
- 18.2.7 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the Contract. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability referred to in clause 18.
- 18.2.8 The Supplier 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 Supplier 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.

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

- 18.3.1 The Parties acknowledge and agree that the Contract constitutes a contract for the provision of Services and not a contract of employment. The Supplier 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 Supplier where the Supplier is a company and in respect of the Supplier:
- 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 Supplier 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 Supplier's creditors; or

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

19.1.2.3 a receiver, or similar officer is appointed over the whole or any part of the Supplier'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 Supplier 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 Supplier'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 Supplier 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 Supplier shall notify the Customer immediately if the Supplier 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, the following shall be disregarded 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.

### **19.3 Termination on Default**

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

19.3.1.1 the Supplier 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.

19.3.2 In the event that through any Default of the Supplier, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded so as to be unusable, the Supplier 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 Supplier.

19.3.3 If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier (as measured from the Commencement Date) which:

19.5.1 adversely impacts on the Supplier'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 Supplier's 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 Supplier 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 Supplier in writing with effect from the date specified in such notice if the Supplier refuses or fails to comply with its obligations as set out in Schedule 7 of the Framework Agreement (Continuous Improvement and Benchmarking).

#### **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 Supplier 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 Supplier 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.

## **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 Supplier 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 Supplier until the Customer has established the final cost of making those other arrangements.
- 20.2 On the termination of the Contract for any reason, the Supplier shall:
  - 20.2.1 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 suppliers or Sub-Contractors, which was obtained or produced in the course of providing the Goods and/or Services;
  - 20.2.2 cease to use the Customer Data and, at the direction of the Customer provide the Customer and/or the Replacement Supplier 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 Supplier;
  - 20.2.3 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.

- 20.2.4 immediately deliver to the Customer all Property (including materials, documents, information and access keys) provided to the Supplier under clause. Such property shall be handed back to the Customer in good working order (allowance shall be made for reasonable wear and tear);
  - 20.2.5 transfer to the Customer and/or the Replacement Supplier (as notified by the Customer) such of the Licensed Goods and/or contracts as are notified to it by the Supplier and/or the Customer in return for payment of the costs (if any) notified to the Customer by the Supplier in respect of such Licensed Goods and/or contracts and/or any other items of relevance;
  - 20.2.6 assist and co-operate with the Customer to ensure an orderly transition of the provision of the Services to the Replacement Supplier and/or provide all such assistance and co-operation as the Customer may reasonably require;
  - 20.2.7 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
  - 20.2.8 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 Supplier to conduct due diligence.
- 20.3 If the Supplier fails to comply with clause 20.2.1 and 20.2.8, the Customer may recover possession thereof and the Supplier grants a licence to the Customer or its appointed agents to enter (for the purposes of such recovery) any premises of the Supplier or its permitted agents or Sub-Contractors where any such items may be held.
- 20.4 Where the end of the Contract Period arises due to the Supplier's Default, the Supplier shall provide all assistance under clause 20.2.5 and 20.2.8 free of charge. Otherwise, the Customer shall pay the Supplier's reasonable costs of providing the assistance and the Supplier shall take all reasonable steps to mitigate such costs.
- 20.5 At the end of the Contract Period (howsoever arising) the licence granted pursuant to clause 10.2.1 shall automatically terminate without the need to serve notice.
- 20.6 Save as otherwise expressly provided in the Contract:
- 20.6.1 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

- 20.6.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier 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 Supplier 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, suppliers, professional advisors and consultants comply with this clause. 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 Supplier 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 Supplier 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 Supplier shall take all reasonable steps to secure the observance of clause 22.1 by all Staff employed in performance of this Contract.
- 22.3 The Supplier shall notify the Customer forthwith in writing as soon as it becomes aware of any investigation of or proceedings brought against the Supplier 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 Supplier's performance of this Contract being in contravention of Equality Legislation or any other law, enactment, order or regulation relating to discrimination, the Supplier shall, free of charge provide any information requested in the timescale allotted; attend any meetings as required and permit the Supplier's Staff to attend; promptly allow access to and investigation of any documents or data deemed to be relevant; allow the Supplier and any of the Supplier'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 Supplier, its agents or Sub-Contractors, or the Supplier's Staff, and where there is a finding against the Supplier in such investigation or proceedings, the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier of any health and safety hazards which may exist or arise at the Customer's Premises and which may affect the Supplier in the performance of its obligations under the Contract.
- 23.2 While on the Customer's Premises, the Supplier shall comply with any health and safety measures implemented by the Customer in respect of Staff and other persons working there.
- 23.3 The Supplier 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 Supplier 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 Supplier 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 TAKE OUT? ADVISE LEGAL**

Remember the need to share the environmental policies (where relevant) with the Supplier.

24.1 The Supplier 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 Supplier 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 Supplier's Staff, consultants, agents or Sub-Contractors or any person acting on the Supplier'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 Supplier 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 Supplier 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 Supplier shall co-operate with any investigation and allow the Customer to audit Supplier'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 Supplier and all persons associated with it or other persons who are supplying the Goods and Services in connection with this Contract compliance with this clause 25. The Supplier 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 Supplier's behalf from committing a Prohibited Act and shall enforce it where appropriate.
- 25.4 If the Supplier, its Staff, consultants, agents or Sub-Contractors or any person acting on the Supplier's behalf, in all cases whether or not acting with the Supplier'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 Supplier and the Supplier 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 Supplier 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, and the amounts paid by the Customer.
- 26.2 The Supplier 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 Supplier shall afford the Customer and the Auditors access to the records and accounts referred to in clause 26.2 at the Supplier's premises and/or provide copies of such records and accounts, 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 Supplier (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 Supplier;
  - 26.3.3 to review the Supplier's compliance with the DPA in accordance with this Contract and any other Laws;
  - 26.3.4 to review the Supplier's compliance with its continuous improvement and benchmarking obligations set out in schedule 6 of the Framework Agreement;
  - 26.3.5 to review the Supplier's compliance with its security obligations set out in clause 16;
  - 26.3.6 to review any books of account kept by the Supplier 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 Supplier is complying with its obligations under this Contract.
- 26.4 The Supplier 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 Supplier shall provide such records and accounts (together with copies of the Supplier'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 Supplier or delay the provision of the Services or supply of Goods save insofar as the Supplier 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 Supplier's rights in respect of Confidential Information, the Supplier 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 Supplier 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 Supplier in which case the Supplier shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

## **27. PREVENTION OF FRAUD**

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

27.2 The Supplier 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 Supplier or its Staff to commit an offence under the Proceeds of Crime Act 2002 or the Terrorism Act 2000.

27.3 If the Supplier 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 Supplier notice in writing; and/or

27.3.2 recover in full from the Supplier and the Supplier 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 Supplier 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 Supplier 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 Supplier 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 Supplier in performing its obligations under the Contract which results from any failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to Force Majeure only if that agent, Sub-Contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Supplier.
- 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 Supplier to procure those Goods and/or Services from a third party Supplier in which case the Supplier 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 Supplier will not have the right to any payment from the Customer under this Contract where the Supplier is unable to provide the Goods and/or Services because of an event of Force Majeure. However if the Customer directs the Supplier to use a replacement supplier pursuant to sub-clause 29.4, then the Customer will pay the Supplier (a) the Contract Price; and (b) the difference between the Contract Price and the new supplier's costs if, in respect of the Goods and/or Services that are subject to Force Majeure, the new Supplier'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**

31. 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**

- 32.1 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**

- 33.1 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 Supplier shall immediately commence good faith negotiations to remedy such invalidity.

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

- 35.1 The Supplier shall be responsible for the accuracy of all drawings, documentation and information supplied to the Customer by the Supplier 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. SUPPLIER'S STATUS**

- 36.1 At all times during the Contract Period the Supplier 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 Supplier shall take appropriate steps to ensure that neither the Supplier 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 Supplier or Staff and the duties owed to the Customer under the provisions of the Contract.

- 37.2 The Supplier 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 Supplier 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 Supplier 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 Supplier 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 in relation to its right to claim retrospective rebate from the Supplier 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 Supplier 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 Supplier'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 Supplier 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 Supplier 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 Supplier is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the Supplier's performance of the Services by the Supplier 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 Supplier's failure to deliver the level of Service for which it has contracted to deliver; and

2.1.3 incentivise the Supplier 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 Supplier 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 Supplier 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

## APPENDIX TO PART A

### SERVICE LEVELS AND SEVERITY LEVELS

		Level achieved			
Service Level		60-70%	71-90%	91-95%	96-100%
1.					
2.					
3.					
4.					

Insert the appropriate Service Levels above.

Insert Customer's SLA if/where appropriate.

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

Formula - 100% - % of Service Level achieved	=	x% of the Contract Charges to be deducted from the next invoice payable by the Customer.
Worked example - 100% (e.g. Service Level requirement for data accuracy) - 75% (e.g. accuracy of data)	=	25% 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 Supplier is complying with the Service Levels; and
  - 1.1.2 for identifying any failures to achieve Service Levels in the performance of the Supplier and/or delivery of the Services ("**Performance Monitoring System**").
- 1.2 Within 20 Working Days of the Commencement Date the Supplier 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 Supplier 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 Supplier

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 Supplier;
  - 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 Supplier's Representative and the Customer's Representative; and
  - 3.2.4 be fully minuted by the Supplier. The prepared minutes will be circulated by the Supplier 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 Supplier'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 Supplier 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 Supplier 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 Supplier, the Customer may undertake satisfaction surveys in respect of the Supplier's provision of the Services.
- 4.2 The Customer shall be entitled to notify the Supplier 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 clause 8.

## **SCHEDULE 2**

### **IMPLEMENTATION PLAN AND MILESTONES**

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

- 1.1 The Supplier 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 Supplier 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 Supplier shall ensure that each version of the Implementation Plan is subject to Approval. The Supplier 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 Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.

#### **2. MILESTONES**

- 2.1 The Supplier 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 Supplier 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 Supplier'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 Supplier 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 Supplier with confirmation in writing of its satisfaction that the Milestone has been met.
- 2.4 No payment or concession to the Supplier 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.

## **SCHEDULE 3 - CHARGING STRUCTURE**

### **1. ADJUSTMENT OF THE CONTRACT PRICES**

- 1.1 The Contract Prices shall only be varied:
  - 1.1.1 due to a Specific Change in law in relation to which the Parties agrees that a change is required to all or part of the Contract Prices;
  - 1.1.2 where the Parties agree a reduction in all or part of the Contract Prices; or
  - 1.1.3 where a review of the Contract Prices is requested and agreed by the Parties, in accordance with the provisions of paragraph 2 of this Contract Schedule.
- 1.2 Every 12 Months during the Term, the Supplier shall assess the level of the Contract Prices to consider whether it is able to reduce them. Such assessments shall be carried out on 1 April in each Contract Year (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Contract Prices it shall promptly notify the Customer in writing and such reduction shall be implemented in accordance with Paragraph 3 below.

### **2. REVIEW OF THE CONTRACT PRICES**

- 2.1 Subject to Paragraphs 1.1.1 and 1.1.2, the Contract Prices shall not be increased for 12 months from the Commencement Date.
- 2.2 The Supplier may request a variation in the Contract Prices in accordance with the remaining provisions of this Paragraph 2 subject always to:
  - 2.2.1 the request being submitted at least three months before the Adjustment Date; and
  - 2.2.2 the agreement of the Customer.
- 2.3 The earliest Adjustment Date for any increase in the Contract Prices in accordance with this Paragraph shall be the first Working Day following the first anniversary of the Commencement Date. Thereafter any subsequent increase to any of the Contract Prices in accordance with this Paragraph shall not occur before the anniversary of the previous Adjustment Date.
- 2.4 To make a request for a variation of some or all of the Contract Prices in accordance with this Paragraph, the Supplier shall provide the Customer with:
  - 2.4.1 a list of the Contract Prices it wishes to review;
  - 2.4.2 for each of the Contract Prices under review, written evidence of the justification for the requested increase including:
    - (a) a breakdown of the profit and cost components that comprise the relevant Contract Price;

- (b) details of the movement in the different identified cost components of the relevant Contract Price;
- (c) reasons for the movement in the different identified cost components of the relevant Contract Price; and
- (d) evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components.

### **3. IMPLEMENTATION OF ADJUSTED CONTRACT PRICES**

- 3.1 Variations in accordance with the provisions of this Schedule to the Contract Prices shall be made by the Customer to take effect:
  - 3.1.1 on the Adjustment Date where an adjustment is made in accordance with paragraph 1.1.3; or
  - 3.1.2 where the Supplier notifies the Customer in accordance with Paragraph 1.2 (as applicable) that it is able to decrease the Contract Prices, one month after the date of notification,and the Supplier shall amend the Contract Prices shown in this Schedule 3 to reflect such variations.
- 3.2 Any variation to the Contract Prices payable under the Contract must be agreed between the Supplier and the Customer and implemented in accordance with the provisions applicable to the Contract.

## **ANNEX TO SCHEDULE 3 – PRICES**

**The prices that the awarded supplier has submitted as part of its tender will form this Annex**





**DMCV008**

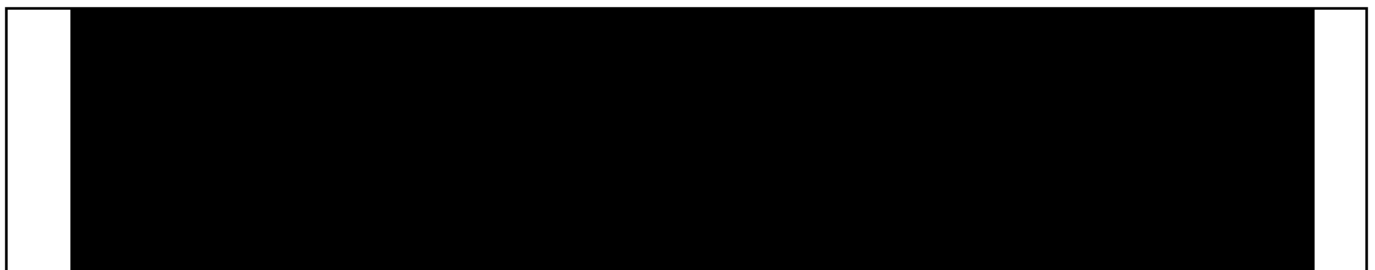
# **FURTHER COMPETITION**

**conducted under ESPO Framework Agreement  
376F\_18 Library Stock**

## **TENDER SUBMISSION (Part B)**

**THIS DOCUMENT IS TO BE COMPLETED BY THE TENDERER  
AND SUBMITTED TO WEST MERCIA CONSORTIUM**

**Closing date for submission of tender  
Noon, 15 January 2020**



**To be returned via the Delta e-tendering portal**

## Contents

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This is Part B for completion by the Tenderer and return to West Mercia Consortium 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**

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6. ENCLOSURES CHECKLIST .....	14

# 1.COMPANY DETAILS

General information questions 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.</b>	<b>ORGANISATION DETAILS</b>	
1.1	Please state the full name of the organisation submitting this Tender	
	<div></div>	
1.2	Please state the registered office address	
	<div></div>	
1.3	Please state the company registration number	
	<div></div>	
1.4	Please state the VAT registration number	
	<div></div>	
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 West Mercia Consortium?	<div></div>
	If yes, please provide details	
<b>A2.</b>	<b>CONTACT DETAILS (for communications, correspondence and enquiries relating to this Tender submission)</b>	
2.1	Please state the contact's name, and position within the organisation:	
	<div></div>	
2.2	Please state the contact's address:	
	<div></div>	

	<div></div>
2.3	Please state the contact's telephone number: <div></div>
2.4	Please state the contact's email address: <div></div>

## 2.RESPONSE TO REQUIREMENT AND SPECIFICATION

### Compliance with Specification

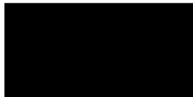
Tenderers must provide a response to the Compliance with Specification section included below. Tenderers should note that this section will be assessed on a Pass/Fail basis. Therefore if a Tenderer cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and will be excluded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


<b>I confirm we comply with all elements of the requirement and specification as outlined in section 2 of this Invitation to Tender.</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.	
	
	



### LOTS

Please indicate in the table below for which lot/s you wish to bid. Tenderers may bid for one or all of the lots available.

LOT NUMBER & DESCRIPTION		TENDERED FOR? PLEASE TICK <input type="checkbox"/>
LOT 1	Supply of Adult Library Stock (including Reference Standing Orders)	

LOT 2.1	Supply of Children’s Library Stock (Public Libraries)	
---------	---	---

**TEST WEBSITE LOG-IN**

Please provide a test website address, login and password for evaluators to use to explore your website:

<div></div>	
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## Response to Method Statements

Tenderers must provide method statements in response to the questions below, to describe how they will meet the requirements of the contract. There are 11 method statements in total.

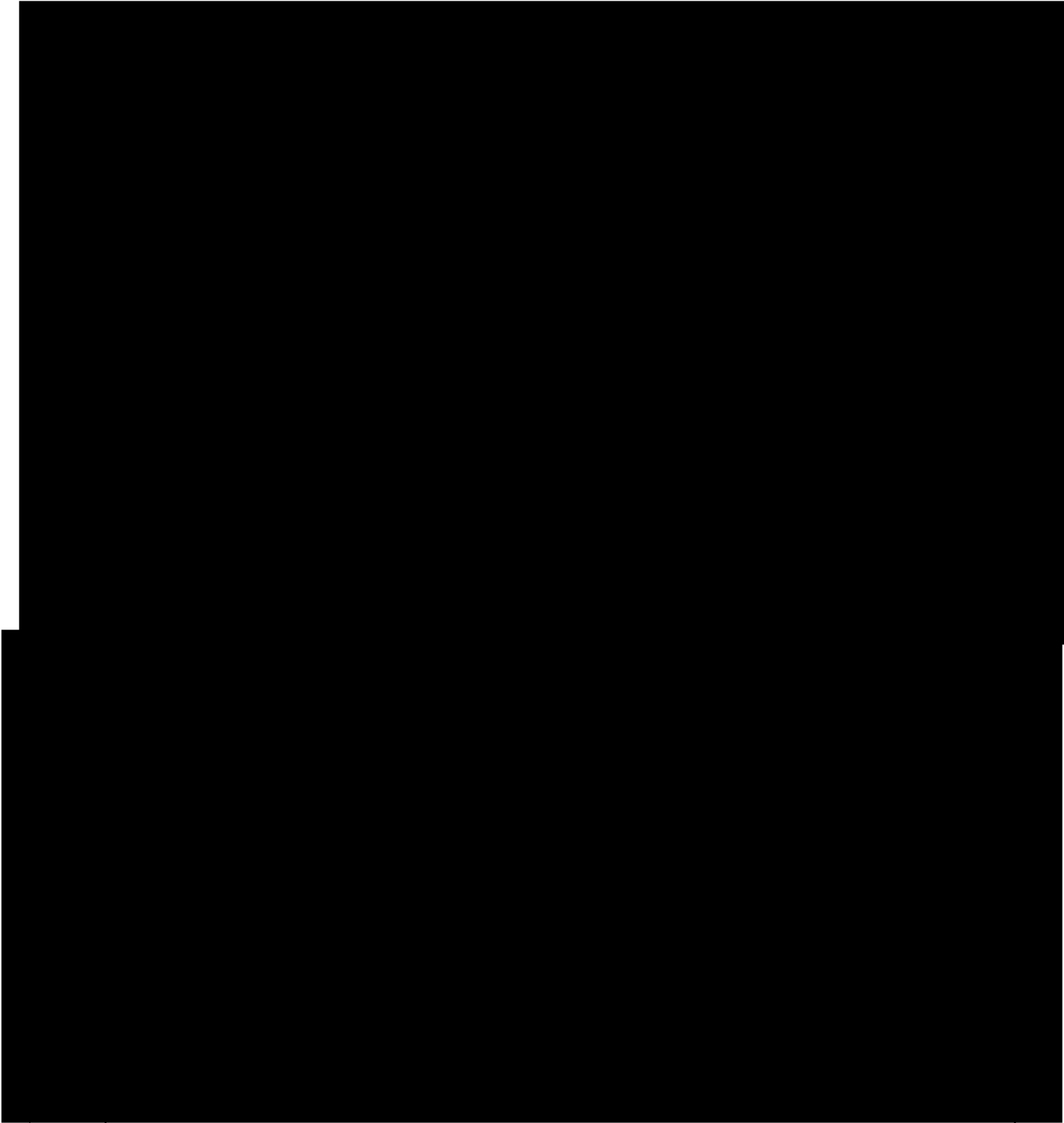
Tenderers are required to respond to all of the questions below. Questions should be answered in full and should not refer to other documents or appendices.

Please adjust as necessary the size of the 'response' box in order to accommodate your response.

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

**Each question is given a relative importance weighting, on a scale of 1 (lowest) to 3 (highest) to reflect its significance in the evaluation. The question weighting is shown alongside each question.**

METHOD STATEMENTS	
1.	<b>Servicing and Processing of Stock (Weighting 2)</b>
<div></div>	
<b>Method Statement:</b> Please give further detail to describe how you will meet these requirements.	



2.	<p><b>Speed of Supply (Weighting 2)</b></p> <p>The Customer’s speed of supply performance level requirements are:</p> <ul style="list-style-type: none"><li>Books ordered pre-publication: 85% of titles to be received before publication date 100% of titles to be received by 5 days after publication Average supply time 3 days ahead of publication</li><li>Books ordered after publication: 100% of titles to be received within 10 days of ordering</li></ul>



**Method statement:** Please describe your supply chain arrangements, explaining how these assist you in meeting the above performance undertakings.

3.	<p><b>Supplier Selection (Weighting 3)</b></p> <p><b>Method statement:</b> Please describe your supplier selection processes including any different options that are available and what input is required by the authority. As part of your statement please ensure you describe:</p> <ul style="list-style-type: none"> <li>• how you would work with the authority to understand the socio-economic profiles of local library communities that vary greatly across county authorities, to ensure that stock supply meets local needs.</li> <li>• What facility is there for customers to amend stock selections that are provided by the supplier.</li> <li>• When and how changes can be made to supplier selection specifications.</li> <li>• What methods will be offered to review the effectiveness of supplier selection.</li> </ul>
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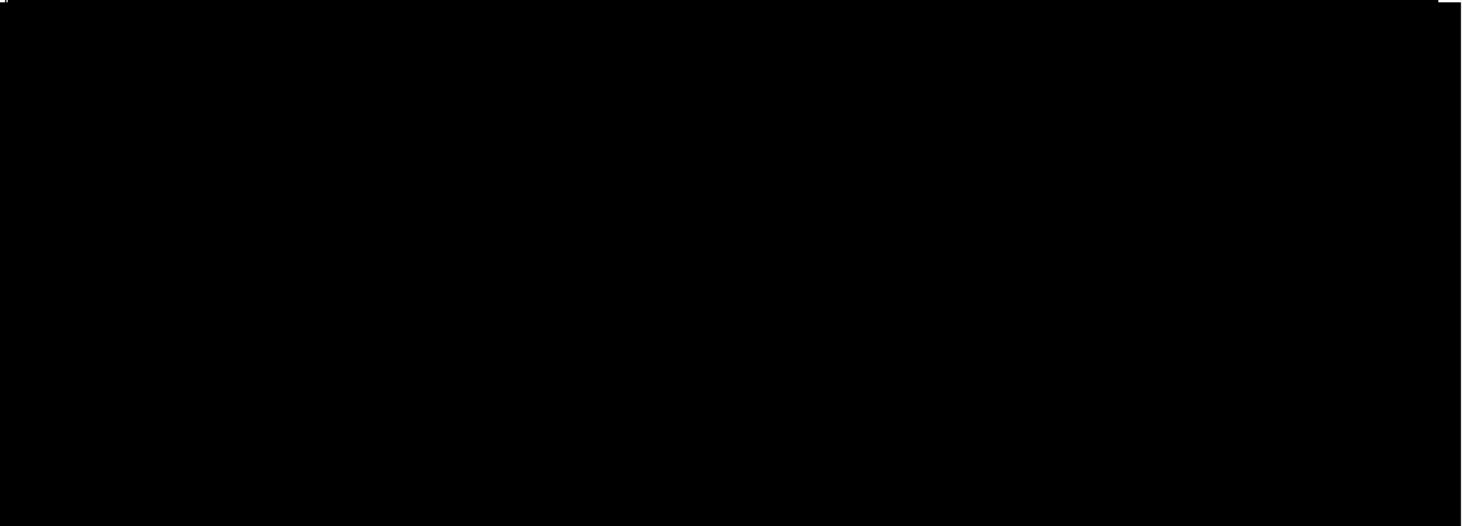
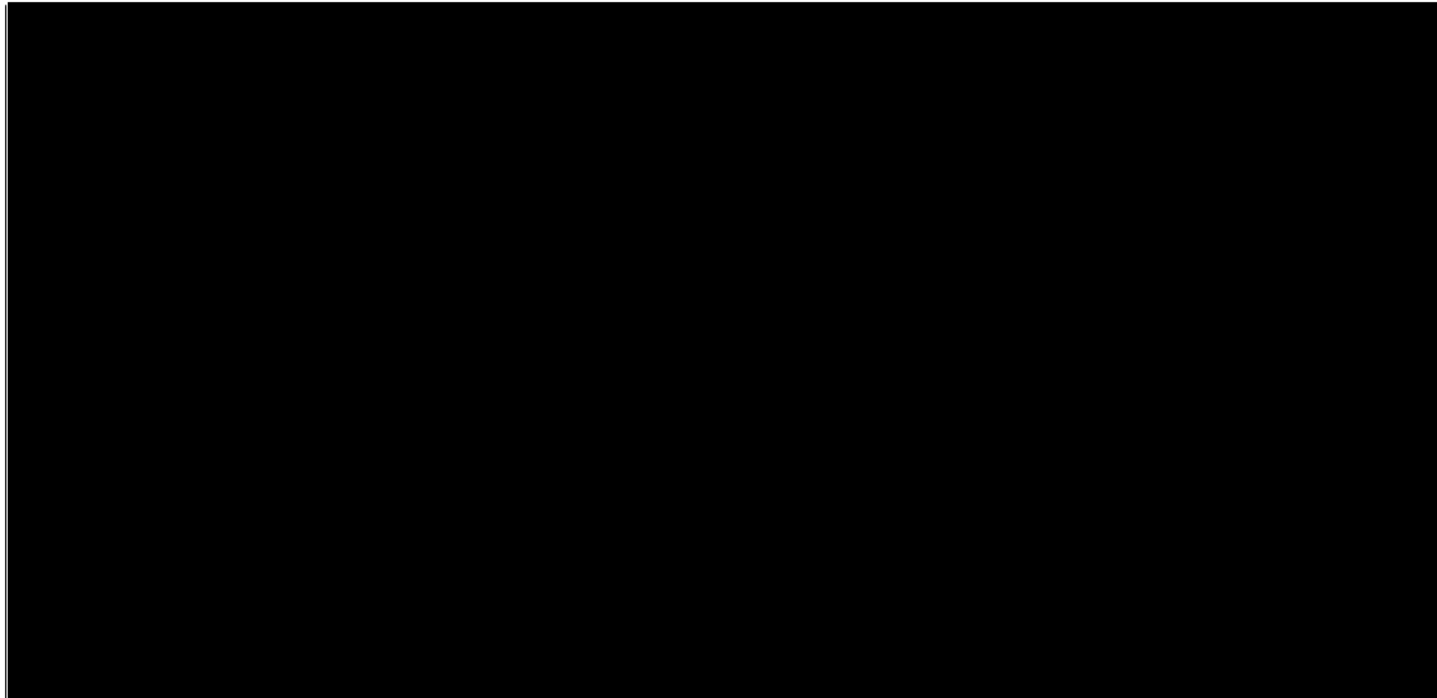
4.

**Stock Selection – Website and other methods (Weighting 2)**

The stock selection methods required by all West Mercia Consortium members are specified in Part A, Section 2.

**Method statement:** Please describe the functionality of your website and how this supports the authority to carry out stock selection processes. Please also include details of other stock selection methods that are

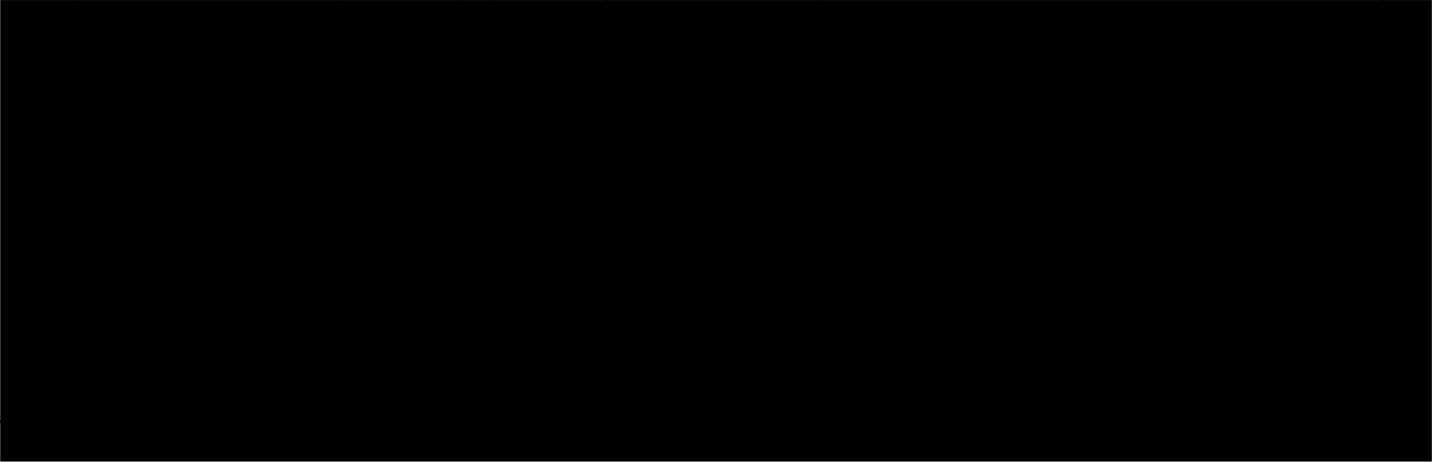
available eg: showroom facilities.
------------------------------------



- |    |  |
|----|--|
| 5. | <b>Delivery (Weighting 1)</b><br>The stock delivery requirements for all West Mercia Consortium members are detailed in Part A, Section 2. |
|----|--|



**Method statement:** Please outline the arrangements you propose to make to effect delivery of stock. This should clarify whether you propose to deliver on fixed days or 'as and when' a consignment is ready. You should also detail any authority specific requirements which you cannot meet.



[REDACTED]

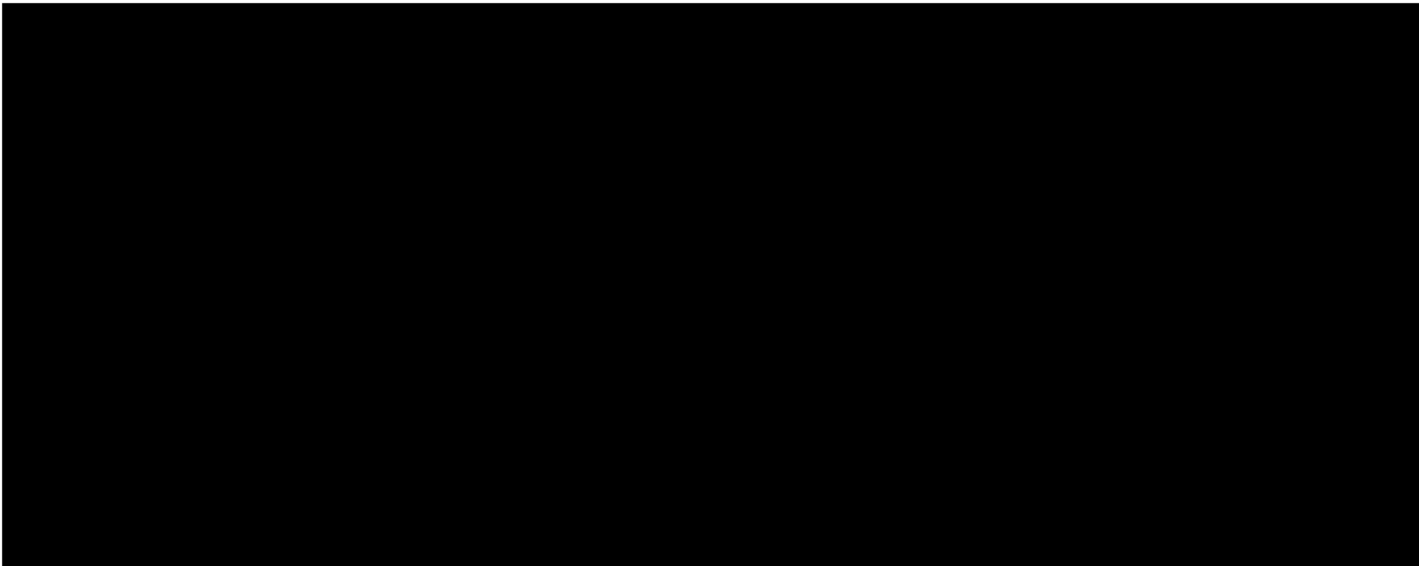
6.

**Cancellations of Orders (Weighting 1)**

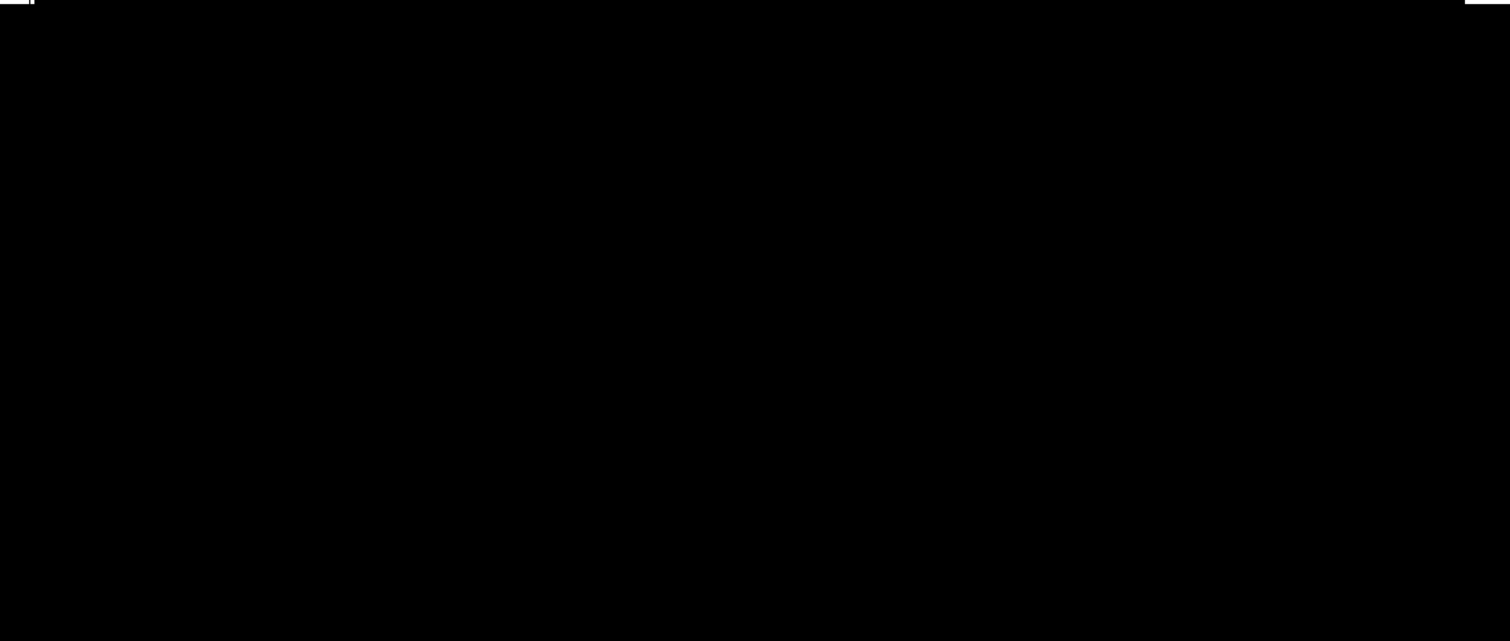
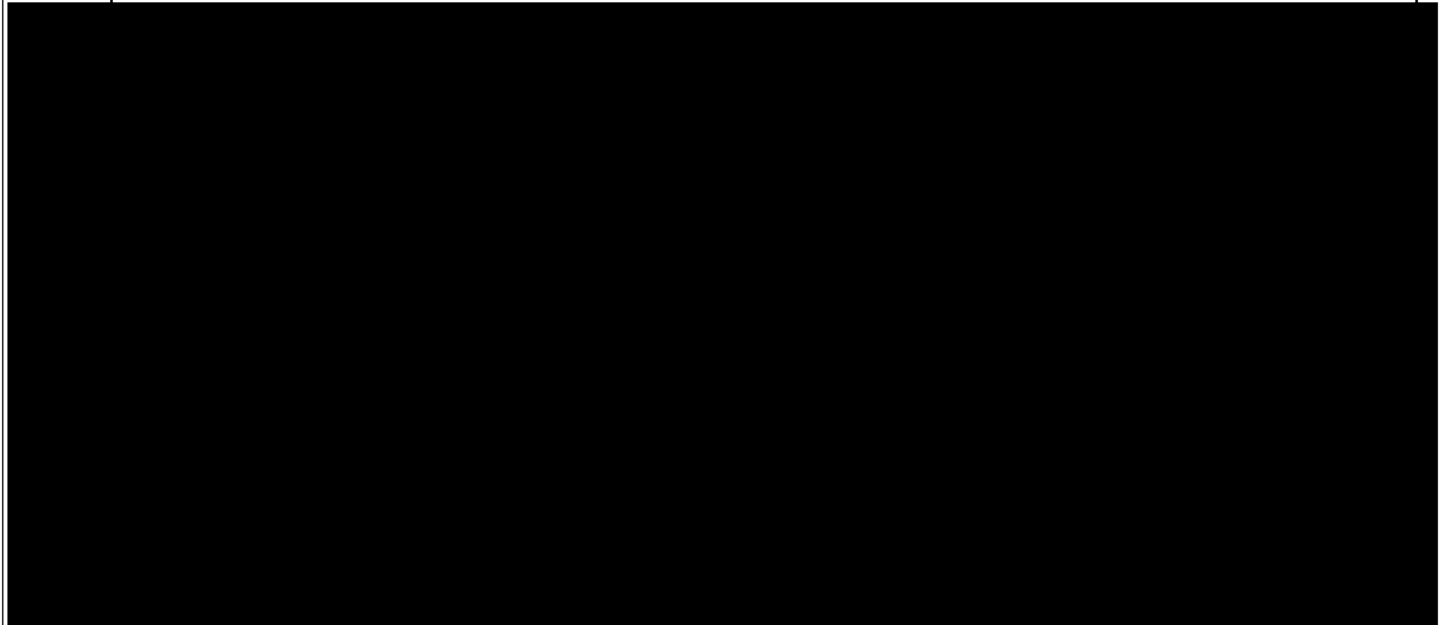
**Method statement:** What are your terms and arrangements for the Customer to cancel an order? Please include details of how you notify the Customer of cancelled orders.

[REDACTED]

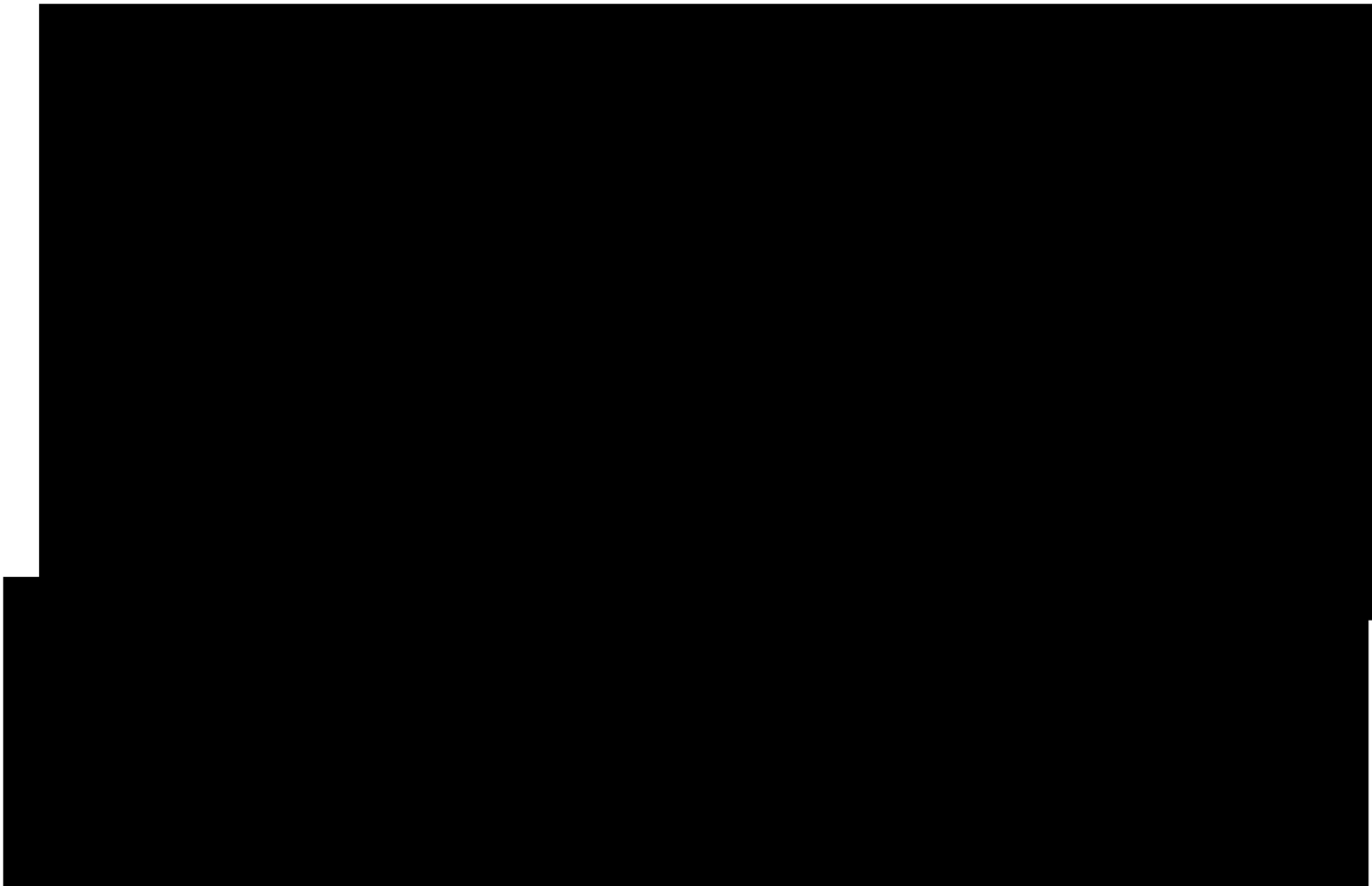
[REDACTED]



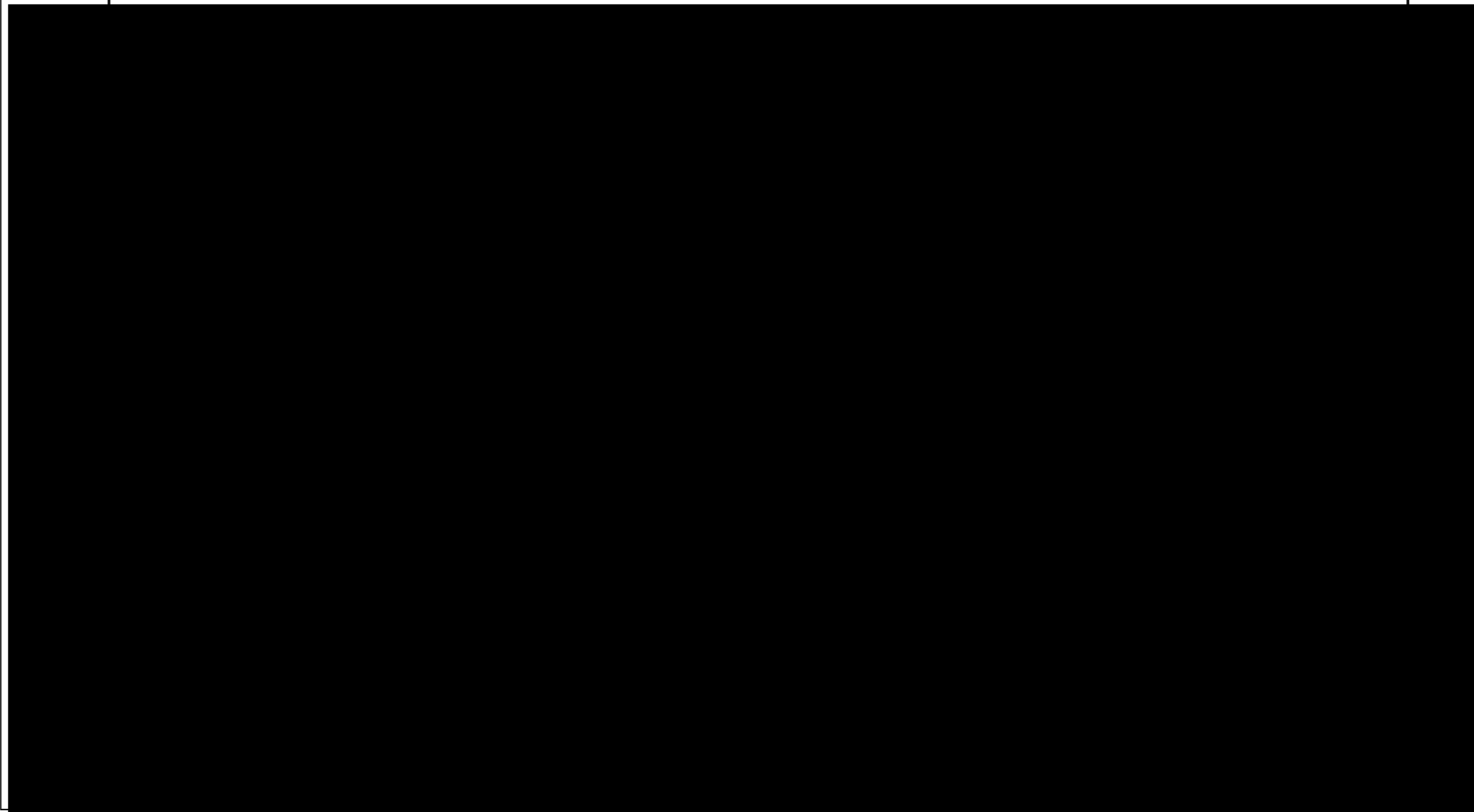
7.	<b>Bibliographic Data Provision (Weighting 1)</b> <b>Method statement:</b> Please describe your arrangements for the supply of bibliographic data, and address any licensing implications for the Customer.
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8.	<b>Management Information (Weighting 1)</b>  <b>Method statement:</b> Please describe how management information is made available to customers, including how frequently information is updated and what information is available.



[REDACTED]

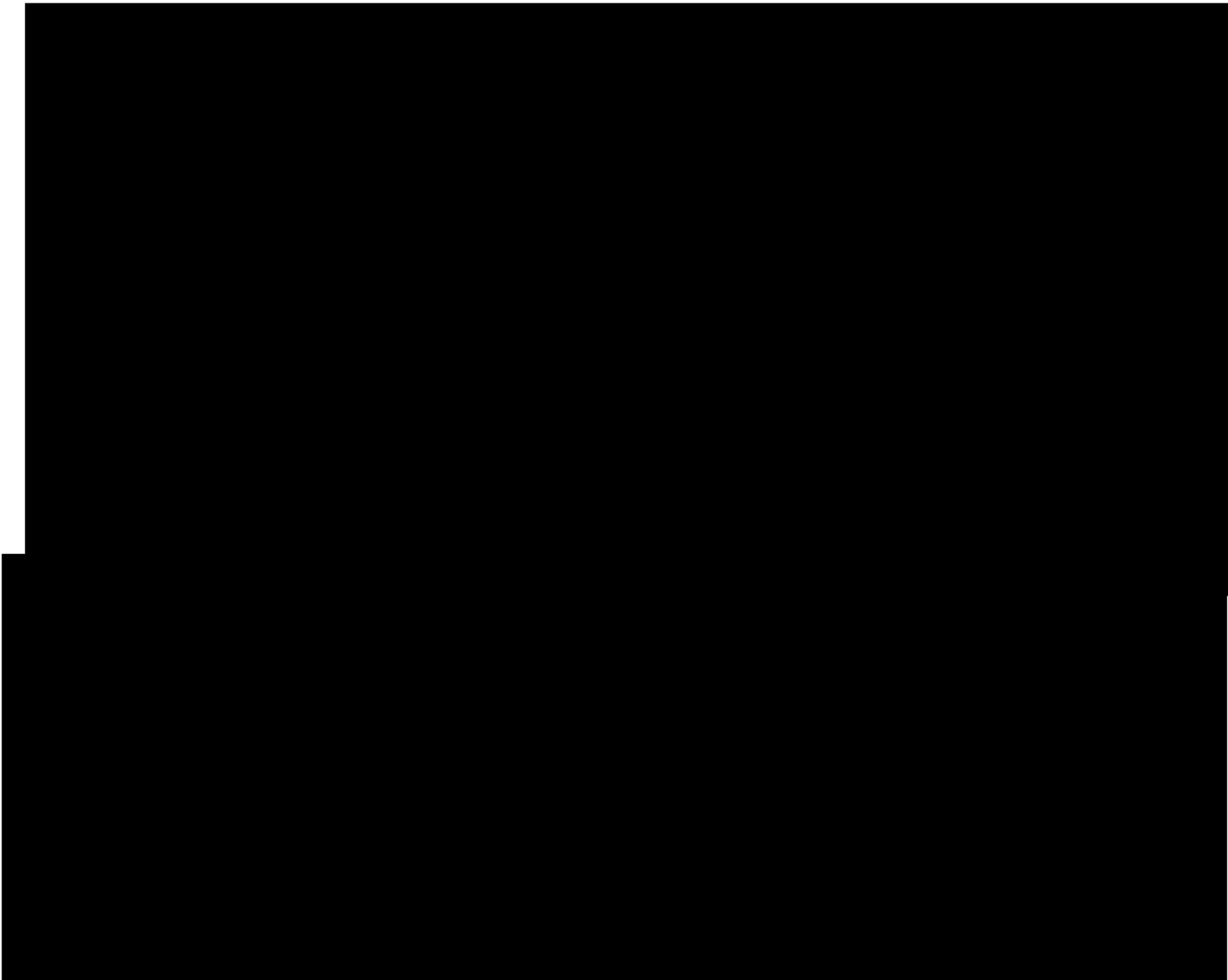
[REDACTED]

[REDACTED]

9.

**Reader Development and Stock Promotion (Weighting 1)**

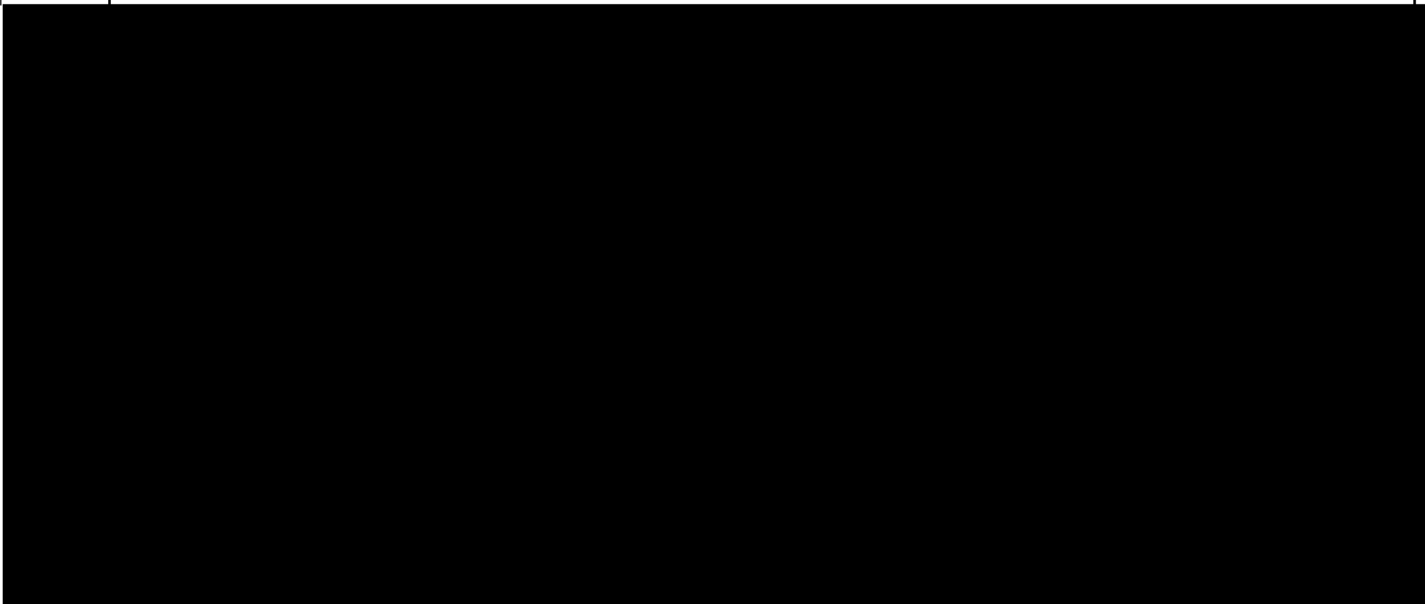
**Method statement:** Please outline what support you are able to offer with regard to stock promotion and reader development.



10.

**Customer Relationships and Service Improvement (Weighting 2)**

**Method statement:** Please outline your approach to customer relationship management and service improvement



[REDACTED]

[REDACTED]

[REDACTED]

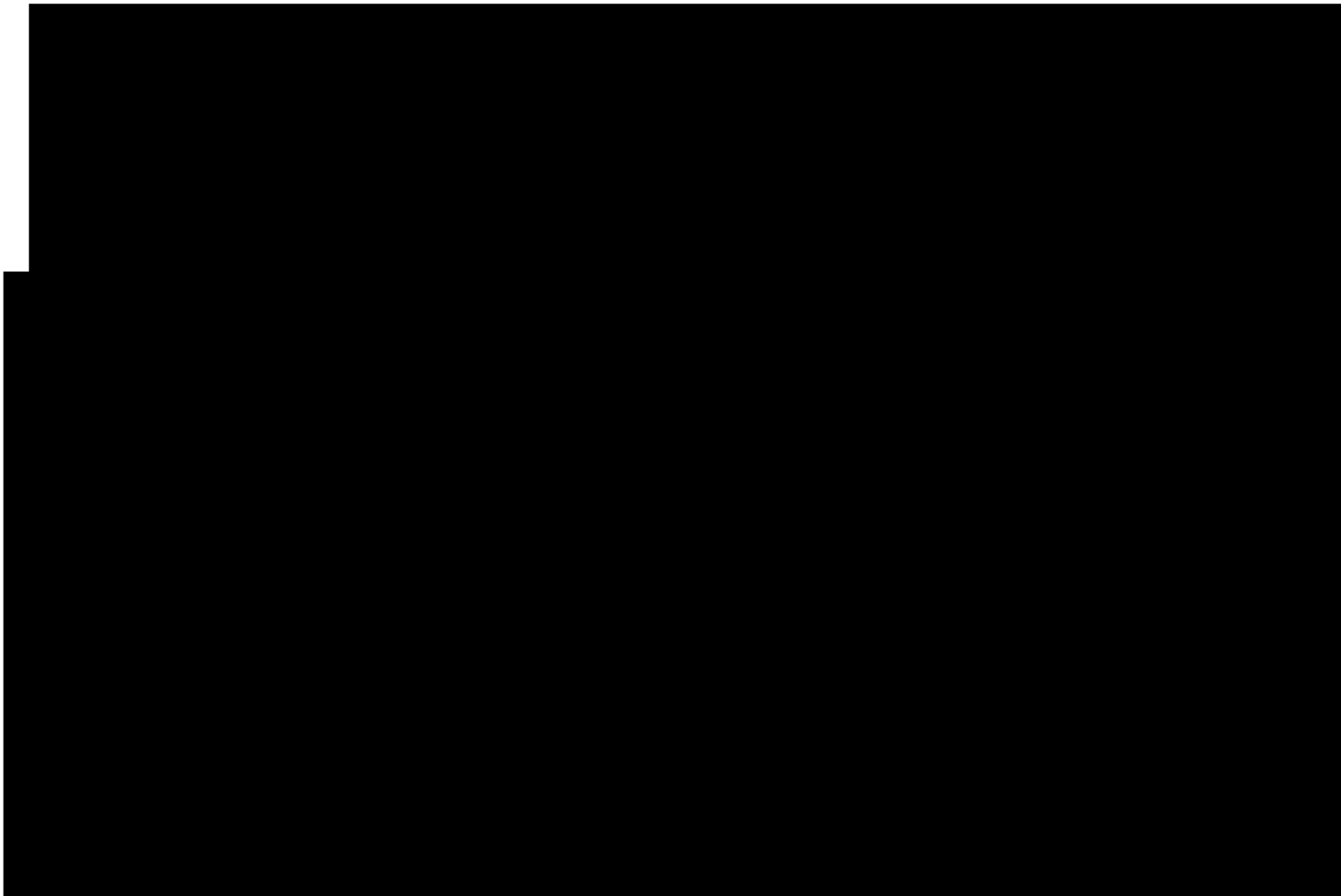
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11.

**Stock Availability (Weighting 3)**

**Method statement:** Please give details of your ability to provide a wide range of quality stock. With regard to Children's stock please describe how you could provide quality stock to meet curriculum needs at key stages 1, 2 and 3, while responding promptly to changes in the curriculum. Please also describe how you would make available a wide range of new and backlist children's fiction.

[Redacted content]



### 3. PRICING SCHEDULE

---

#### 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 are reminded that evaluation of their prices will account for 60 % of their total Tender score.

Tenderers must take care to ensure they provide a price for each item/element of the pricing schedule (Appendix A) as specified. 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 West Mercia Consortium. Contact details are provided in the Invitation to Tender (Part A).

#### Pricing Schedule

Please complete Appendix A – Pricing Schedule for the lots you are bidding for. Cells for Tenderers to complete are shaded blue. Tenderers who are bidding for **all lots** are invited to add to the pricing schedule any variant to their discount offer that would apply in the event that they were successful in tendering for all lots.

#### Pricing Questions

Tenderers are required to submit responses to the questions below to describe how they intend to handle pricing during the Contract term.

There are two questions and Tenderers must ensure they provide a response to each. The evaluation of the responses to these questions is detailed in section 4 of the Invitation to Tender Part A, Evaluation of Tenders.

Please adjust the size of the response box to accommodate your response.

#### Price Variation Questions

Ideally, with the exception of RFID tags which you may buy in from third parties, all other discounts and prices will be fixed for the duration of the contracts. Note, contracts will be for an initial period of **3** years, with options to extend for up to a further **2** years. Please answer the questions below bearing in mind the price variation clauses set out in the Contract.

- |    |  |
|----|--|
| 1. | <b>Stock</b> The overall annual spend of West Mercia Consortium may fall during the lifetime of the contracts. Please outline at what point (if any) you would seek to negotiate changes to the discounts submitted as part of your tender and what these changes would be based on? |
|----|--|

**(Weighting 3)**

- |    |  |
|----|--|
| 2. | <b>Servicing</b> Please outline the situations in which you would seek to negotiate changes to the servicing costs submitted as part of your tender (if any) and explain the changes you would seek in response to these situations (i.e. likely % change in costs, any indices referenced, any limits)? |
|----|--|

**(Weighting 1)**

Response:

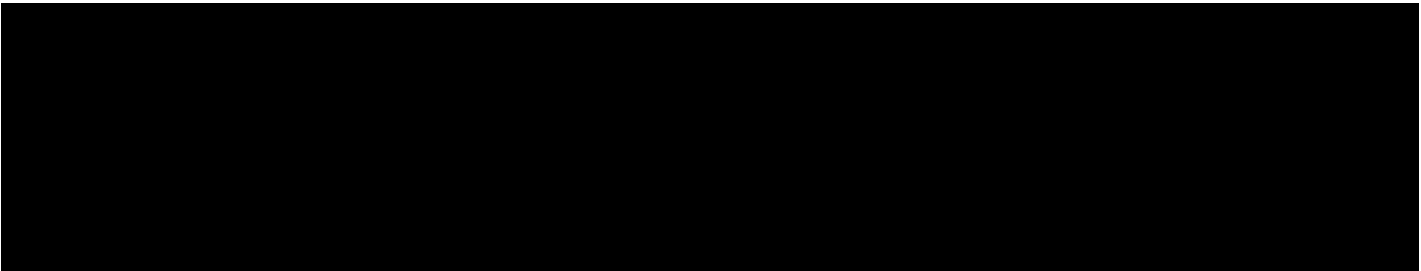




### **Further Pricing Information (for information only)**

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 sections of the Pricing Schedule above.

This section must also include pricing for the following:

- RFID tag and date label
  - Date label only
  - RFID tag only
  - Supplier selection
- 

## 4.FREEDOM OF INFORMATION EXCLUSION SCHEDULE

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### PROVISION OF LIBRARY STOCK FOR WEST MERCIA CONSORTIUM

Tenderer's 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 West Mercia Consortium

#### Commercially sensitive information

I declare that I wish the following information to be designated as Commercially Sensitive:

<div style="background-color: black; width: 100%; height: 50px;"></div>
<div style="background-color: black; width: 100%; height: 100px;"></div>

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

<div style="background-color: black; width: 100%; height: 150px;"></div>
<div style="background-color: black; width: 100%; height: 100px;"></div>

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.*

<div style="background-color: black; width: 100%; height: 40px;"></div>
<div style="background-color: black; width: 100%; height: 100px;"></div>

<div style="background-color: black; width: 100%; height: 130px;"></div>
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## 5. TENDERING DECLARATION

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In response to the Invitation to Tender for the provision of Library Stock dated 10 December 2019, 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 90 days from the date of submission unless specifically withdrawn in writing.
- 2 understand that West Mercia Consortium 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 anybody 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 terms and conditions of the Customer Agreement.
- 5 accept the terms and conditions of the Customer Agreement set out in the Invitation to Tender, 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 West Mercia Consortium.
- 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.



## 6. ENCLOSURES CHECKLIST

---

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

To ensure your tender submission is evaluated properly West Mercia Consortium 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.

CHECKLIST:	
Please also ensure that you have:	Tick Below
Completed the Company Details section.	
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>	
Completed the Pricing Schedule in full as directed. <i>(Your tender will be non-compliant if you have not completed this schedule)</i>	
Completed the Freedom of Information Exclusion Schedule.	
Signed the Tendering Declaration page. <i>(NB it must be signed by suitably senior personnel as directed)</i>	

Lot 1 - Books for Budget

Tenderer Name:

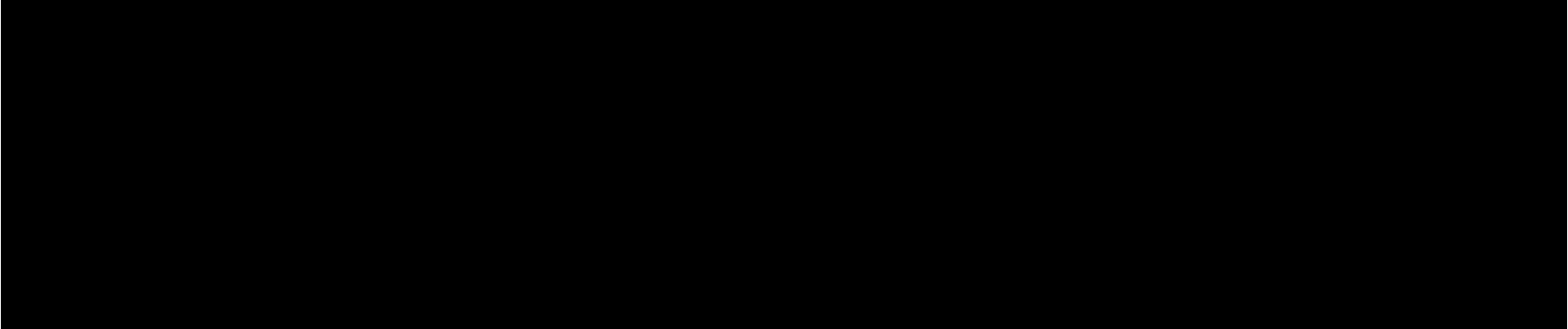
Please insert your discounts to be offered, as well as your costs of servicing and RFID per book to meet the specifications provided in the ITT Part A

Variant Bid Pricing (if applicable)

Lot 2 - Books for Budget



Variant Bid Pricing (if applicable).







**DMCV008**

# **FURTHER COMPETITION**

**conducted under ESPO Framework Agreement  
376F\_18 Library Stock**

## **TENDER SUBMISSION (Part B)**

**THIS DOCUMENT IS TO BE COMPLETED BY THE TENDERER  
AND SUBMITTED TO WEST MERCIA CONSORTIUM**

**Closing date for submission of tender  
Noon, 15 January 2020**

**To be returned via the Delta e-tendering portal**

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# 1.COMPANY DETAILS

General information questions 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.

A1.	ORGANISATION DETAILS	
1.1	Please state the full name of the organisation submitting this Tender	
1.2	Please state the registered office address	
1.3	Please state the company registration number	
1.4	Please state the VAT registration number	
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 West Mercia Consortium?	
A2.	CONTACT DETAILS (for communications, correspondence and enquiries relating to this Tender submission)	
2.1	Please state the contact's name, and position within the organisation:	
2.2	Please state the contact's address:	
2.3	Please state the contact's telephone number:	
2.4	Please state the contact's email address:	

## 2.RESPONSE TO REQUIREMENT AND SPECIFICATION

### Compliance with Specification

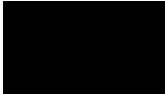
Tenderers must provide a response to the Compliance with Specification section included below. Tenderers should note that this section will be assessed on a Pass/Fail basis. Therefore if a Tenderer cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and will be excluded 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>	<input type="checkbox"/>
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.	
<div></div>	

### LOTS

Please indicate in the table below for which lot/s you wish to bid. Tenderers may bid for one or all of the lots available.

LOT NUMBER & DESCRIPTION		TENDERED FOR? PLEASE TICK <input type="checkbox"/>
LOT 1	Supply of Adult Library Stock (including Reference Standing Orders)	<input type="checkbox"/>

LOT 2.1	Supply of Children’s Library Stock (Public Libraries)	
---------	---	---

**TEST WEBSITE LOG-IN**

Please provide a test website address, login and password for evaluators to use to explore your website:

<div></div>	
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## Response to Method Statements

Tenderers must provide method statements in response to the questions below, to describe how they will meet the requirements of the contract. There are 11 method statements in total.

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

Please adjust as necessary the size of the 'response' box in order to accommodate your response.

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

**Each question is given a relative importance weighting, on a scale of 1 (lowest) to 3 (highest) to reflect its significance in the evaluation. The question weighting is shown alongside each question.**

METHOD STATEMENTS	
1.	Servicing and Processing of Stock (Weighting 2)

**Method Statement:** Please give further detail to describe how you will meet these requirements.



2.	<b>Speed of Supply (Weighting 2)</b>
----	--------------------------------------

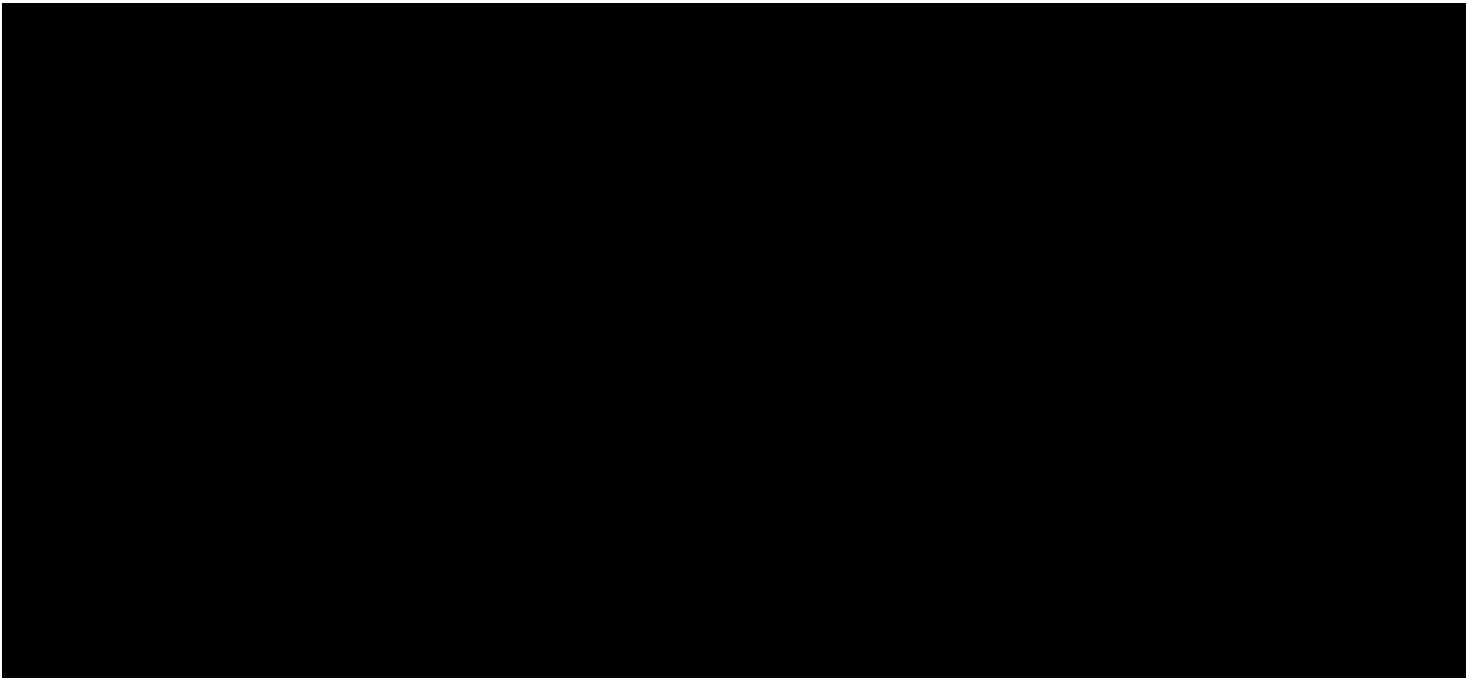
The Customer's speed of supply performance level requirements are:

- Books ordered pre-publication: 85% of titles to be received before publication date  
100% of titles to be received by 5 days after publication  
Average supply time 3 days ahead of publication
- Books ordered after publication: 100% of titles to be received within 10 days of ordering

**Method statement:** Please describe your supply chain arrangements, explaining how these assist you in meeting the above performance undertakings.

Response:





3.

**Supplier Selection (Weighting 3)**

**Method statement:** Please describe your supplier selection processes including any different options that are available and what input is required by the Authority. As part of your statement please ensure you describe:

- how you would work with the Authority to understand the socio-economic profiles of local library communities that vary greatly across county authorities, to ensure that stock supply meets local needs.
- What facility is there for customers to amend stock selections that are provided by the supplier.
- When and how changes can be made to supplier selection specifications.
- What methods will be offered to review the effectiveness of supplier selection



[REDACTED]

[REDACTED]

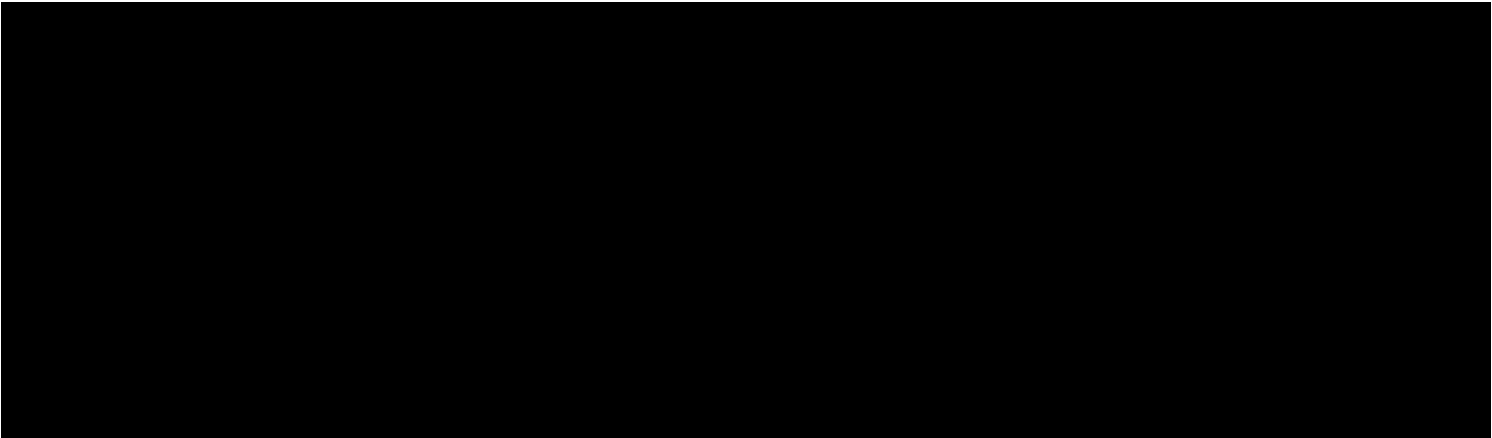
4.



**Stock Selection – Website and other methods (Weighting 2)**

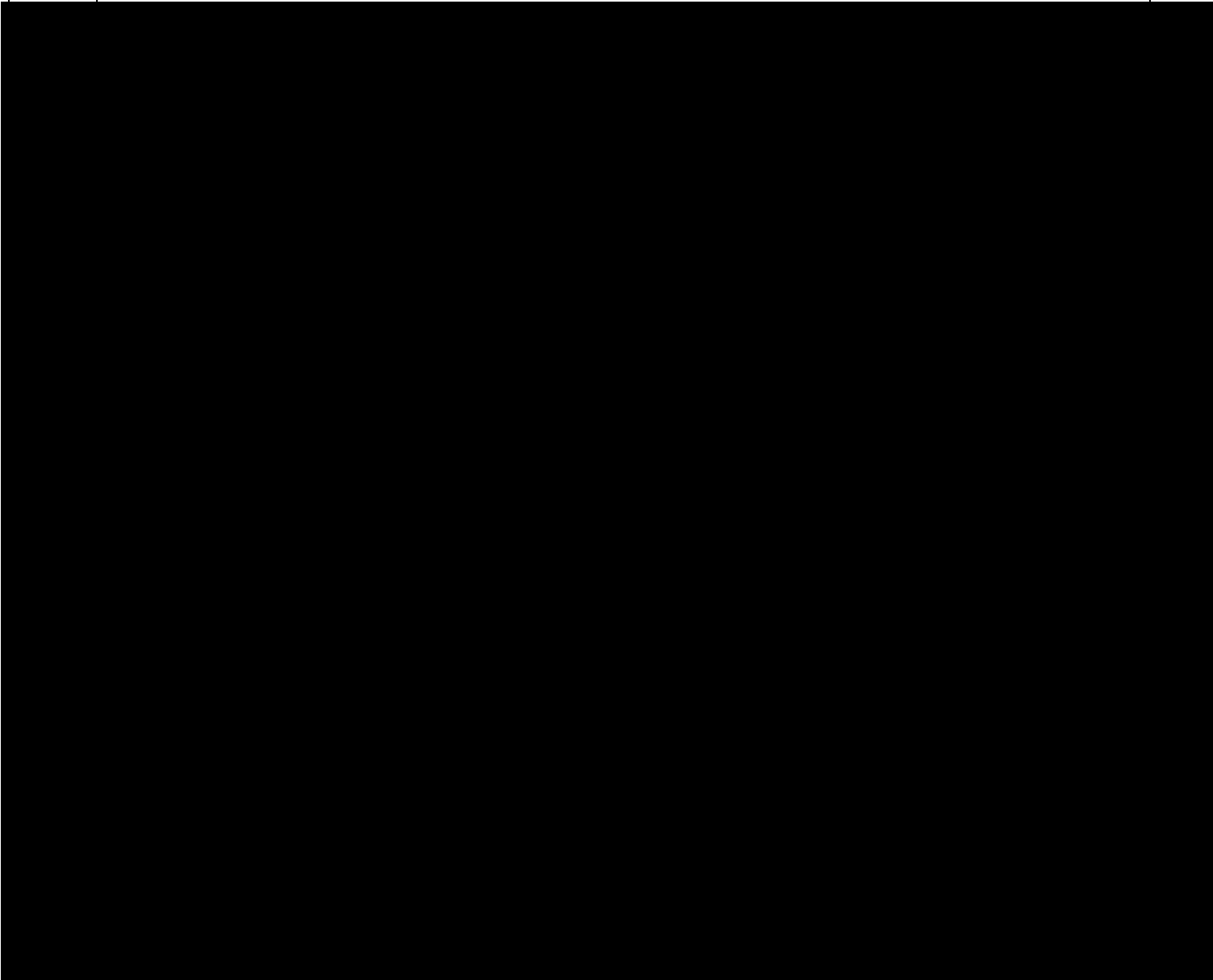
The stock selection methods required by all West Mercia Consortium members are specified in Part A, Section 2.

**Method statement:** Please describe the functionality of your website and how this supports the Authority to carry out stock selection processes. Please also include details of other stock selection methods that are available eg: showroom facilities.





5.	<p><b>Delivery (Weighting 1)</b></p> <p>The stock delivery requirements for all West Mercia Consortium members are detailed in Part A, Section 2.</p> <p> </p> <p><b>Method statement:</b> Please outline the arrangements you propose to make to effect delivery of stock. This should clarify whether you propose to deliver on fixed days or ‘as and when’ a consignment is ready. You should also detail any authority specific requirements which you cannot meet.</p>
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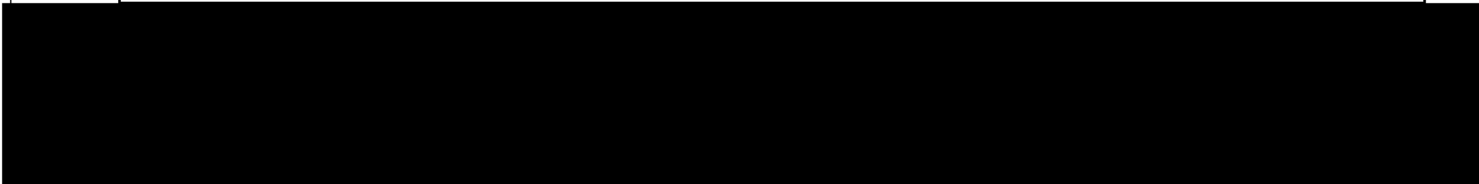




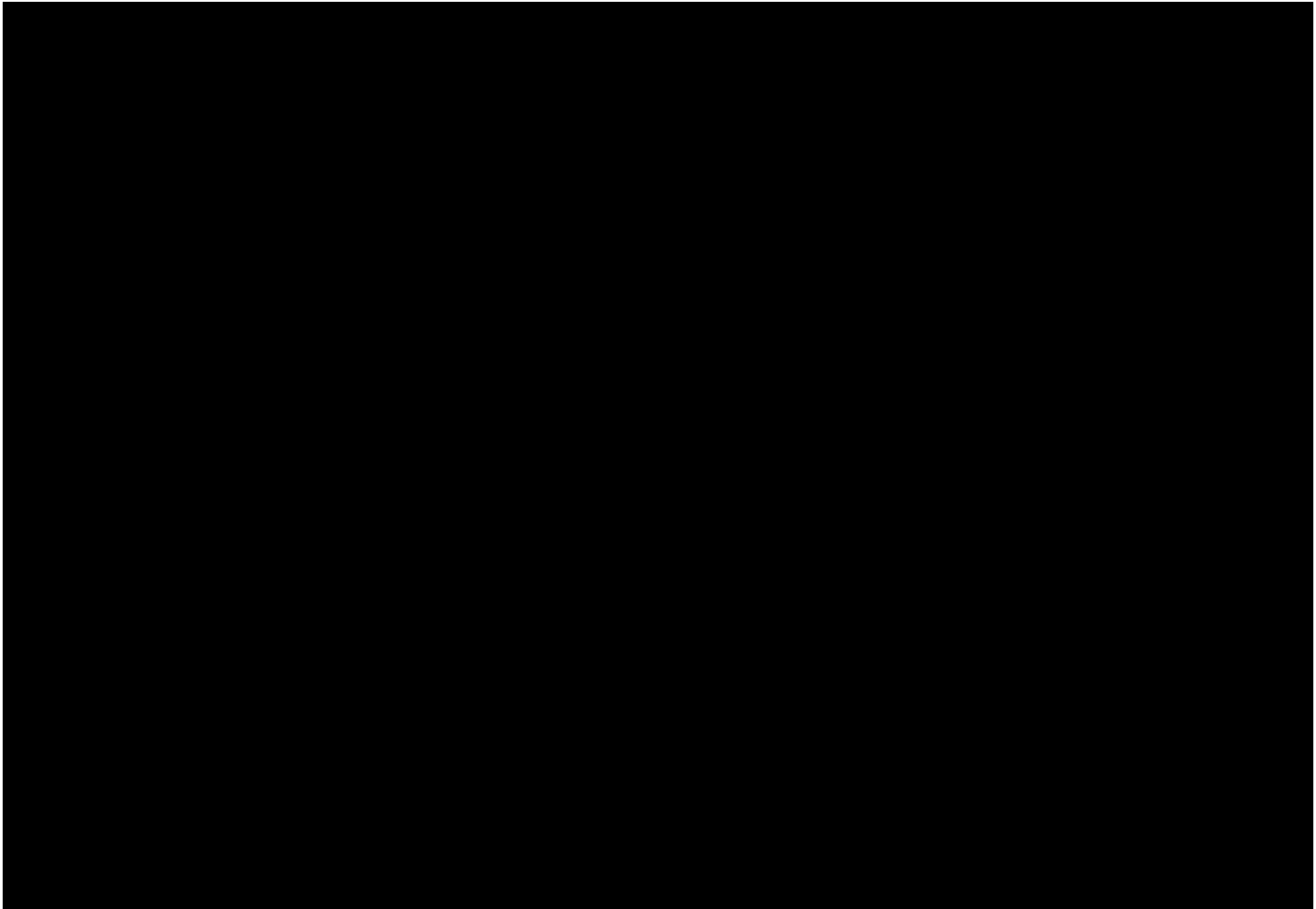
6.

**Cancellations of Orders (Weighting 1)**

**Method statement:** What are your terms and arrangements for the Customer to cancel an order? Please include details of how you notify the Customer of cancelled orders.



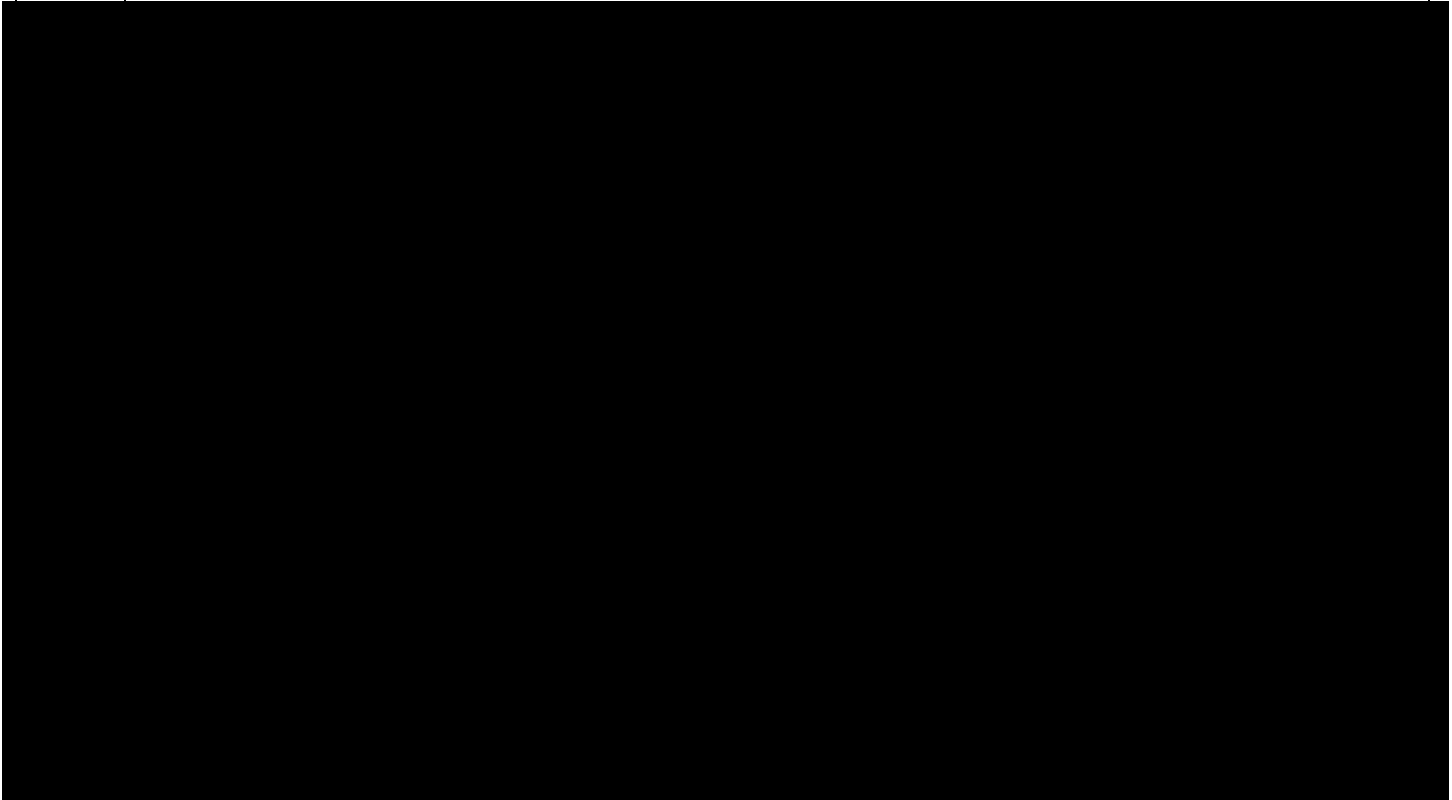




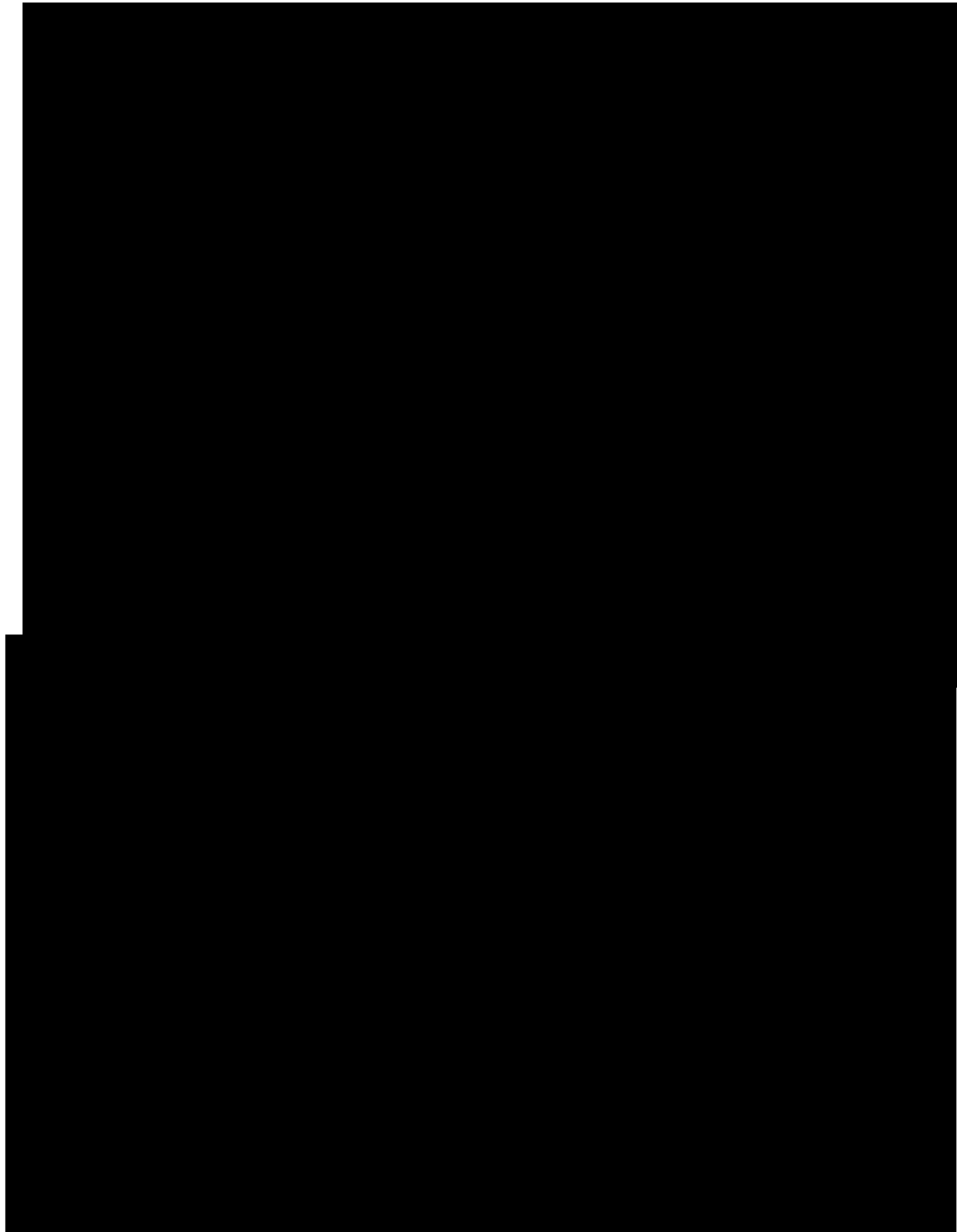
7.

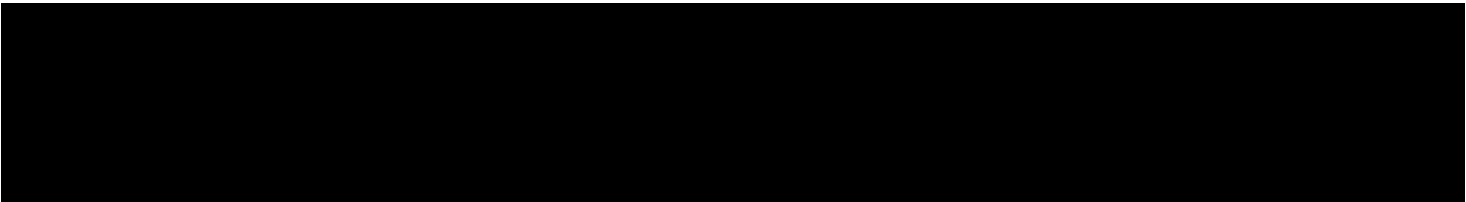
**Bibliographic Data Provision (Weighting 1)**

**Method statement:** Please describe your arrangements for the supply of bibliographic data, and address any licensing implications for the Customer.



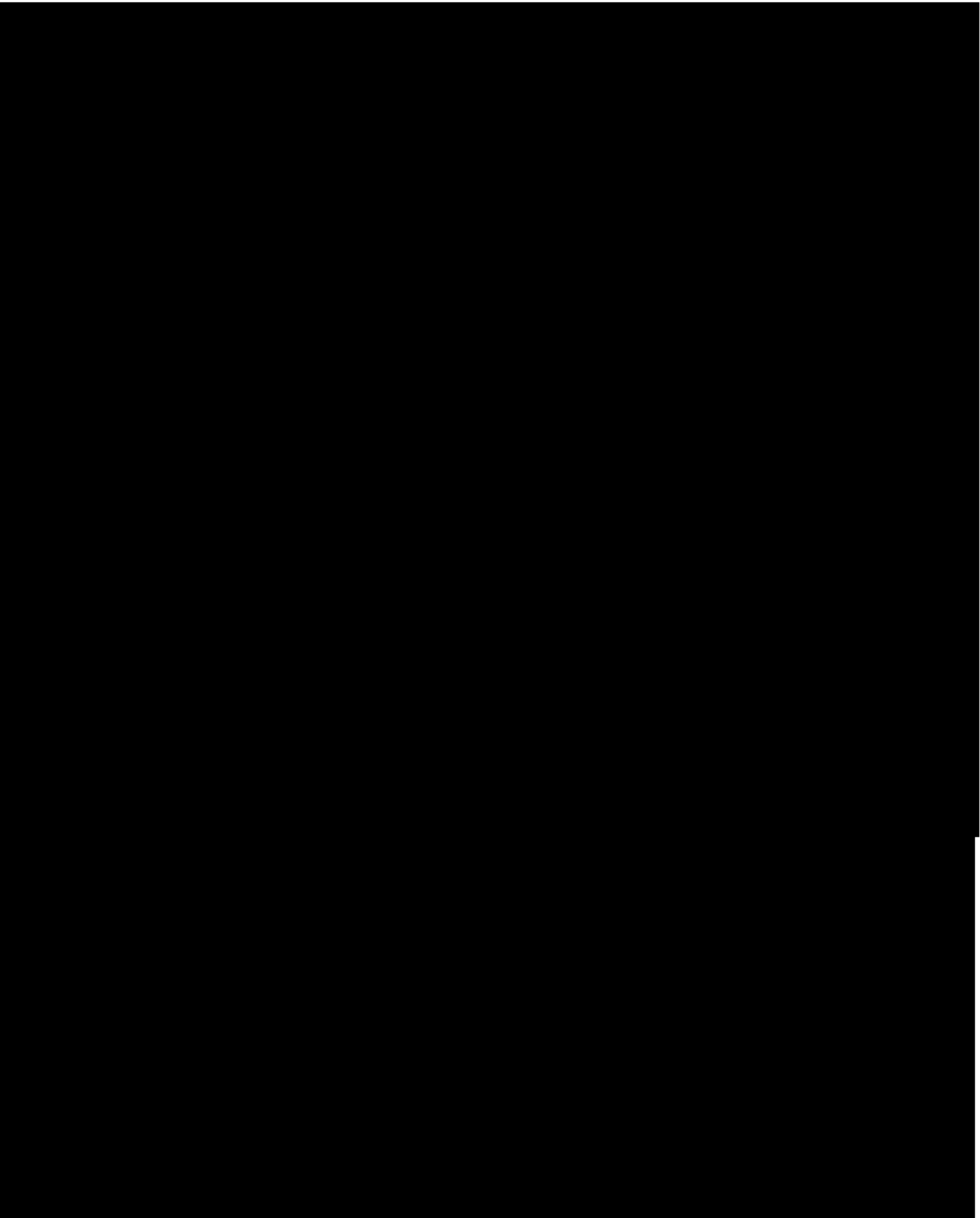


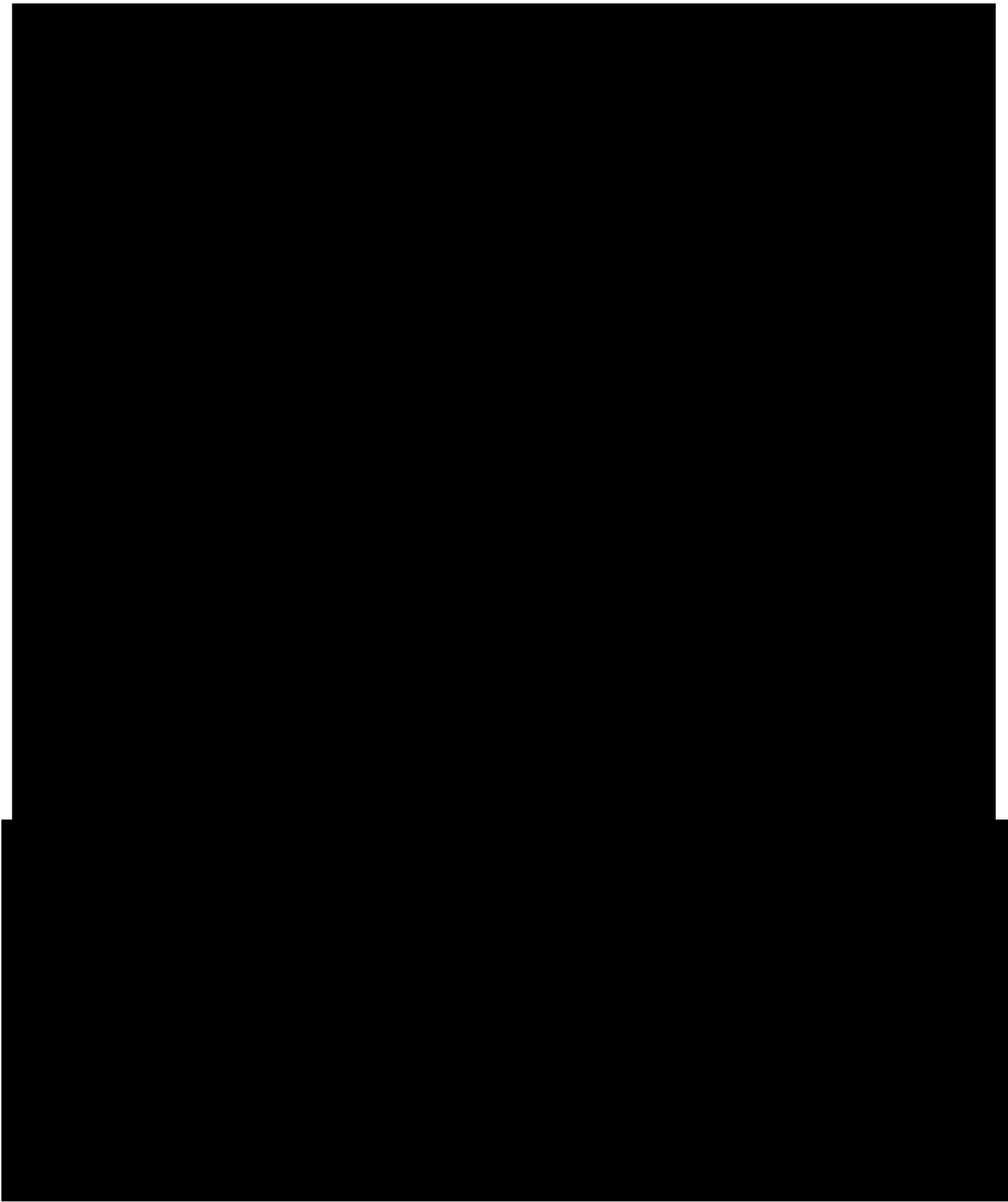


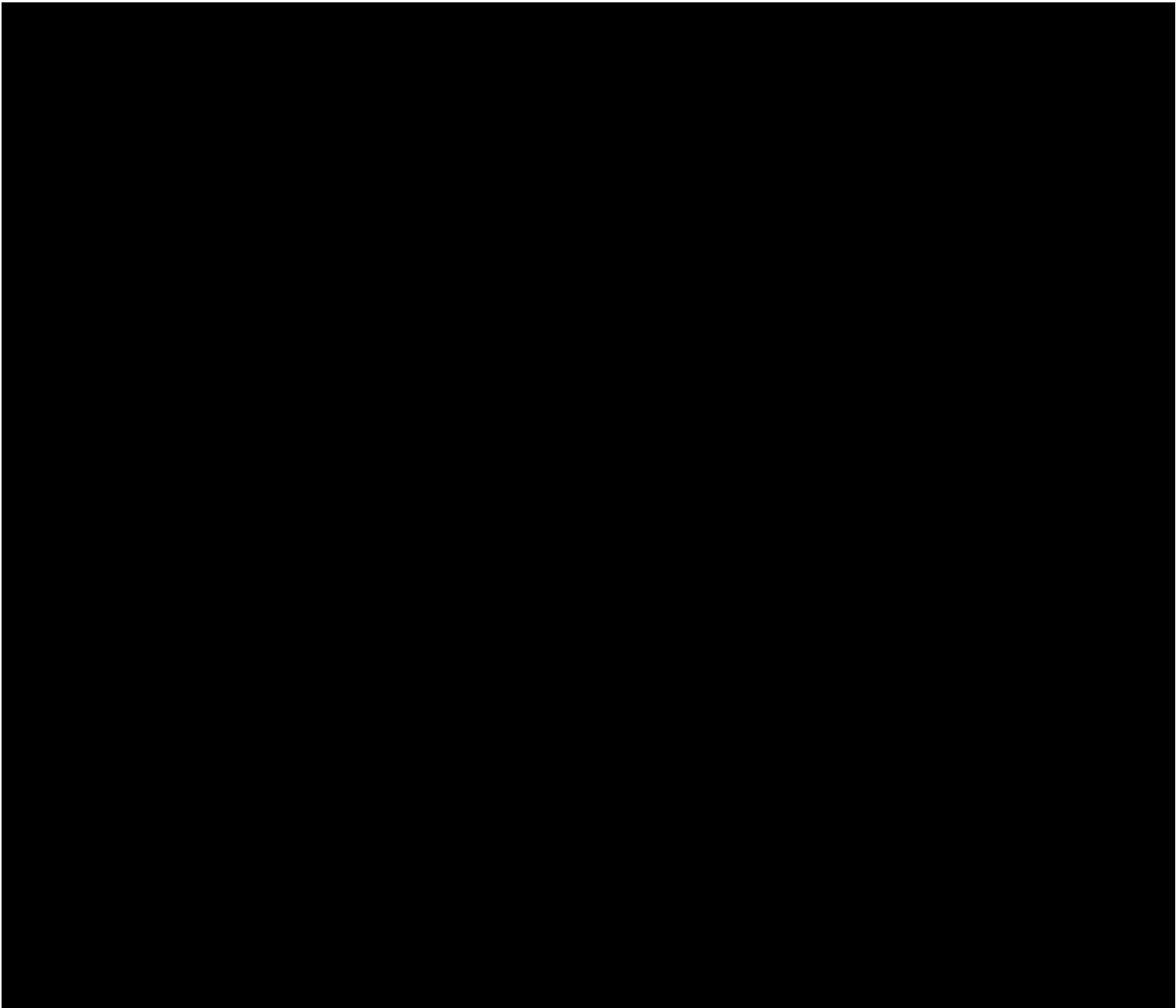


8. **Management Information (Weighting 1)**

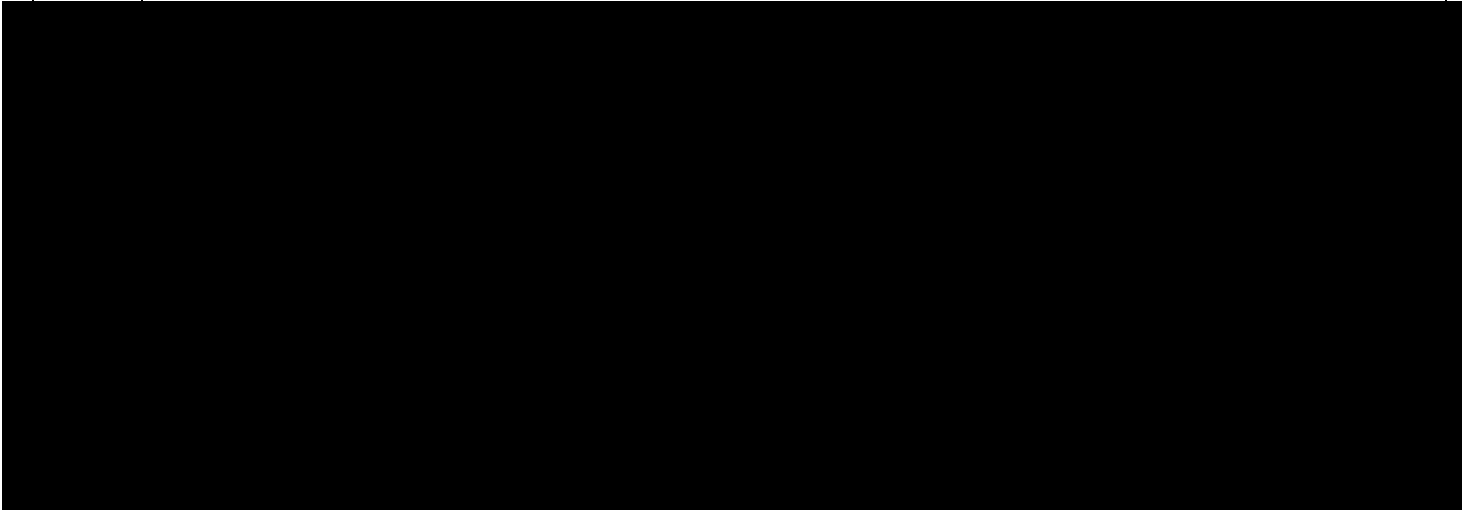
**Method statement:** Please describe how management information is made available to customers, including how frequently information is updated and what information is available.

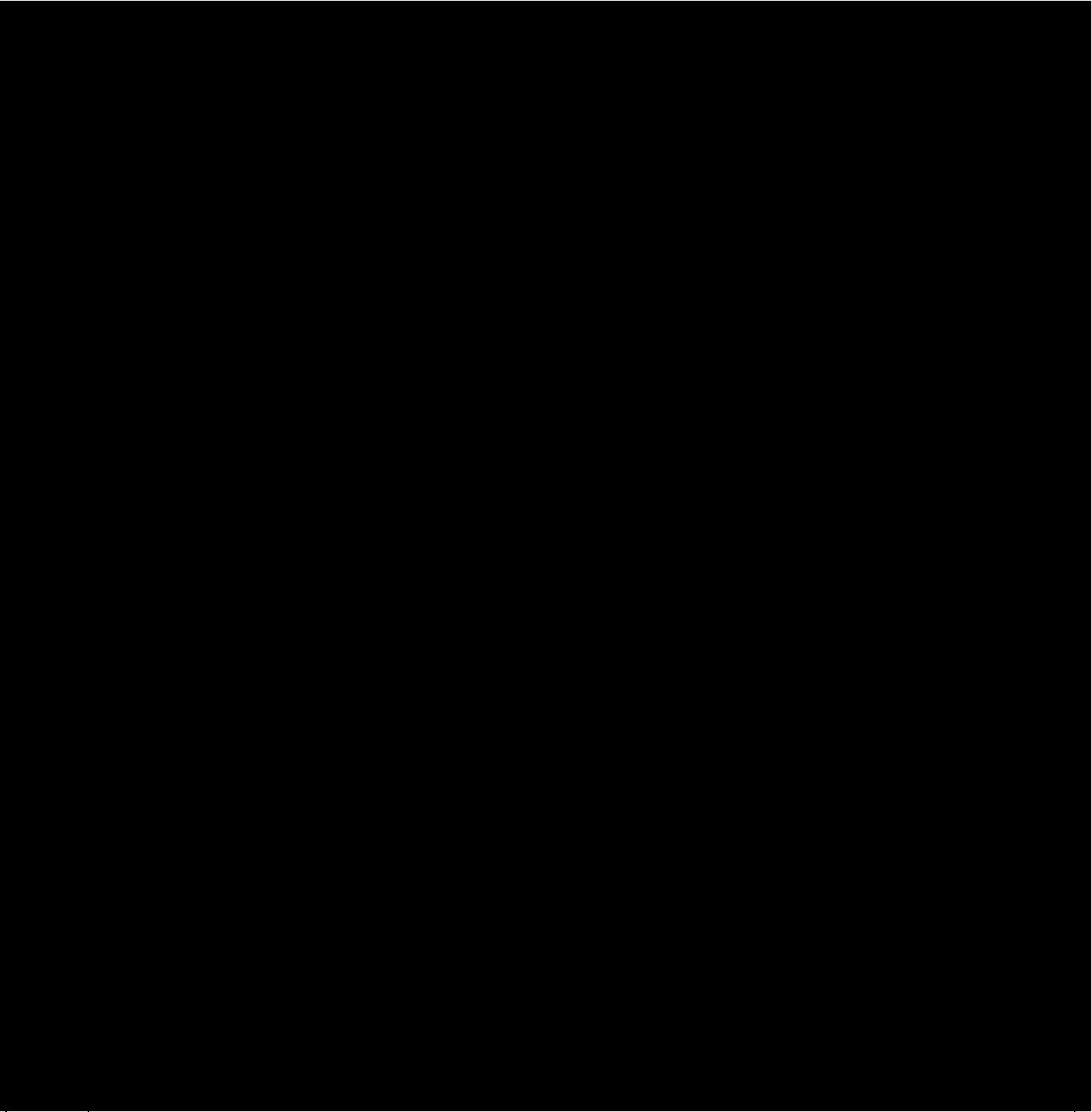






9.	<b>Reader Development and Stock Promotion (Weighting 1)</b>  <b>Method statement:</b> Please outline what support you are able to offer with regard to stock promotion and reader development.
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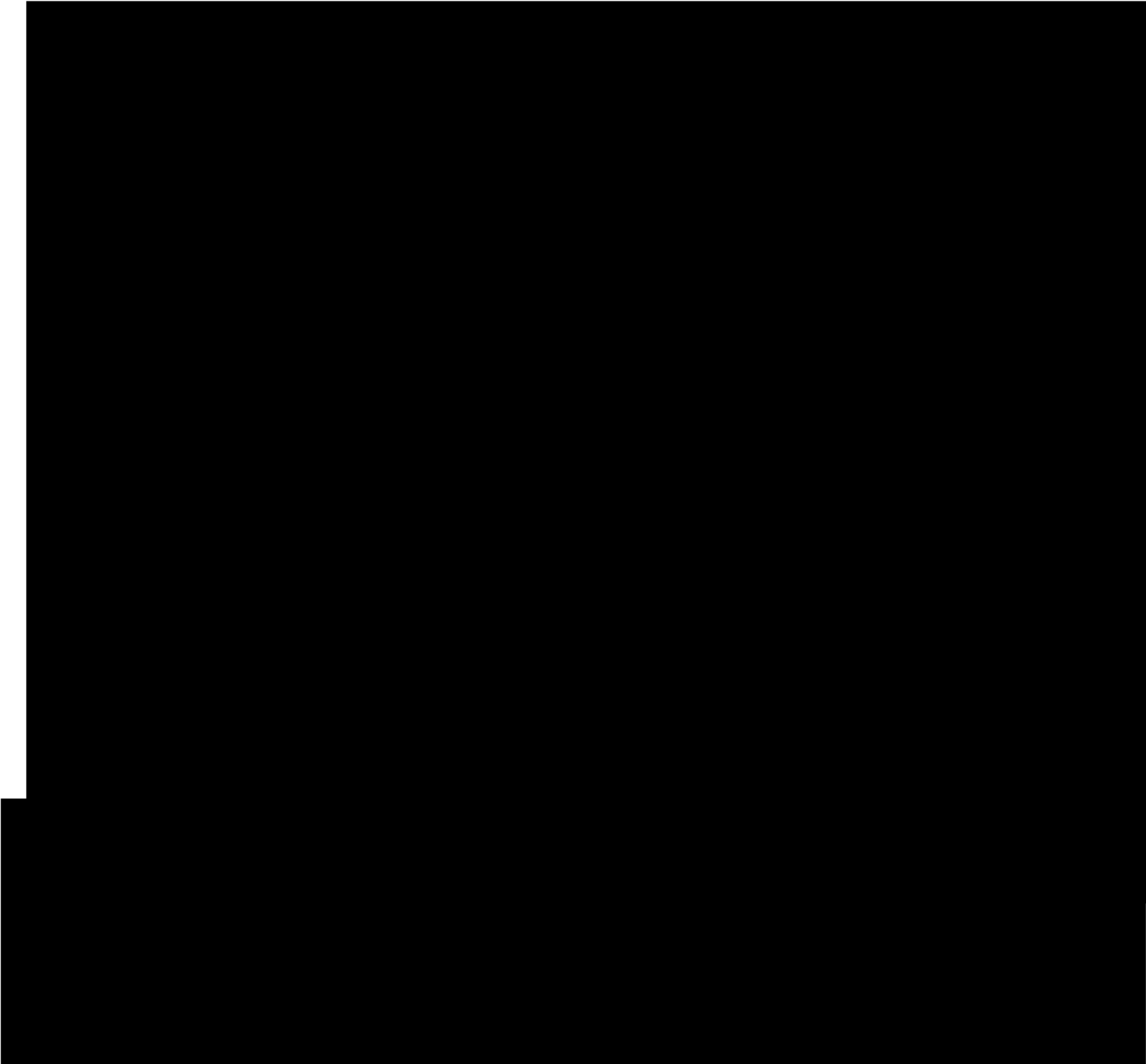


[REDACTED]

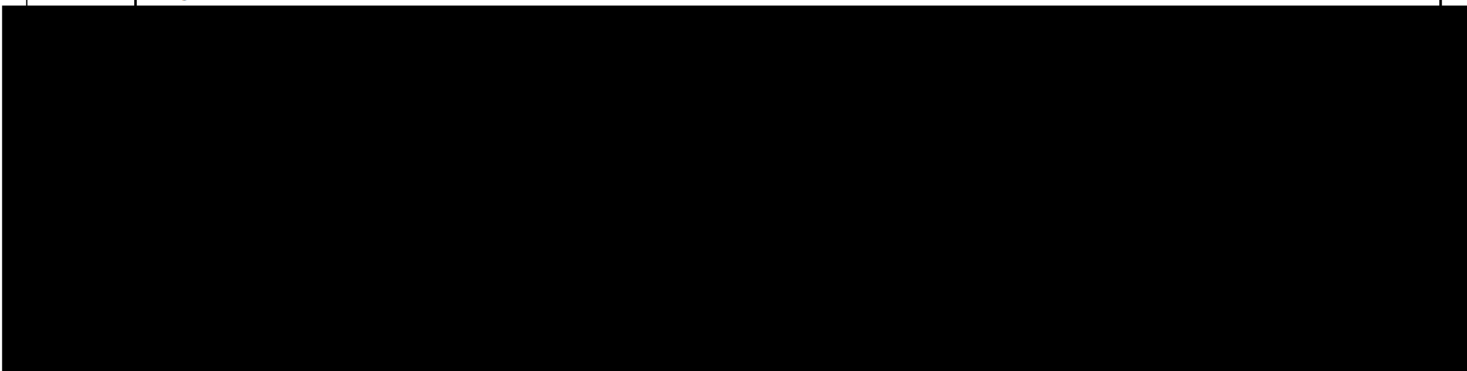
[REDACTED]







10.	<b>Customer Relationships and Service Improvement (Weighting 2)</b>  <b>Method statement:</b> Please outline your approach to customer relationship management and service improvement
-----	--



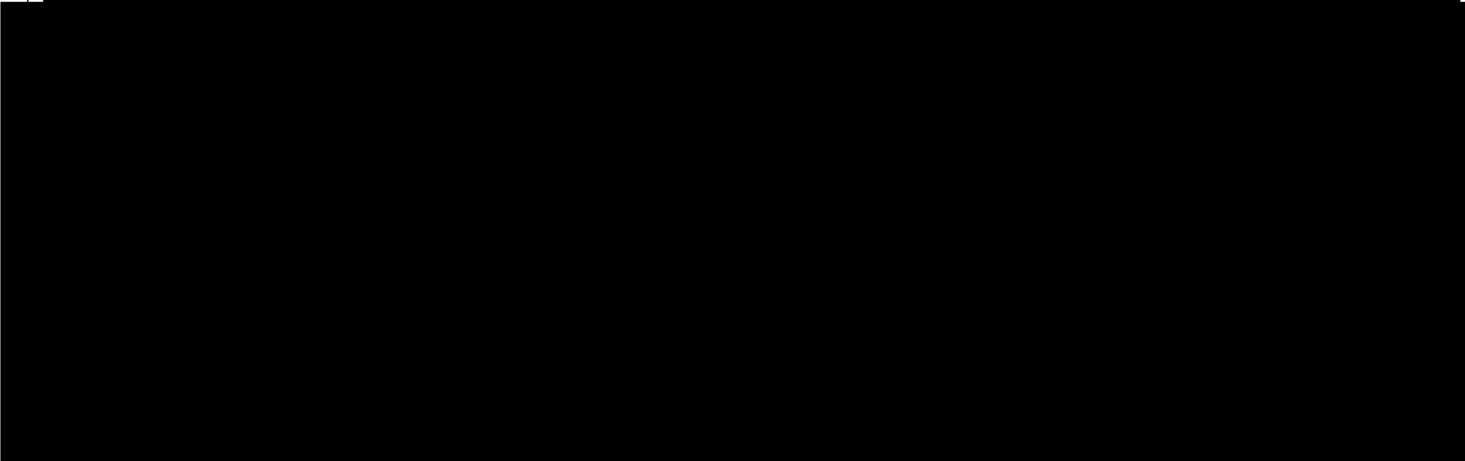
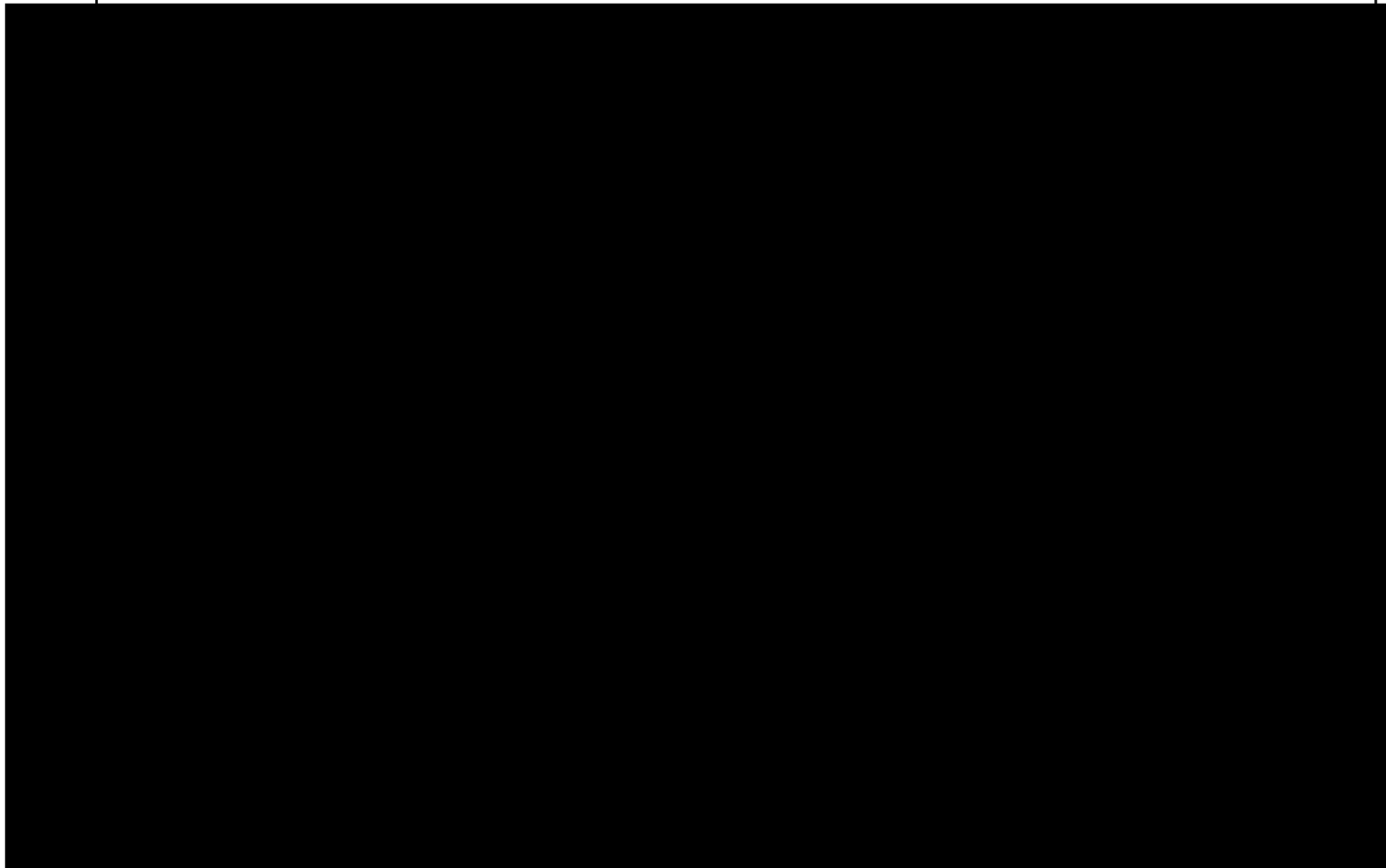


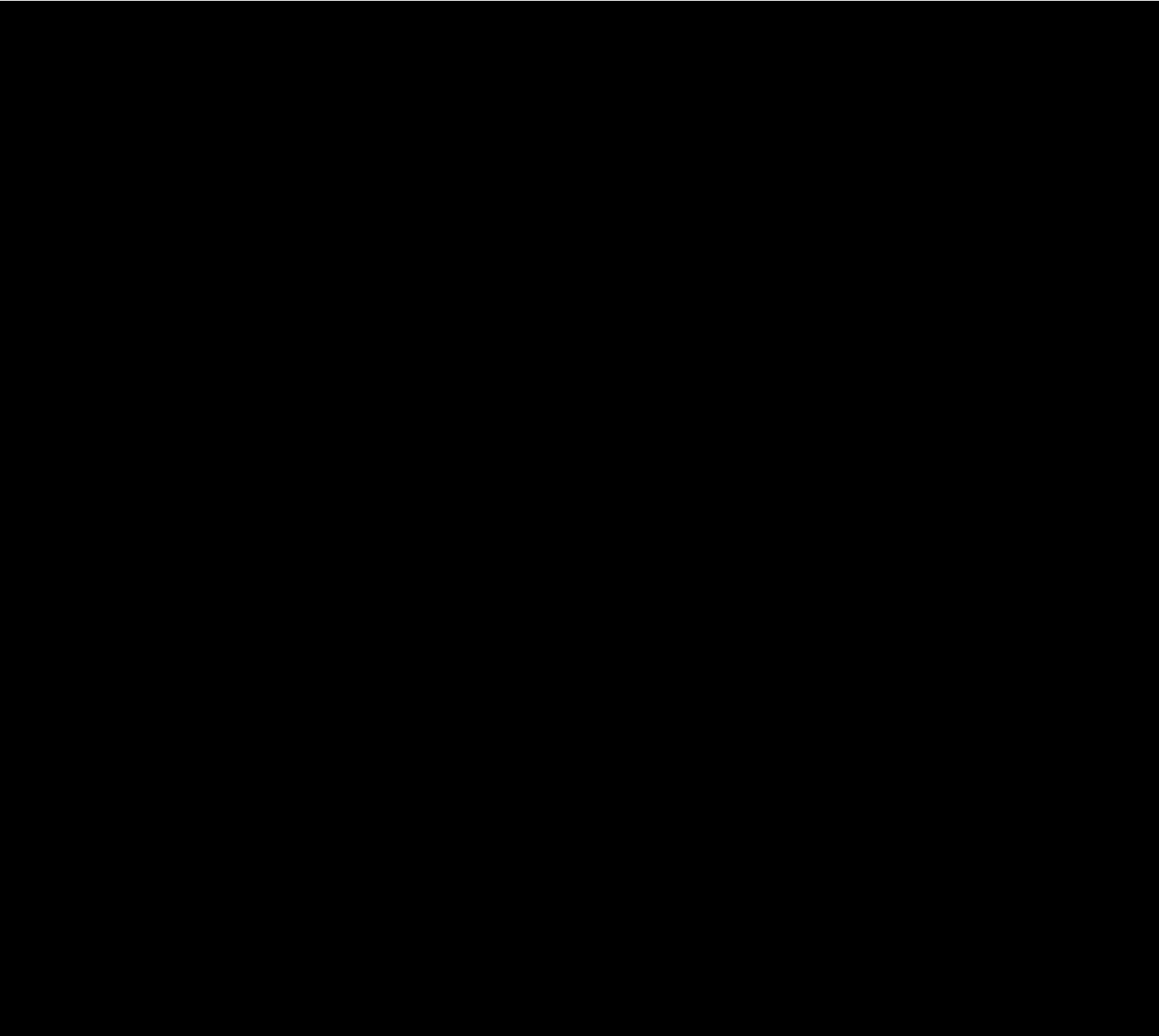


11.

**Stock Availabilty (Weighting 3)**

**Method statement:** Please give details of your ability to provide a wide range of quality stock. With regard to Children’s stock please describe how you could provide quality stock to meet curriculum needs at key stages 1, 2 and 3, while responding promptly to changes in the curriculum. Please also describe how you would make available a wide range of new and backlist children’s fiction.





### 3. PRICING SCHEDULE

---

#### 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 are reminded that evaluation of their prices will account for 60 % of their total Tender score.

Tenderers must take care to ensure they provide a price for each item/element of the pricing schedule (Appendix A) as specified. 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 West Mercia Consortium. Contact details are provided in the Invitation to Tender (Part A).

#### Pricing Schedule

Please complete Appendix A – Pricing Schedule for the lots you are bidding for. Cells for Tenderers to complete are shaded blue. Tenderers who are bidding for **all lots** are invited to add to the pricing schedule any variant to their discount offer that would apply in the event that they were successful in tendering for all lots.

#### Pricing Questions

Tenderers are required to submit responses to the questions below to describe how they intend to handle pricing during the Contract term.

There are two questions and Tenderers must ensure they provide a response to each. The evaluation of the responses to these questions is detailed in section 4 of the Invitation to Tender Part A, Evaluation of Tenders.

Please adjust the size of the response box to accommodate your response.

#### Price Variation Questions

Ideally, with the exception of RFID tags which you may buy in from third parties, all other discounts and prices will be fixed for the duration of the contracts. Note, contracts will be for an initial period of **3** years, with options to extend for up to a further **2** years. Please answer the questions below bearing in mind the price variation clauses set out in the Contract.

- |    |  |
|----|--|
| 1. | <b>Stock</b> The overall annual spend of West Mercia Consortium may fall during the lifetime of the contracts. Please outline at what point (if any) you would seek to negotiate changes to the discounts submitted as part of your tender and what these changes would be based on? |
|----|--|

**(Weighting 3)**

- |    |  |
|----|--|
| 2. | <b>Servicing</b> Please outline the situations in which you would seek to negotiate changes to the servicing costs submitted as part of your tender (if any) and explain the changes you would seek in response to these situations (i.e. likely % change in costs, any indices referenced, any limits)? |
|----|--|

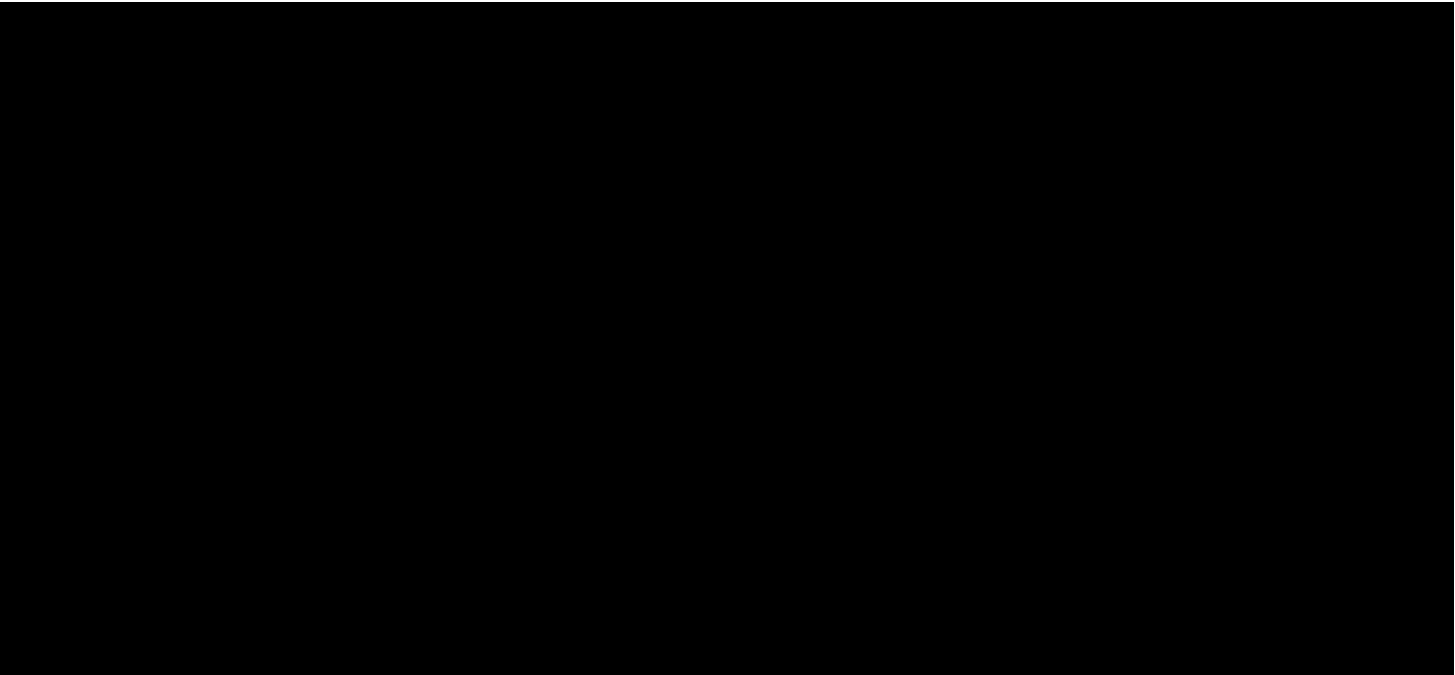
**(Weighting 1)**



### **Further Pricing Information (for information only)**

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 sections of the Pricing Schedule above.

This section must also include pricing for the following:

- RFID tag and date label
  - Date label only
  - RFID tag only
  - Supplier selection
- 

## 4.FREEDOM OF INFORMATION EXCLUSION SCHEDULE

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### PROVISION OF LIBRARY STOCK FOR WEST MERCIA CONSORTIUM

Tenderer's 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 West Mercia Consortium

#### **Commercially sensitive information**

I declare that I wish the following information to be designated as Commercially Sensitive:

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

The period of time for which it is considered this information should be exempt is during the period of the contract.

## 5. TENDERING DECLARATION

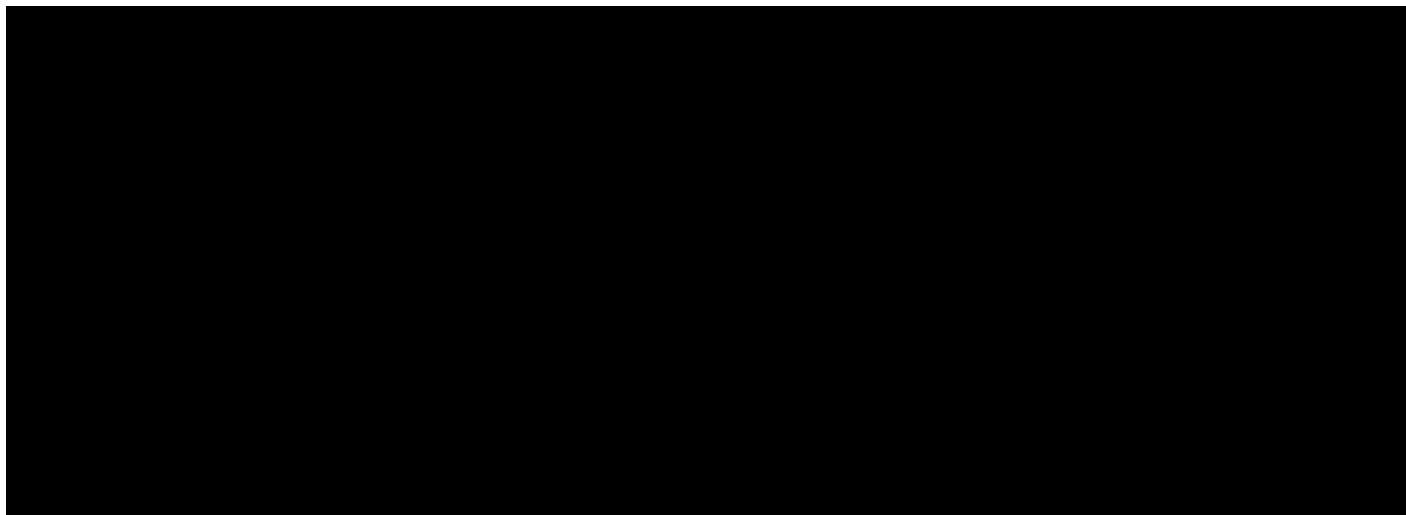
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In response to the Invitation to Tender for the provision of Library Stock dated 10 December 2019, I/We, the undersigned, confirm that in submitting a tender against this contract that I/We

- 1 undertake that this offer shall remain valid and open for acceptance for a period of 90 days from the date of submission unless specifically withdrawn in writing.
- 2 understand that West Mercia Consortium 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 anybody 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 terms and conditions of the Customer Agreement.
- 5 accept the terms and conditions of the Customer Agreement set out in the Invitation to Tender, 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 West Mercia Consortium.
- 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.**



## 6. ENCLOSURES CHECKLIST

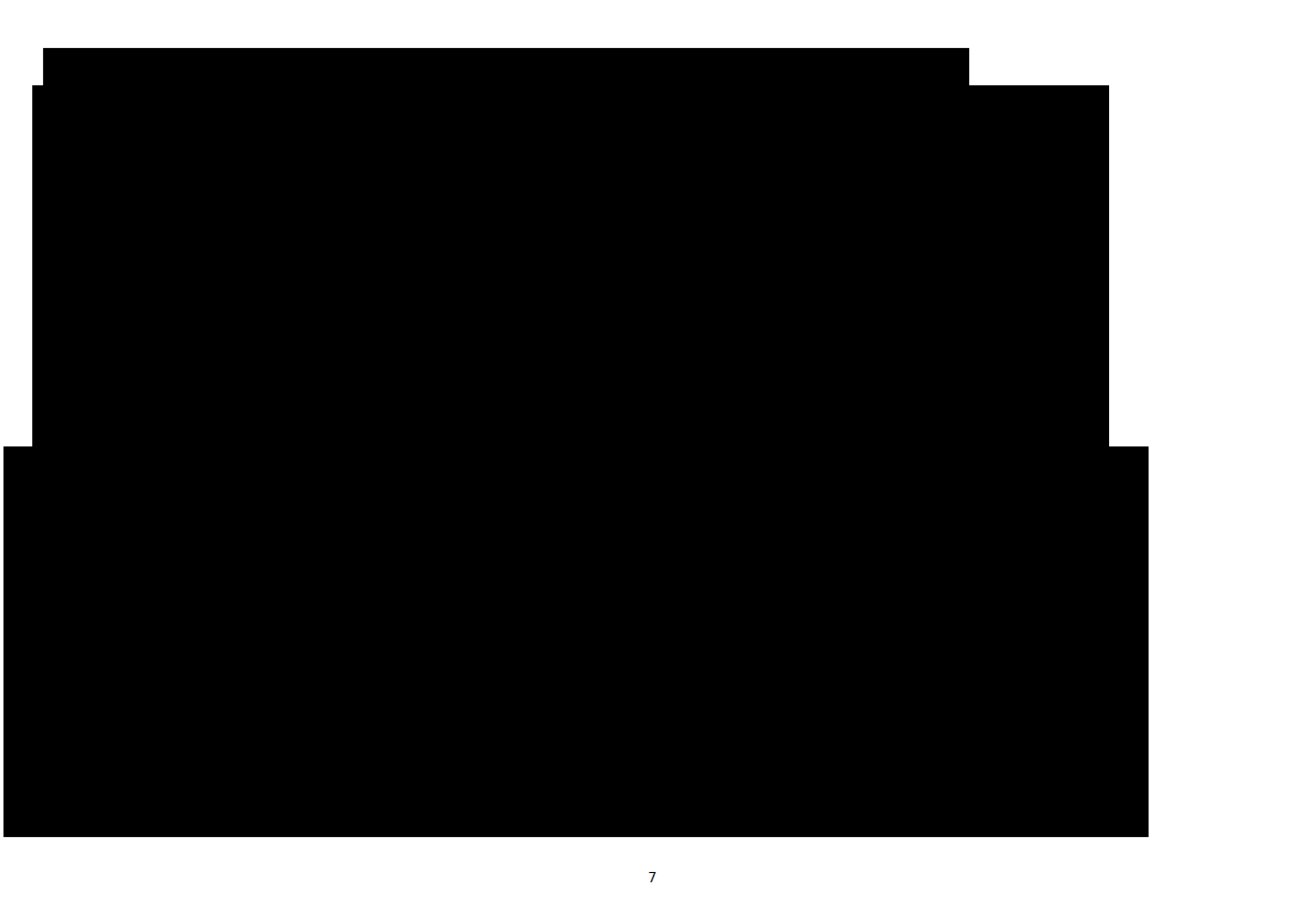
### THANK YOU FOR TAKING THE TIME TO COMPLETE THIS TENDER.

To ensure your tender submission is evaluated properly West Mercia Consortium 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.

CHECKLIST:	
Please also ensure that you have:	Tick Below
Completed the Company Details section.	
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>	
Completed the Pricing Schedule in full as directed. <i>(Your tender will be non-compliant if you have not completed this schedule)</i>	
Completed the Freedom of Information Exclusion Schedule.	
Signed the Tendering Declaration page. <i>(NB it must be signed by suitably senior personnel as directed)</i>	







Shropshire Council  
Shirehall  
Abbey Foregate  
Shrewsbury  
Shropshire SY2 6ND

31<sup>st</sup> January 2020

Dear Bidder

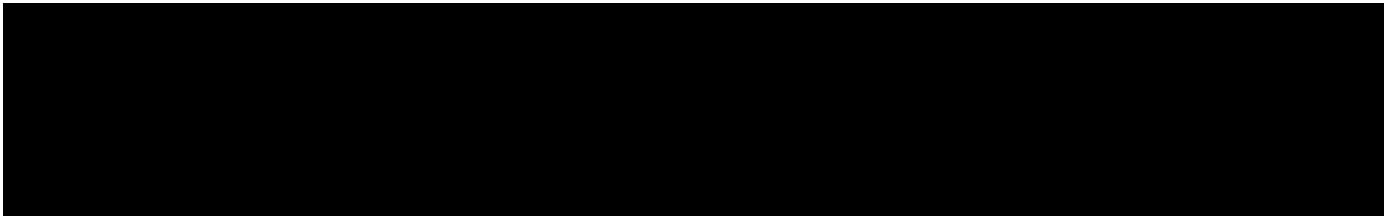
**DMCV 008 – CONTRACT FOR THE SUPPLY OF LIBRARY STOCK MATERIALS  
FURTHER COMPETITION CONDUCTED UNDER ESPO FRAMEWORK AGREEMENT  
376F\_18 LIBRARY STOCK**

**WEST MERCIA LIBRARY STOCK CONSORTIUM (SHROPSHIRE COUNCIL ON BEHALF OF  
ITSELF AND HEREFORDSHIRE COUNCIL, STAFFORDSHIRE COUNTY COUNCIL,  
TELFORD & WREKIN COUNCIL AND WORCESTERSHIRE COUNTY COUNCIL)**

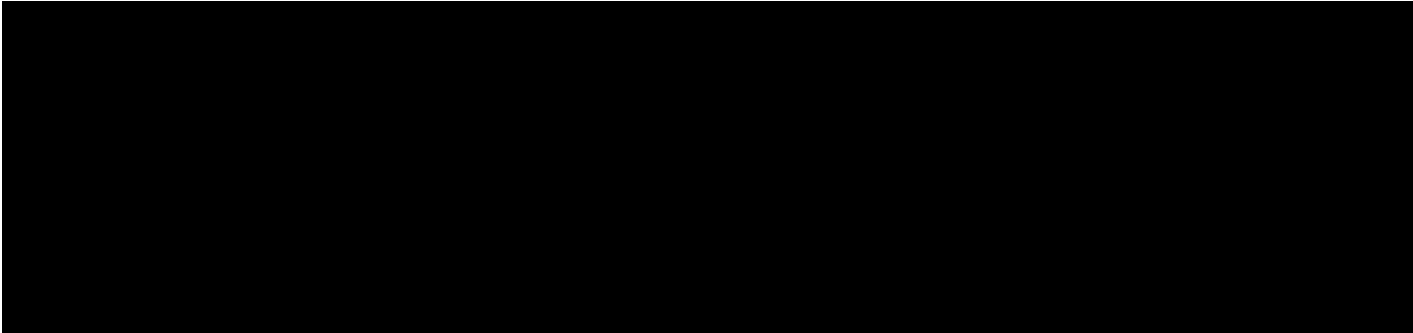
**SUBJECT TO CONTRACT**

This is an Award Decision Notice pursuant to The Public Contracts Regulations 2015 (the "Regulations").

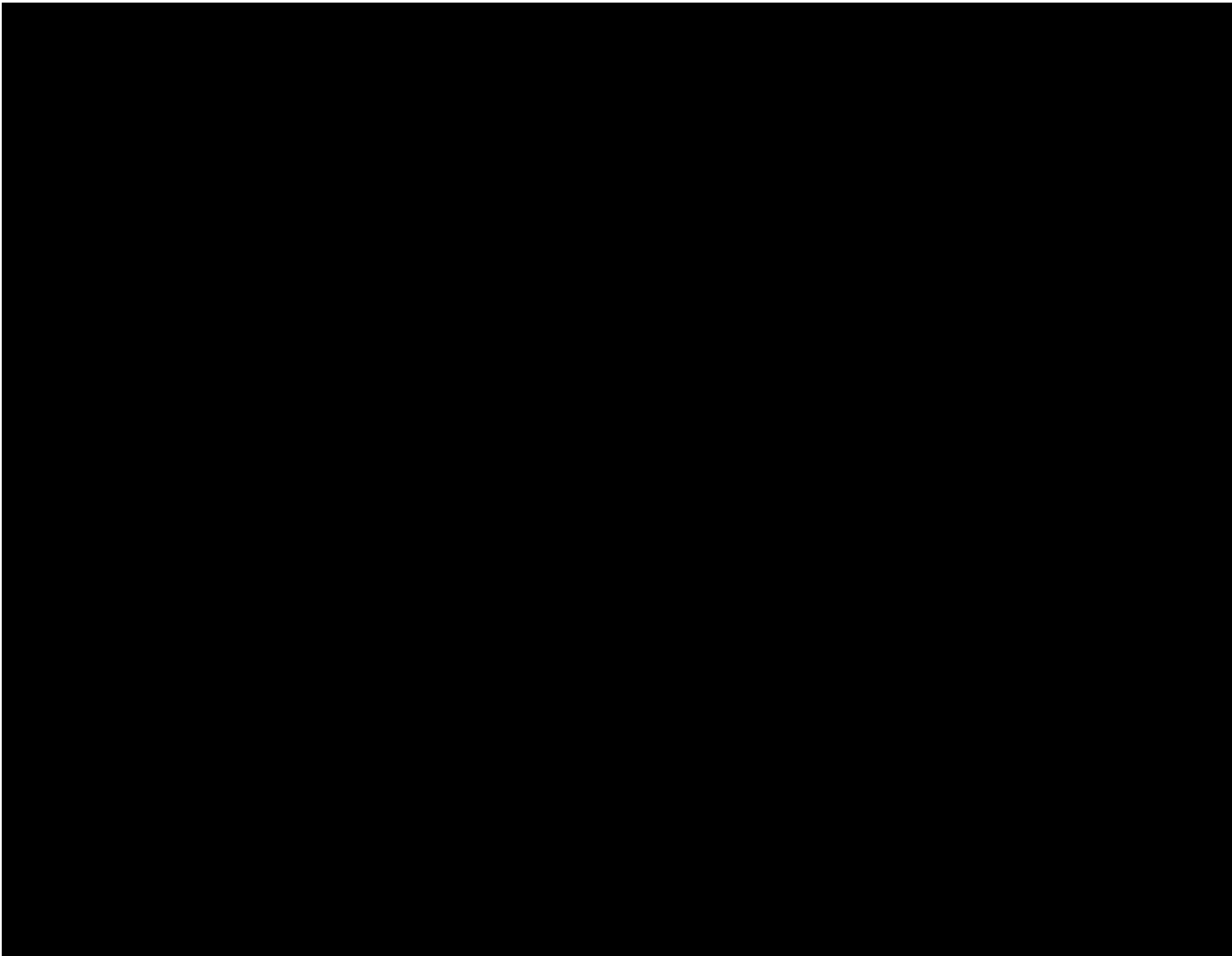
We are pleased to inform you that, following the evaluation process, Shropshire Council proposes to accept your offer to form part of the above proposed contract as set out in your recent tender.

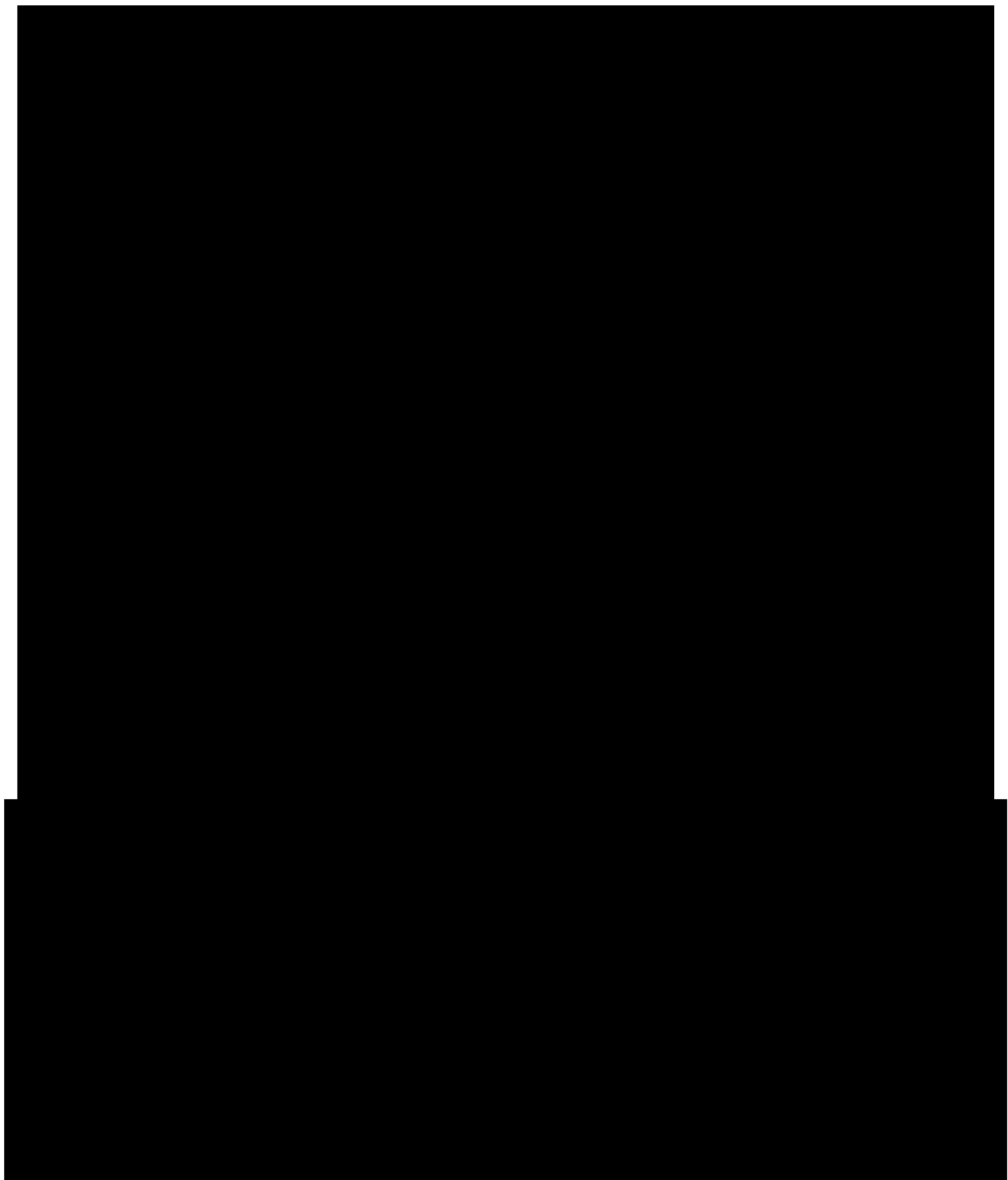


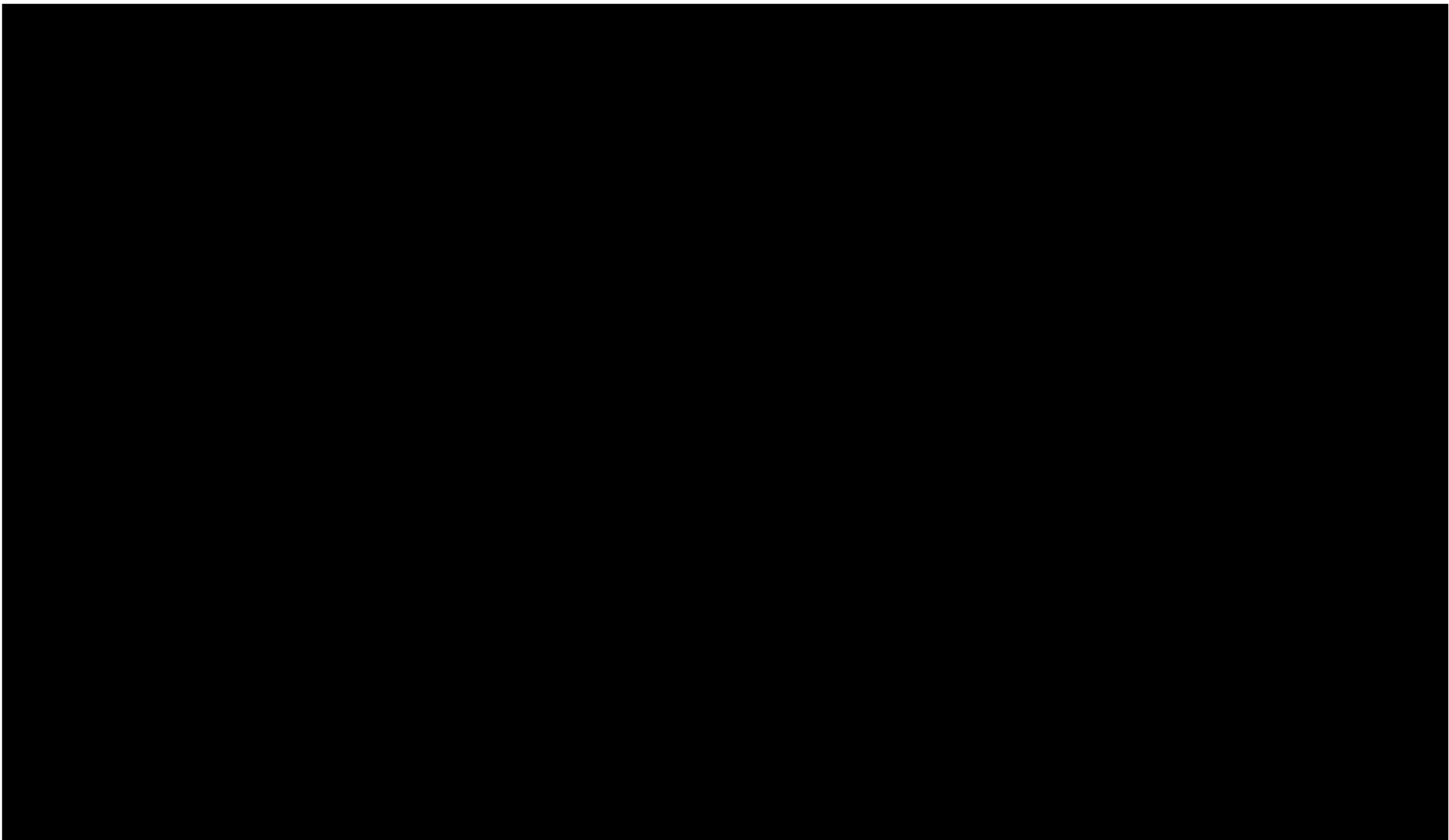
We can confirm that your tender received the following scores and ranking:-



For your further information we would confirm that your quality and price variation submission was scored against the published 0-4 scoring scheme. We have also included some commentary to the marks:

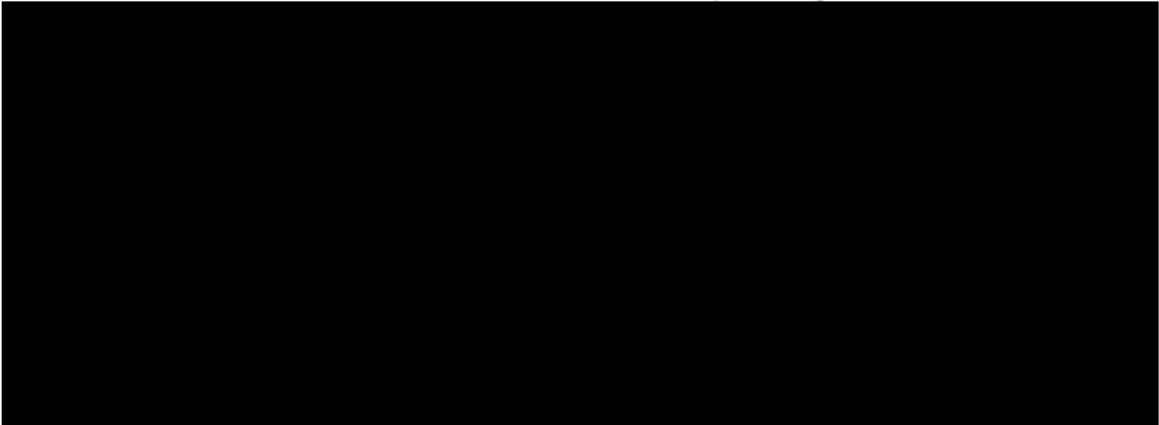






We will be in touch with you again at the end of the standstill period.

Yours faithfully







Shropshire Council  
Shirehall  
Abbey Foregate  
Shrewsbury  
Shropshire SY2 6ND

31<sup>st</sup> January 2020

Dear Bidder

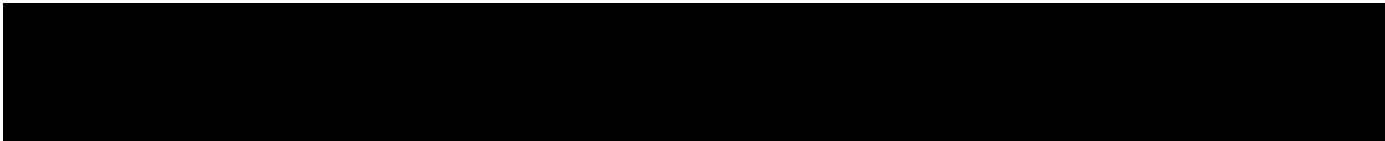
**DMCV 008 – CONTRACT FOR THE SUPPLY OF LIBRARY STOCK MATERIALS  
FURTHER COMPETITION CONDUCTED UNDER ESPO FRAMEWORK AGREEMENT  
376F\_18 LIBRARY STOCK**

**WEST MERCIA LIBRARY STOCK CONSORTIUM (SHROPSHIRE COUNCIL ON BEHALF OF  
ITSELF AND HEREFORDSHIRE COUNCIL, STAFFORDSHIRE COUNTY COUNCIL,  
TELFORD & WREKIN COUNCIL AND WORCESTERSHIRE COUNTY COUNCIL)**

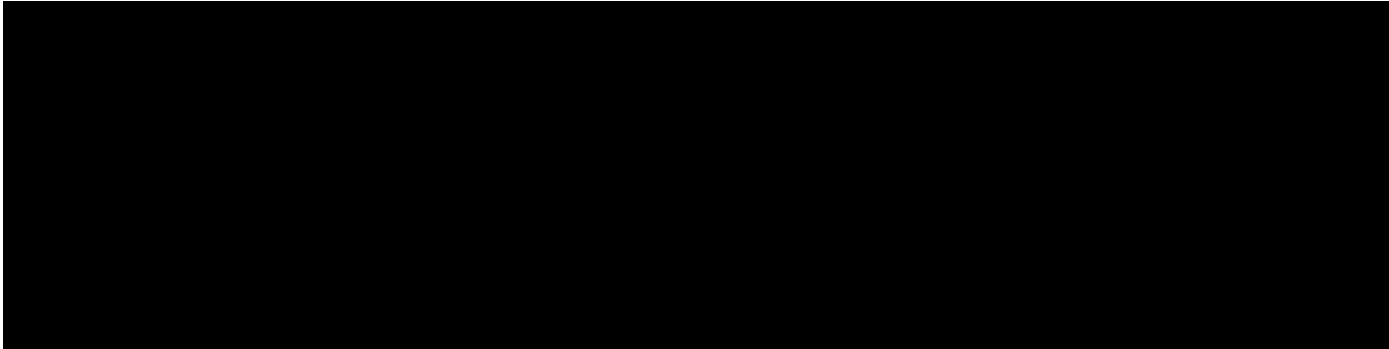
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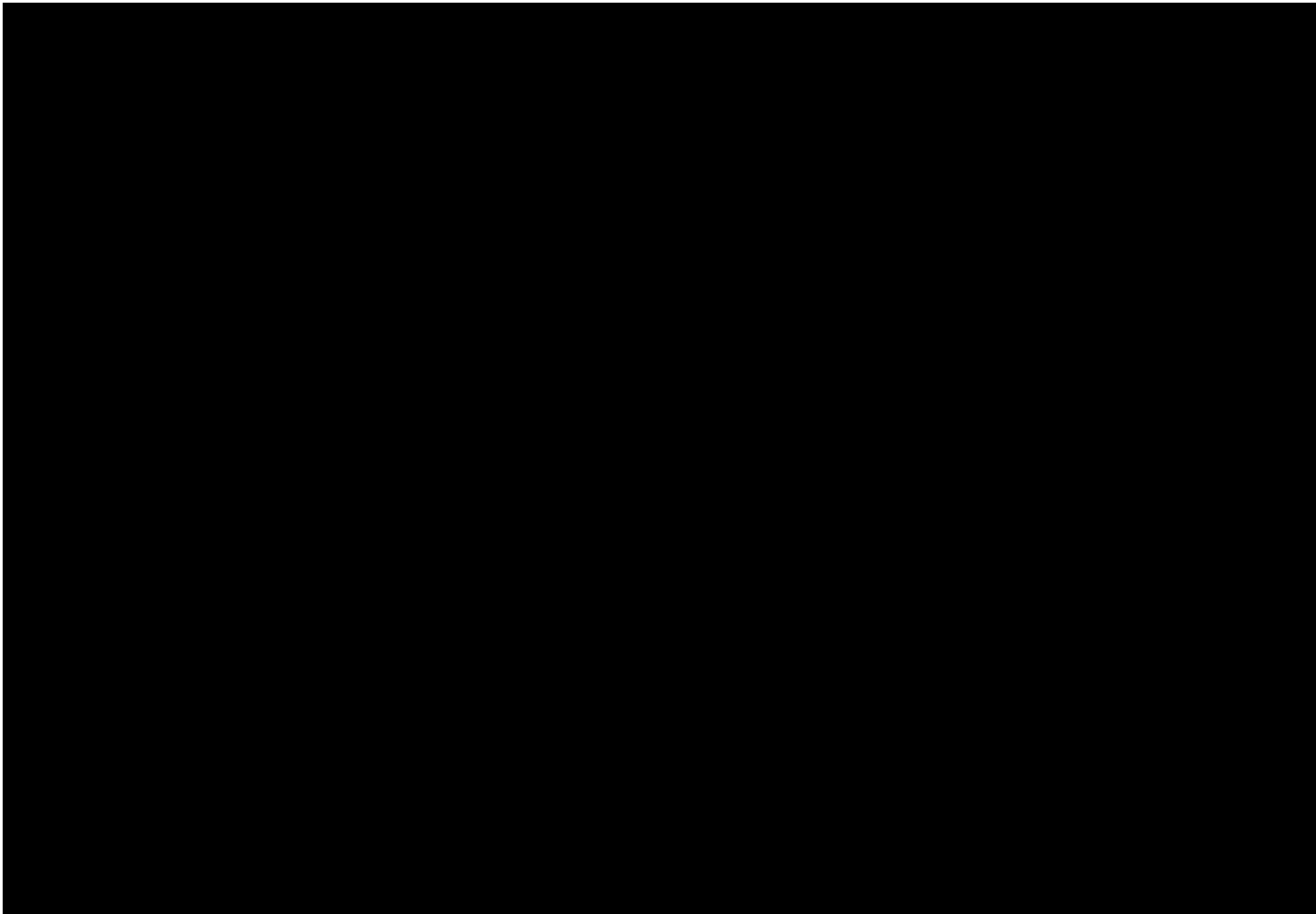
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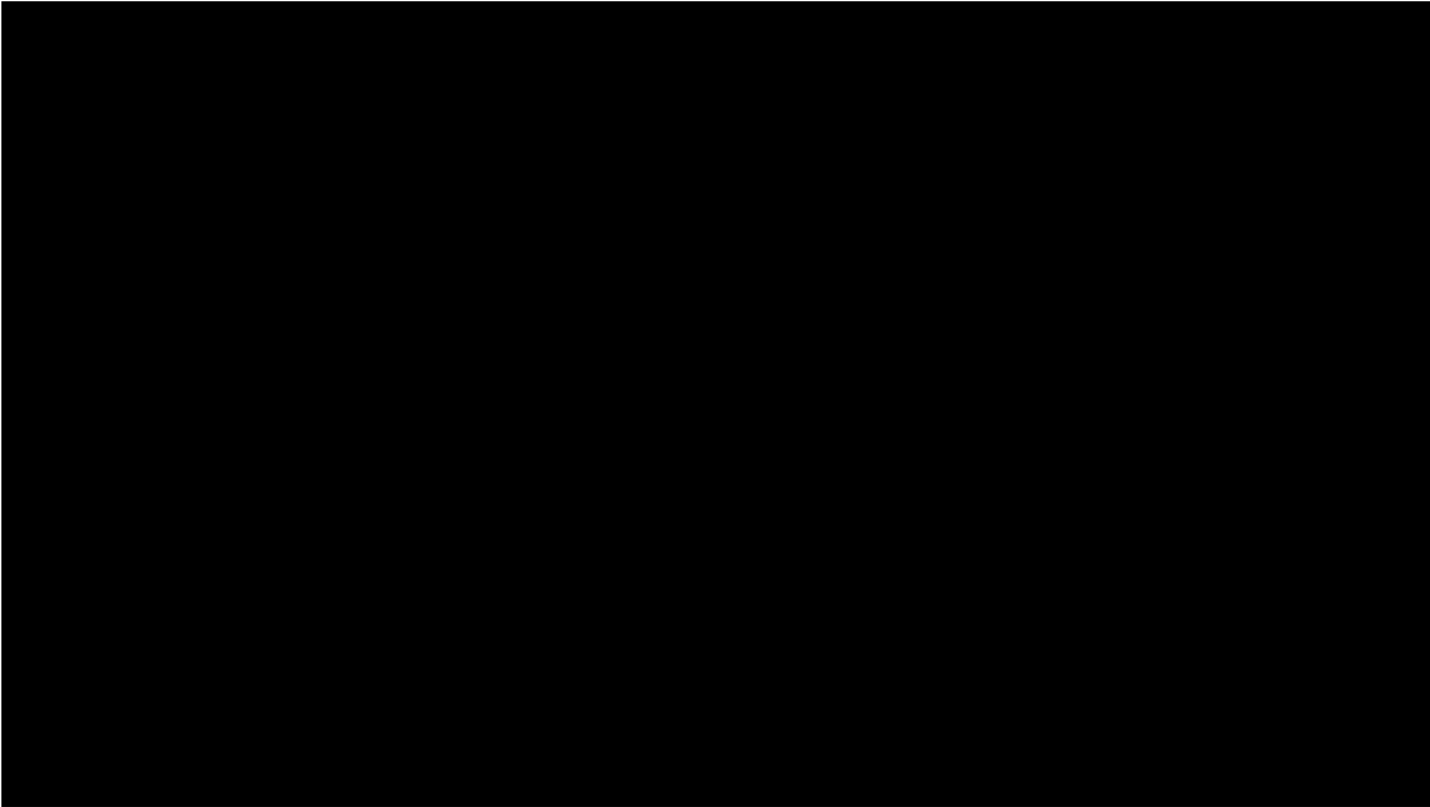


For your further information we would confirm that your quality and price variation submission was scored against the published 0-4 scoring scheme. We have also included some commentary to the marks:



[REDACTED]

[REDACTED]



We will be in touch with you again at the end of the standstill period.

Yours faithfully



## **GB-Shrewsbury: DMCV 008 – Contract for the Supply of Library Stock Materials**

### **Competitive Contract Award Notice**

1. Title: GB-Shrewsbury: DMCV 008 – Contract for the Supply of Library Stock Materials

2. Awarding Authority:

Shropshire Council

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom

Tel. [REDACTED] Fax. [REDACTED], Email: [REDACTED], URL:

[REDACTED] Attn [REDACTED]

3. Contract Type: Supplies

Sub Type: PURCHASE

4. Description: Library books. This is an award notice for the Supply of Library Stock Materials conducted under ESPO Framework Agreement 376F\_18 Library Stock for the West Mercia Library Stock Consortium (Shropshire Council on behalf of itself and Herefordshire Council, Staffordshire County Council, Telford & Wrekin Council and Worcestershire County Council).

The requirement was divided into the following 2 lots:

- Lot 1, including:

- Adult Fiction

- Adult Non Fiction

- Adult Reference Standing Orders

- Lot 2, including:

- Children's Fiction

- Children's Non Fiction

5. CPV Codes:

22113000 - Library books.

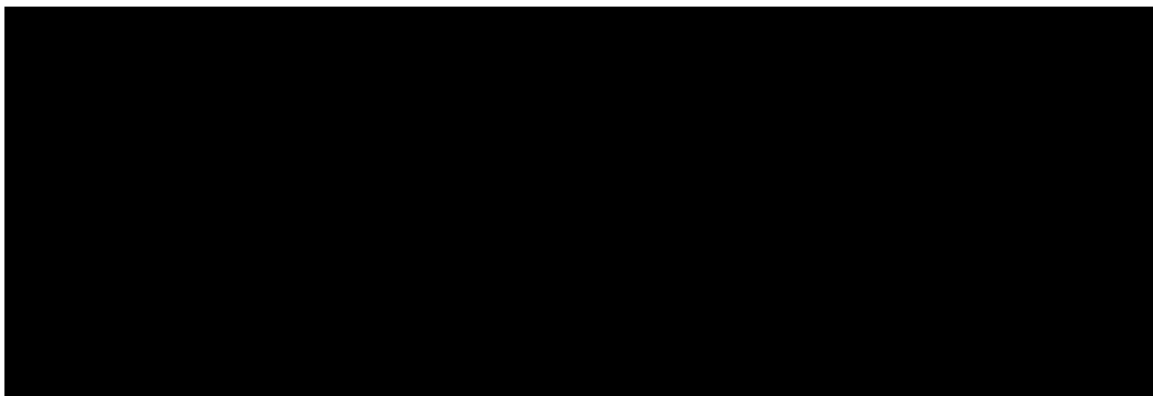
6. NUTS Codes :

UKG22 - Shropshire CC

7. Main Site or Location of Works, Main Place of Delivery or Main Place of Performance: Shropshire CC,

8. Reference Attributed by the Awarding Authority: DMCV 008

9. Awarded to:



10. Date of Contract Award: 31/01/2020

11. Number of Tenders Received: 3

12. Other Information:

Other Information: To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=478481687>

TKR-202034-PRO-16111669

Suitable for VCO: No

Period of Work Start date: 01/04/2020

Period of Work End date: 31/03/2025

