



Conditions of Contract for Services
Version 1.0

RA-0XXX

[Insert tender title]

DD/MM/YYYY

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1. GENERAL PROVISIONS

1.1. Definitions and Interpretation

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

"Approval" means the written consent of the Client.

"Artificial Intelligence System" means software that is developed with one or more of the Techniques and can, for a given set of human-defined objectives, generate outputs such as content, predictions, recommendations, or decisions influencing the environments they interact with.

"Client" means Royal Armouries of Royal Armouries Museum, Armouries Drive, Leeds LS10 1LT.

"Commencement Date" means the **DD/MM/YYYY**.

"Commercially Sensitive Information" means the information: (i) listed in Schedule 3 (Commercially Sensitive Information); and/or (ii) notified to the Client in writing (prior to the commencement of this Contract) which has been clearly marked as Commercially Sensitive Information and, in each case, comprised of information:

- which is provided by the Contractor to the Client in confidence for the period set out in that Schedule or notification; and/or
- that constitutes a trade secret.

"Confidential Information" means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party and all personal data and sensitive personal data within the meaning of the Data Protection Legislation.

"Contract" means this written agreement between the Client and the Contractor consisting of these clauses and any attached Schedules.

"Contracting Authority" means any contracting authority as defined in Regulation 2 of the Public Contracts Regulations 2015.

"Contractor" means the person, firm, company or other entity with whom the Client enters into the Contract.

"Contract Period" means the period from the Commencement Date to:

- the date of expiry set out in clause 1.2 (Initial Contract Period); or
- following an extension pursuant to clause 6.7 (Extension of Initial Contract Period), or the date of expiry of the extended period, or such earlier date of termination or partial termination of the agreement in accordance with the Law or the provisions of the Contract.

“**Contract Price**” means the price (exclusive of any applicable VAT), payable to the Contractor by the Client under the Contract, as set out in Schedule 2 (Pricing Schedule).

“**Crown**” means the government of the United Kingdom (including the Northern Ireland Executive Committee and Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government and particular bodies and government agencies and each shall be deemed to be a “**Crown Body**”.

“**Default**” means any breach of the obligations of the relevant Party (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 relevant Party or the Staff in connection with or in relation to the subject-matter of the Contract and in respect of which such Party is liable to the other.

“**Data Protection Legislation**” means, for the periods in which they are in force, the Data Protection Act 2018, the UK GDPR, the Law Enforcement Directive (EU) 2016/680,, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive (2002/58/EC), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003), the EU GDPR and all applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner, in each case as amended or substituted from time to time.

“**Environmental Information Regulations**” means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

“**Equipment**” means the Contractor's equipment, plant, materials and such other items supplied and used by the Contractor in the performance of its obligations under the Contract.

"EU GDPR" means:

the General Data Protection Regulations (Regulation (EU) 2016/679) (as it has effect in the European Economic Area) and any equivalent legislation amending or replacing the General Data Protection Regulations (Regulation (EU) 2016/679).

"Fees Regulations" means the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

"FOIA" means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

"Force Majeure" means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; epidemic or pandemic; or any other disaster, natural or man-made, but excluding:

- any industrial action occurring within the Contractor's or any sub-contractor's organisation; or
- the failure by any sub-contractor to perform its obligations under any sub-contract.

"Fraud" means any offence under Laws creating offences in respect of fraudulent acts or at common law in respect of fraudulent acts.

"Good Industry Practice" means standards, practices, methods and procedures conforming to the Law and 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 in a similar type of undertaking under the same or similar circumstances.

"Initial Contract Period" means the period from the Commencement Date to the date of expiry set out in clause 1.2 (Initial Contract Period), or such earlier date of termination of the Contract in accordance with the Law or the provisions of the Contract.

"Intellectual Property Rights" means all patents, trade marks and

design rights (whether or not registered or capable of registration), moral rights, copyright and all similar property rights, together with the rights subsisting in inventions, designs, drawings, processes, software and computer programmes, topography rights, know-how, trade or business secrets, business, brand or domain names or logos, confidential information (including the Confidential Information), goodwill or the style of presentation of goods or services or any similar right or asset or process capable of protection anywhere in the world including applications and the right to apply for registration or protection of the same.

"Key Personnel" mean those persons named in the Specification as being key personnel.

"Law" means all applicable laws, statutes, regulations and codes from time to time in force.

"Month" means calendar month.

"Party" means a party to the Contract.

"Premises" means the location where the Services are to be supplied, as set out in the Specification.

"Pricing Schedule" means Schedule 2 (Pricing Schedule), being the Schedule containing details of the Contract Price.

"Property" means the property, other than real property, issued or made available to the Contractor by the Client in connection with the Contract.

"Quality Standards" means the quality standards published by the British Standards Institution, the International Organisation for Standardization 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 Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Specification Schedule.

"Receipt" means the physical or electronic arrival of the invoice at the address of the Client detailed at clause 1.5.3 or at any other address given by the Client to the Contractor for the submission of invoices.

"Regulatory Bodies" means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the Client and **"Regulatory Body"** shall be construed

accordingly.

"Replacement Contractor" means any third party service provider appointed by the Client to supply any services which are substantially similar to any of the Services and which the Client receives or will receive in substitution for any of the Services following the expiry, termination or partial termination of the Contract.

"Request for Information" shall have the meaning set out in FOIA or the Environmental Information Regulations as relevant (where the meaning set out for the term "request" shall apply).

"Relevant Conviction" means a conviction that is relevant to the nature of the Services or as listed by the Client and/or relevant to the work of the Client.

"SCCs" means:

- as it relates to the transfer of Personal Data from the UK, the Information Commissioner's Office's International Data Transfer Agreement, the International Data Transfer Addendum to the European Commission's standard contractual clauses, or any other form as adopted by the Information Commissioner's Office from time to time; and
- as it relates to the transfer of Personal Data from the European Economic Area, the European Commission's standard contractual clauses as adopted from time to time.

"Schedule" means a schedule attached to, and forming part of, the Contract.

"Services" means those services specified in the Specification.

"Specification" means the description of the Services to be supplied under the Contract including, where appropriate, the Key Personnel, the Premises and the Quality Standards.

"Specification Schedule" means Schedule 1 (Goods, Services and Lots), being the Schedule which contains details of the Specification.

"Staff" means all persons employed by the Contractor to perform its obligations under the Contract together with the Contractor's servants, agents, suppliers and sub-contractors used in the performance of its obligations under the Contract.

"Staff Vetting Procedures" means the Client's procedures for the vetting of personnel as advised to the Contractor by the Client from time to time.

"Supervisory Authority" means the Information Commissioner's Office (as it relates to the UK), the European Commission (as it relates to the European Economic Area), and any other applicable supervisory authority with responsibility for enforcement of the Data Protection Legislation.

"Techniques" means 1) machine learning approaches (including supervised, unsupervised and reinforcement learning), using a wide variety of methods including deep learning; 2) logic- and knowledge-based approaches (including knowledge representation, inductive (logic) programming, knowledge bases, inference and deductive engines, (symbolic) reasoning and expert systems); and 3) Statistical approaches, Bayesian estimation, search and optimisation methods.

"Tender" means the document(s) submitted by the Contractor to the Client in response to the Client's invitation to suppliers for formal offers to supply it with the Services.

"UK GDPR" has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018;

"Variation" has the meaning given to it in clause 6.3.1 (Variation).

"VAT" means value added tax in accordance with the provisions of the Value Added Tax Act 1994.

"Working Day" means a day (other than a Saturday or Sunday) on which banks are open for general business in the City of London.

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

- a) words importing the singular meaning include where the context so admits the plural meaning and vice versa;
- b) words importing the masculine include the feminine and the neuter;
- c) reference to a clause is a reference to the whole of that clause unless stated otherwise;
- d) reference 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;
- e) reference 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;

- f) the words "include", "includes" and "including" are to be construed as if they were immediately followed by the words "without limitation"; and
- g) headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of the Contract.

1.2. Initial Contract Period

- 1.2.1. The Contract shall take effect on the Commencement Date and shall expire automatically on **DD/MM/YYYY**, unless it is otherwise terminated in accordance with the provisions of the Contract, or otherwise lawfully terminated, or extended under clause 6.7 (Extension of Initial Contract Period).

1.3. Contractor's Status

- 1.3.1. At all times during the Contract Period the Contractor 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.

1.4. Client's Status

- 1.4.1. The Parties acknowledge that the Client is a Contracting Authority and, as such, is subject to the requirements of various legislation as such legislation applies to a Contracting Authority.

1.5. Notices

- 1.5.1. Except as otherwise expressly provided within the Contract, no notice from one Party to the other shall have any validity under the Contract unless made in writing by or on behalf of the Party concerned.
- 1.5.2. Any notice which is to be given by either Party to the other shall be given by letter (sent by hand, first class post, recorded delivery or special delivery) or by electronic mail (confirmed in either case by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 1.5.3. Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given 2 Working Days after the day on which the letter was posted, or 4 hours, in the case of electronic mail or sooner where the other Party acknowledges receipt of such letters or item of electronic mail.

1.5.3. For the purposes of clause 1.5.2, the address of each Party shall be:

For the Client: Royal Armouries
Address Armouries Drive
Leeds, LS10 1LT

For the attention of: **Procurement Officer**
Tel: 0113 220 XXXX
Email: procurement@armouries.org.uk

For the Contractor: XXXXXXXXXXXXXXXXXXXX
Address XXXXXXXXXXXXXXXXXXXX

For the attention of: XXXXXXXXXXXXXXXXXXXX
Tel: XXXXXXXXXXXXXXXXXXXX
Email: XXXXXXXXXXXXXXXXXXXX

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

1.6. Mistakes in Information

1.6.1. The Contractor shall be responsible for the accuracy of all drawings, documentation and information supplied to the Client by the Contractor in connection with the supply of the Services and shall pay the Client any extra costs occasioned by any discrepancies, errors or omissions therein.

1.7. Conflicts of Interest

1.7.1. The Contractor shall take appropriate steps to ensure that neither the Contractor nor any Staff is placed in a position where, in the reasonable opinion of the Client, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Client under the provisions of the Contract. The Contractor will disclose to the Client full particulars of any such conflict of interest which may arise.

1.7.2. The Client reserves the right to terminate the Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Client, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Client under the provisions of the Contract.

1.7.3. The actions of the Client pursuant to this clause 1.7 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Client.

2. SUPPLY OF SERVICES

2.1. The Services

- 2.1.1. The Contractor shall supply the Services to the Client during the Contract Period in accordance with the Client's requirements as set out in the Specification and the provisions of the Contract.
- 2.1.2. The Client may inspect and examine the manner in which the Contractor supplies the Services at the Premises during normal business hours on reasonable notice.
- 2.1.3. If the Client informs the Contractor in writing that the Client reasonably believes that any part of the Services does not meet the requirements of the Contract or differ in any way from those requirements, and this is other than as a result of a material Default by the Client, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Client.

2.2. Provision and Removal of Equipment

- 2.2.1. The Contractor shall provide all the Equipment necessary for the supply of the Services.
- 2.2.2. The Contractor shall not deliver any Equipment to, nor begin any work on, the Premises without obtaining prior Approval.
- 2.2.3. All Equipment brought onto the Premises shall be at the Contractor's own risk and the Client shall have no liability for any loss of or damage to any Equipment unless and to the extent to which the Contractor is able to demonstrate that such loss or damage was caused or contributed to by the Client's material Default. The Contractor shall provide for the haulage or carriage thereof to the Premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the Premises will remain the property of the Contractor.
- 2.2.4. The Contractor shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- 2.2.5. The Contractor shall, at the Client's written request, at its own expense and as soon as reasonably practicable:
 - a) remove from the Premises any Equipment which in the reasonable opinion of the Client is either hazardous, noxious or not in accordance with the Contract; and
 - b) replace such item with a suitable substitute item of Equipment.
- 2.2.6. On completion of the Services the Contractor shall remove the Equipment together with any other materials used by the Contractor to supply the Services and shall leave the Premises in a clean, safe and tidy condition. The Contractor 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 Contractor or any Staff.

2.3. Manner of Carrying Out the Services

2.3.1. The Contractor shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent that the standard of Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Services with the Client prior to the supply of the Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.

2.3.2. The Contractor shall ensure that all Staff supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services.

2.4. Key Personnel

2.4.1. The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Client.

2.4.2. The Key Personnel shall not be released from supplying the Services without the agreement of the Client, except by reason of long-term sickness, maternity leave, paternity leave or termination of employment.

2.4.3. Any replacements to the Key Personnel shall be subject to the agreement of the Client. Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

2.4.4. The Client shall not unreasonably withhold its agreement under clauses 2.4.2 or 2.4.3. Such agreement shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

2.5. Contractor's Staff

2.5.1. The Client may refuse to admit onto, or withdraw permission to remain on, the Premises:

- a) any member of the Staff; or
- b) any person employed or engaged by any member of the Staff,

whose admission or continued presence would, in the reasonable opinion of the Client, be undesirable.

- 2.5.2. At the Client's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to the Premises, specifying the capacities in which they are concerned with the Contract and giving such other particulars as the Client may reasonably request.
- 2.5.3. The Contractor's Staff, engaged within the boundaries of the Premises, shall comply with such rules, regulations and requirements (including those relating to health and safety and security arrangements) as may be in force from time to time for the conduct of personnel when within the boundaries of the Premises.
- 2.5.4. The Contractor shall comply with Staff Vetting Procedures in respect of all persons employed or engaged in the provision of the Services and shall only employ or engage those persons that have been vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures.
- 2.5.5. The Client may require the Contractor to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Services check (or other similar check as directed by the Client) as per the Staff Vetting Procedures. The Contractor shall ensure that no person who discloses that he/she has a Relevant Conviction, or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check or through the Disclosure and Barring Services check or otherwise) is employed or engaged in the provision of any part of the Services.
- 2.5.6. If the Contractor fails to comply with clause 2.5.2 within 2 Months of the date of the request and, in the reasonable opinion of the Client, such failure may be prejudicial to the interests of the Client or the Crown, then the Client 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 Client.
- 2.5.7. The decision of the Client as to whether any person is to be refused access to the Premises under clause 2.5.1 and as to whether the Contractor has failed to comply with clause 2.5.2 shall be final and conclusive.

2.6. Inspection of Premises

- 2.6.1. Save as the Client may otherwise direct, the Contractor is deemed to have inspected the Premises before submitting its Tender (where applicable) and to have made appropriate enquiries so as to be satisfied in relation to all matters connected with the performance of

its obligations under the Contract.

2.7. Licence to occupy Premises

- 2.7.1. Any land or Premises made available from time to time to the Contractor by the Client in connection with the Contract shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or Premises as licensee and shall vacate the same without delay on expiry, termination or abandonment of the Contract.
- 2.7.2. The Contractor shall limit access to the land or Premises made available to it to such Staff as is necessary to enable it to perform its obligations under the Contract. The Contractor shall co-operate (and ensure that its Staff co-operate) with such other persons as the Client may reasonably request to work concurrently on such land or Premises.
- 2.7.3. Should the Contractor require modifications to the Premises in order to provide the Services, such modifications shall be subject to prior Approval and shall be carried out by or on behalf of the Client at the Contractor's expense. The Client shall undertake approved modification work without undue delay. Ownership of such modifications shall rest with the Client.
- 2.7.4. The Contractor shall (and shall ensure that its Staff shall) observe and comply with such rules and regulations as may be in force at any time for the use of such Premises as determined by the Client, and the Contractor shall pay for the cost of making good any damage caused by the Contractor or its Staff other than fair wear and tear. Damage includes damage to the fabric of the buildings, plant, fixed equipment or fittings therein.
- 2.7.5. The Parties agree that there is no intention on the part of the Client to create a tenancy of any nature whatsoever in favour of the Contractor or its Staff and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the Client retains the right at any time to use any premises owned or occupied by it in any manner it sees fit.

2.8. Property

- 2.8.1. Where the Client issues Property free of charge to the Contractor such Property shall be and remain the property of the Client. The Contractor irrevocably grants a licence to the Client and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to recover any such Property. The Contractor shall not in any circumstances have a lien or any other interest on the Property and the Contractor shall at all times possess the Property as fiduciary agent and bailee of the Client. The Contractor shall take all reasonable steps to ensure that the title of

the Client to the Property and the exclusion of any such lien or other interest are brought to the notice of all sub-contractors and other appropriate persons and shall, at the Client's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Client.

2.8.2. The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Client otherwise within 5 Working Days of receipt.

2.8.3. The Contractor shall maintain the Property in good order and condition (excluding fair wear and tear), and shall use the Property solely in connection with the Contract and for no other purpose without prior Approval.

2.8.4. The Contractor shall ensure the security of all the Property whilst in its possession, either on the Premises or elsewhere during the supply of the Services, in accordance with the Client's reasonable security requirements as required from time to time.

2.8.5. The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Client's material Default. The Contractor shall inform the Client within 2 Working Days of becoming aware of any defects appearing in, or losses or damage occurring to, the Property.

2.9. Offers of Employment

2.9.1. For the duration of the Contract and for a period of 12 months thereafter neither the Client nor the Contractor shall employ or offer employment to any of the other Party's staff who have been associated with the procurement and/or the contract management of the Services without that other Party's prior written consent.

3. PAYMENT AND CONTRACT PRICE

3.1. Contract Price

3.1.1. In consideration of the Contractor's performance of its obligations under the Contract, the Client shall pay the Contract Price in accordance with clause 3.2 (Payment and VAT).

3.1.2. The Client shall, in addition to the Contract Price and following Receipt of a valid VAT invoice, pay the Contractor a sum equal to the VAT chargeable on the value of the Services supplied in accordance with the Contract.

3.2. Payment and VAT

3.2.1. The Client shall pay all sums due to the Contractor within 30 days of Receipt of a valid invoice, submitted monthly in arrears.

- 3.2.2. The Contractor shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Services supplied and that it is supported by any other documentation reasonably required by the Client to substantiate the invoice.
- 3.2.3. Where the Contractor enters into a sub-contract with a supplier or contractor for the purpose of performing its obligations under the Contract, it shall ensure that a provision is included in such a sub-contract which requires payment to be made of all sums due by the Contractor to the sub-contractor within a specified period not less than 30 days from the receipt of a valid invoice.
- 3.2.4. The Contractor shall add VAT to the Contract Price at the prevailing rate as applicable.
- 3.2.5. The Contractor shall indemnify the Client on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Client at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor under the Contract. Any amounts due under this clause 3.2.5 shall be paid by the Contractor to the Client not less than 5 Working Days before the date upon which the tax or other liability is payable by the Client.
- 3.2.6. The Contractor shall not suspend the supply of the Services unless the Contractor is entitled to terminate the Contract under clause 8.2.3 (Termination on Default) for failure to pay undisputed sums of money. Interest shall be payable by the Client on the late payment of any undisputed sums of money properly invoiced at a rate of 2% over the NatWest Bank base rate from time to time.

3.3. Recovery of Sums Due

- 3.3.1. Wherever under the Contract any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Client in respect of any breach of the Contract), the Client may unilaterally deduct that sum from any sum then due, or which at any later time may become due to the Contractor under the Contract or under any other agreement or contract with the Client.
- 3.3.2. Any overpayment by a Party to the other Party, whether of the Contract Price 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.
- 3.3.3. The Contractor shall make all payments due to the Client without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Contractor has a valid court order requiring an amount equal to such deduction to be paid by

the Client to the Contractor.

3.3.4. 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.

3.4. Price adjustment on extension of the Initial Contract Period

3.4.1. The Contract Price shall apply for the Initial Contract Period. In the event that the Client elects to extend the Initial Contract Period pursuant to clause 6.7 (Extension of Initial Contract Period), if requested by either Party, the Parties shall, in the 6 month period prior to the expiry of the Initial Contract Period, enter into good faith negotiations (such negotiations to last for a period of not more than 30 Working Days from receipt of notice by either Party to enter into such negotiations, unless otherwise agreed between the Parties) to agree a variation in the Contract Price.

3.4.2. If the Parties are unable to agree a variation in the Contract Price, where requested, in accordance with clause 3.4.1, the Contract shall terminate at the end of the Initial Contract Period.

3.4.3. If a variation in the Contract Price is agreed between the Client and the Contractor, the revised Contract Price will take effect from the first day of any period of extension and shall apply during such period of extension.

3.4.4. Any increase in the Contract Price pursuant to clause 3.4.1 shall not exceed the percentage change in the Office of National Statistics' Consumer Prices Index (CPI) (or another such index specified in the Pricing Schedule) between the Commencement Date and the date 6 Months before the end of the Initial Contract Period.

3.5. Foreign Currency

3.5.1. Any requirement of Law to account for the Services in Euro or other foreign currency, or to prepare for such accounting, instead of and/or in addition to sterling, shall be implemented by the Contractor free of charge to the Client.

3.5.2. The Client shall provide all reasonable assistance to facilitate compliance with clause 3.5.1 by the Contractor.

4. STATUTORY OBLIGATIONS AND REGULATIONS

4.1. Prevention of Corruption

4.1.1. The Contractor shall comply with its obligations under the Bribery Act 2010 and shall not offer or give, or agree to give, to the Client or any person employed by or on behalf of the Client any gift or consideration of any kind as an inducement or reward for doing, refraining from doing, or for having done or refrained from doing,

any act in relation to the obtaining or execution of the Contract or any other contract with the Client, or for showing or refraining from showing favour or disfavour to any person in relation to the Contract or any such contract.

4.1.2. The Contractor warrants that it has not:

- a) paid commission or agreed to pay commission to the Client or any other public body or any person employed by or on behalf of the Client or any other public body in connection with the Contract; or
- b) otherwise committed an offence under the Bribery Act 2010.

4.1.3. If the Contractor, its Staff or anyone acting on the Contractor's behalf, engages in conduct prohibited by clauses 4.1.1 or 4.1.2, the Client may:

- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or
- b) continue under the Contract and recover in full from the Contractor any loss sustained by the Client in consequence of any breach of those clauses.

4.2. Prevention of Modern Slavery

4.2.1. In complying with its obligations under the Contract, the Contractor shall:

- a) comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including but not limited to the Modern Slavery Act 2015;
- b) have and maintain throughout the term of this Contract its own policies and procedures to ensure its compliance;
- c) not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4 of the Modern Slavery Act 2015 if such activity, practice or conduct were carried out in the UK; and
- d) include in its contracts with its direct sub-contractors and suppliers anti-slavery and human trafficking provisions that are as least as onerous as those set out in this clause 4.2.

4.2.2. If the Contractor, its Staff or anyone acting on the Contractor's behalf, engages in conduct prohibited by or in breach of clause 4.2.1, the Client may:

- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or
- b) continue under the Contract and recover in full from the Contractor any loss sustained by the Client in consequence of any breach of that clause.

4.3. Prevention of Fraud

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

4.3.2. The Contractor shall notify the Client immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.

4.3.3. If the Contractor or its Staff commits Fraud in relation to this or any other contract with the Crown or the Client the Client may:

- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Client resulting from the termination, including the cost reasonably incurred by the Client of making other arrangements for the supply of the Services and any additional expenditure incurred by the Client throughout the remainder of the Contract Period; or
- b) continue under the Contract and recover in full from the Contractor any loss sustained by the Client in consequence of any breach of this clause.

4.4. Discrimination

4.4.1. The Contractor shall not unlawfully discriminate either directly or indirectly on such grounds as race, colour, ethnic or national origin, disability, sex or sexual orientation, religion or belief, or age and without prejudice to the generality of the foregoing the Contractor shall not unlawfully discriminate within the meaning and scope of the Disability Discrimination Act 1995, the Equality Act 2006, the Equality Act 2010, the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof.

4.4.2. The Contractor shall take all reasonable steps to secure the observance of clause 4.4.1 by all Staff.

4.5. The Contracts (Rights of Third Parties) Act 1999

4.5.1. A person who is not a Party to the Contract shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of both Parties. This clause does not affect any right or remedy of any person which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.

4.6. Environmental Requirements

4.6.1. The Contractor shall, when working on the Premises, perform its obligations under the Contract in accordance with the Client's environmental policy as made available by the Client to the Contractor from time to time.

4.7. Health and Safety

4.7.1. The Contractor shall promptly notify the Client of any health and safety hazards which may arise in connection with the performance of its obligations under the Contract. The Client shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Premises and which may affect the Contractor in the performance of its obligations under the Contract.

4.7.2. While on the Premises, the Contractor shall comply with any health and safety measures implemented by the Client in respect of Staff and other persons working there.

4.7.3. The Contractor shall notify the Client 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.

4.7.4. The Contractor 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 performance of its obligations under the Contract.

4.7.5. The Contractor 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 Client on request.

5. PROTECTION OF INFORMATION

5.1. Data Protection

5.1.1. For the purposes of this clause 5.1, the terms "Controller", "Processor", "Data Subject", "Personal Data", "Process", "Personal Data Breach" and "Processing shall have the meaning prescribed under the applicable Data Protection Legislation.

- 5.1.2. The Contractor shall (and shall ensure that all Staff and sub-contractors) comply with any notification requirements under the Data Protection Legislation and both Parties will duly observe all their obligations under the Data Protection Legislation which arise in connection with the Contract. This clause 5.1 is in addition to, and does not relieve, remove or replace a party's obligations or rights under the Data Protection Legislation.
- 5.1.3. The parties have determined that, for the purposes of the Data Protection Legislation, the Contractor shall process the Personal Data set out in Schedule 4 as a Processor for the Client. If this determination changes during the Contract Period, the parties shall use all reasonable endeavours to make any changes that are necessary to this clause 5.1 and Schedule 4.
- 5.1.4. Without prejudice to clause 5.1.2, where the Contractor processes Personal Data as a Controller, the Contractor shall:
- a) process all Personal Data strictly in accordance with its privacy policy; and
 - b) not amend its privacy policy without the Client's prior written consent.
- 5.1.5. If there are any inconsistencies or conflict between the terms of the Contractor's privacy policy and the Contract, the Contract shall take precedence.
- 5.1.6. Without prejudice to clause 5.1.2, where the Contractor processes Personal Data as a Processor on behalf of the Client, the Contractor shall:
- a) Process the Personal Data only in accordance with documented written instructions from the Client (which may be specific instructions or instructions of a general nature) as set out in this Contract or as otherwise notified by the Client from time to time, unless the Contractor is required to process the Personal Data by Law, in which case the Contractor shall inform the Client of such legal requirement before processing, unless that Law prohibits such information on important grounds of public interest. The Contractor shall immediately inform the Client if, in the opinion of the Contractor, the instructions of the Client infringe the Data Protection Legislation;
 - b) comply with all applicable Laws;
 - c) Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services under this Contract or as is required by Law or any Regulatory Body;

- d) implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk and protect the Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction, damage, alteration or disclosure, including inter alia as appropriate;
 - (i) the pseudonymisation and encryption of Personal Data;
 - (ii) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
 - (iii) the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and
 - (iv) a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.

On the Client's request, the Contractor shall provide a written description of the technical and organisational methods employed by the Contractor for processing of Personal Data (within the timescales reasonably required by the Client). These measures shall be appropriate to the harm damage and/or distress which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

- e) restore the Personal Data at its own expense if any Personal Data is lost or corrupted as a result of any act or omission of Contractor or any of its sub-contractors and reimburse the Client in full in respect of any time and expenses incurred or accrued by the Client in restoring or assisting in the restoration of the Personal Data;
- f) take reasonable steps to ensure the reliability of its Staff and agents who may have access to the Personal Data;
- g) not cause or permit the Personal Data to be transferred outside of the European Economic Area as it relates to Personal Data originating from the European Economic Area) or outside of the UK (as it relates to Personal Data originating from the UK) without the prior consent of the Client and, where the Client consents to such transfer, the Contractor shall ensure that:

- i. such transfer is made to a country, territory or international organisation that is subject to adequacy regulations under the Data Protection Legislation, such that it is deemed by the relevant Supervisory Authority as providing adequate protection of the privacy rights of Data Subjects;
 - ii. it participates in a valid cross-border transfer mechanism under the Data Protection Legislation (including, where applicable, the SCCs), so that the Contractor (and, where appropriate, the Client) can ensure that appropriate safeguards are in place to ensure an adequate level of protection with respect to the privacy rights of individuals as required by Article 46 of the UK GDPR and EU GDPR. The Contractor must identify in Schedule 4 the transfer mechanism that enables the parties to comply with these cross-border data transfer provisions and the Contractor must immediately inform the Client of any change to that status; or
 - iii. one of the derogations for specific situations in the applicable Data Protection Legislation applies to the transfer of the Personal Data outside of the UK or European Economic Area (as applicable), as set out in Schedule 4.

- h) promptly provide to the Client such information, co-operation and assistance as the Client may from time to time reasonably require to enable it to comply with its obligations under the Data Protection Legislation as a Controller in respect of any Personal Data (including, without limitation, to comply with any request or notice referred to in this Clause 5.1, breach notifications and the Client's obligations regarding impact assessments and consultations with the relevant Supervisory Authority);

- i) ensure that all Staff and agents required to access the Personal Data are informed of the confidential nature of the Personal Data, have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality, and comply with the obligations set out in this clause 5.1; and

- j) not disclose (and procure that the Staff shall not disclose) Personal Data to any third parties in any circumstances other than with the written consent of the Client or in compliance with a legal obligation imposed upon the Client (in which case, the Contractor shall inform the Client of the intention to disclose the Personal Data in compliance with a legal obligation unless such notification is prohibited by the legal

obligation).

5.1.7. The Contractor shall:

- a) notify the Client as soon as possible and at the latest within two Working Days if it
 - (i) receives a complaint, notice or communication from a Data Subject regarding the processing of their Personal Data, including any request from a Data Subject to have access to that person's Personal Data or any other exercise of the Data Subject's rights; or
 - (ii) receives a complaint, notice, communication or request relating to the Client's obligations under the Data Protection Legislation or the processing of the Personal Data, from the relevant Supervisory Authority or otherwise; or
 - (iii) becomes aware of any threatened or 'near miss' incidents of unauthorised or unlawful processing, loss or destruction of, or damage to, the Personal Data ("**Threatened Breach**"); and
- b) provide such assistance as the Client may reasonably require so that the Client can respond to and deal with any such complaint, notice, communication or request, including but not limited to a copy of any such request, complaint, communication or notice and reasonable details of the circumstances giving rise to it or the Threatened Breach, and

in no event shall the Contractor respond directly to a request, notice, communication or complaint unless expressly authorised to do so by the Client.

5.1.8. The Contractor undertakes that it shall:

- a) not appoint or replace (or change the terms of the appointment of) another processor or allow any sub-contractors to have access to, receive or process Personal Data without obtaining prior written consent from the Client (such consent to be at the Client's sole discretion);
- b) ensure that, where the Client gives consent pursuant to Clause 5.1.8.a), each sub-contractor enters into a written agreement with the Contractor in equivalent terms to the data protection obligations set out in the Contract and described in this Clause 5.1;

- c) notify the Client without undue delay and at the latest within two Working Days upon becoming aware of a Personal Data Breach, and shall promptly provide such information and assistance as is reasonably required by the Client in order for the Client to react and respond in accordance with its obligations under, and within the timeframes specified by, the Data Protection Legislation;
- d) on termination or expiry of this Contract, and at any time on the request of the Client, either return the Personal Data in the format requested by the Client (and destroy all remaining copies), or destroy all of the Personal Data (including all copies of it), in either case immediately and confirm in writing that it has complied with this obligation, unless the Contractor is required by Law to continue to process the Personal Data, in which case the Contractor shall promptly notify the Client, in writing, of what that Law is and shall only be permitted to process the Personal Data for the specific purpose so-notified, and all other requirements set out in this clause 5.1 shall continue to apply to such Personal Data notwithstanding the termination or expiry of the Contract for as long as such Personal Data is processed by the Contractor;
- e) maintain adequate records, and, on the Client's request, make available such information as the Client may reasonably request, and allow for and submit its premises and operations to audits, including inspections, by the Client or the Client's designated auditor, to demonstrate its compliance with applicable Data Protection Laws and this clause 5.1; and
- f) notify the Client immediately upon becoming aware that it is or is likely to become unable to comply with its obligations regarding the processing of Personal Data under this Contract or the Data Protection Legislation. Following notification, the Client shall be entitled, in its absolute discretion, to terminate this Contract on written notice. The Client may, in addition to or instead of terminating this Contract, require the Contractor to undertake one or more of the following:
 - (i) immediately take such remedial action as is required to ensure compliance with the Contract and/or the Data Protection Legislation and prevent or remedy any breach;
 - (ii) provide such information as is reasonably required by the Client in respect of the incident leading to such notification; and/or

(iii) cease to process the Personal Data, return all materials containing the Personal Data and delete all copies.

5.1.9. The Contractor shall indemnify and keep indemnified the Client from and against all costs, expenses, damages or losses of any kind suffered by it arising from any claim or demand brought by any person, Data Subject or Supervisory Authority or payable by it as a result of a breach or alleged breach by the Contractor of the Data Protection Legislation or this Clause 5.1.

5.1.10. The provision of this clause 5.1 shall apply during the Contract Period and indefinitely after its termination or expiry.

5.2. Official Secrets Acts 1911 to 1989, S182 of the Finance Act 1989

5.2.1. The Contractor shall comply with, and shall ensure that its Staff comply with, the provisions of:

- a) the Official Secrets Acts 1911 to 1989; and
- b) Section 182 of the Finance Act 1989.

5.2.2. In the event that the Contractor or its Staff fail to comply with this clause 5.2, the Client reserves the right to terminate the Contract by giving notice in writing to the Contractor.

5.3. Confidential Information

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

- a) treat the other Party's Confidential Information as confidential (and safeguard it accordingly); and
- b) not disclose the other Party's Confidential Information to any other person without the other Party's prior written consent.

5.3.2. Clause 5.3.1 shall not apply to the extent that:

- a) such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations pursuant to clause 5.4 (Freedom of Information);
- b) such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
- c) such information was obtained from a third party without obligation of confidentiality;
- d) such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or

- e) such information was independently developed without access to the other Party's Confidential Information.

5.3.3. The Contractor may only disclose the Client's Confidential Information to the Staff who are directly involved in the provision of the 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.

5.3.4. The Contractor shall not, and shall procure that the Staff do not, use any of the Client's Confidential Information received otherwise than for the purposes of this Contract.

5.3.5. At the written request of the Client, the Contractor shall procure that those members of the Staff identified in the Client's notice signs a confidentiality undertaking prior to commencing any work in accordance with this Contract.

5.3.6. Nothing in this Contract shall prevent the Client from disclosing the Contractor's Confidential Information:

- a) to any Crown Body or any Contracting Authority. All Crown Bodies or Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Crown Bodies or 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 Crown Body or any Contracting Authority;
- b) to any consultant, contractor or other person engaged by the Client or any person conducting an Office of Government Commerce gateway review;
- c) for the purpose of the examination and certification of the Client's accounts; or
- d) for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Client has used its resources.

5.3.7. The Client shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause 5.3.6 is made aware of the Client's obligations of confidentiality.

5.3.8. Nothing in this clause 5.3 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 the other Party's Intellectual Property Rights.

- 5.3.9. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Client 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. Notwithstanding any other term of this Contract, the Contractor hereby gives its consent for the Client to publish this 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 Contract, to the general public.
- 5.3.10. The Client may consult with the Contractor to inform its decision regarding any redactions referred to in clause 5.3.9 but the Client shall have the final decision in its absolute discretion.
- 5.3.11. The Contractor shall assist and cooperate with the Client to enable the Client to publish this Contract in accordance with clause 5.3.9.

5.4. Freedom of Information

- 5.4.1. The Contractor acknowledges that the Client is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Client to enable the Client to comply with its information disclosure obligations.
- 5.4.2. The Contractor shall, and shall procure that any sub-contractors shall, transfer to the Client 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. The Contractor (or any sub-contractor as relevant) shall also;
- a) provide the Client with a copy of all information in its possession, or power in the form that the Client requires in order to meet its obligations under the FOIA and/or Environmental Information Regulations within five (5) Working Days (or such other period as the Client may specify) of the Client's request; and
 - b) provide all necessary assistance as reasonably requested by the Client to enable the Client 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.
- 5.4.3. The Client shall be responsible for determining in its absolute discretion (and notwithstanding any other provision in this Contract

or any other agreement) 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.

- 5.4.4. In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Client.
- 5.4.5. The Contractor acknowledges that (notwithstanding the provisions of clause 5.4.2) the Client may, acting in accordance with the Constitutional Affairs Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA (for the purposes of this Clause 5.4, the "**Code**"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services in certain circumstances:
- a) without consulting the Contractor; or
 - b) following consultation with the Contractor and having taken their views into account,

provided always that, where clause 5.4.5a) applies, the Client shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.

- 5.4.6. The Contractor shall ensure that all information relating to this Contract is retained for disclosure and shall permit the Client to inspect such records as requested from time to time.
- 5.4.7. The Contractor acknowledges that the Commercially Sensitive Information listed in Schedule 3 (Commercially Sensitive Information) is of indicative value only and that the Client may be obliged to disclose it in accordance with this clause 5.4.

5.5. Publicity, Media and Official Enquiries

- 5.5.1. Without prejudice to the Client's obligations under the FOIA, neither Party shall make any press announcement or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.
- 5.5.2. Both Parties shall take reasonable steps to ensure that their servants, employees, agents, sub-contractors, suppliers, professional advisors and consultants comply with clause 5.5.1.

5.6. Security

- 5.6.1. The Client shall be responsible for maintaining the security of the Premises in accordance with its standard security requirements. The Contractor shall comply with all security requirements of the Client while on the Premises, and shall ensure that all Staff comply with

such requirements.

5.6.2. The Client shall provide the Contractor upon reasonable request copies of its written security procedures and shall afford the Contractor upon reasonable request with an opportunity to inspect its physical security arrangements.

5.7. Intellectual Property Rights

5.7.1. All Intellectual Property Rights in any documents, guidance, specifications, instructions, toolkits, plans, data, drawings, videos, photographs, marketing collateral, digital content, databases, patents, patterns, models, designs or other materials in any form (the "**IP Materials**"):

a) furnished to or made available to the Contractor by or on behalf of the Client shall remain the property of the Client; and

b) prepared by (or by a sub-contractor on behalf of) the Contractor in the provision of any of the Services under the Contract shall belong to the Client.

5.7.2. The Contractor shall not, and shall ensure that the Staff shall not, (except when necessary for the performance of the Contract) without prior Approval, use or disclose any Intellectual Property Rights in the IP Materials.

5.7.3. The Contractor hereby assigns to the Client, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause 5.7.1.b, including (but not limited to) all Intellectual Property Rights owned by sub-contractors that have been created in relation to the performance by the Contractor of its obligations under the Contract. This assignment shall take effect on the date of the Contract or as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by or for the Contractor. The Contractor shall execute all documentation necessary to execute this assignment.

5.7.4. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced by (or on behalf of) the Contractor in the performance of the Contract.

5.7.5. The Contractor shall not infringe any Intellectual Property Rights of any third party in supplying the Services and the Contractor shall, during and after the Contract Period, indemnify and keep indemnified and hold the Client and the Crown harmless from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the Client or the

Crown may suffer or incur as a result of or in connection with any breach of this clause, except where any such claim arises from:

- a) items or materials based upon designs supplied by the Client;
or
- b) the use of data supplied by the Client which is not required to be verified by the Contractor under any provision of the Contract.

5.7.6. The Client shall notify the Contractor in writing of any claim or demand brought against the Client for infringement or alleged infringement of any Intellectual Property Right in materials supplied or licensed by the Contractor.

5.7.7. The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Rights in materials supplied or licensed by the Contractor, provided always that the Contractor:

- a) shall consult the Client on all substantive issues which arise during the conduct of such litigation and negotiations;
- b) shall take due and proper account of the interests of the Client; and
- c) shall not settle or compromise any claim without prior Approval (not to be unreasonably withheld or delayed).

5.7.8. The Client shall, at the request of the Contractor, afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Client or the Contractor by a third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Contractor's obligations under the Contract and the Contractor shall indemnify the Client for all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so. The Contractor shall not, however, be required to indemnify the Client in relation to any costs and expenses incurred in relation to or arising out of a claim, demand or action which relates to the matters in part a) or b) of clause 5.7.6.

5.7.9. The Client shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Client or the Contractor in connection with the performance of its obligations under the Contract without the prior consent of the Contractor.

5.7.10. If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection

with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the Client and, at its own expense and subject to the consent of the Client (not to be unreasonably withheld or delayed), use its best endeavours to:

- a) modify any or all of the Services without reducing the performance or functionality of the same, or substitute alternative Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions herein shall apply *mutatis mutandis* to such modified Services or to the substitute Services; or
- b) procure a licence to use and supply the Services, which are the subject of the alleged infringement, on terms which are acceptable to the Client,

and in the event that the Contractor is unable to comply with clauses 5.7.11 a) or b) within 20 Working Days of receipt of the Contractor's notification the Client may terminate the Contract with immediate effect by notice in writing.

5.7.11. The Contractor grants to the Client a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-licence, assign or otherwise transfer) to use any Intellectual Property Rights that the Contractor (or any of its third party sub-contractors) owned or developed prior to the Commencement Date or outside the scope of the Contract and which the Client reasonably requires in order exercise its rights and take the benefit of this Contract including the Services provided.

5.8. Audit

5.8.1. The Contractor shall keep and maintain until 6 years after the end of the Contract Period, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Services supplied under it, discharge of its obligations under this Contract, compliance with applicable Law and the Data Protection Legislation, all expenditure reimbursed by the Client, and all payments made by the Client (the "**Records**"). The Contractor shall on request afford the Client or the Client's representatives such access to those Records, the Premises and the Staff as may be requested by the Client in connection with the Contract.

5.9. Artificial Intelligence System

5.9.1. If the Contractor intends to use an Artificial Intelligence System in order to deliver the Services, the Contractor shall:

- a) promptly notify the Client of this intention (including details of the nature and type of Artificial Intelligence System it intends to use); and
- b) where the Artificial Intelligence System has been trained using data, confirm that the Contractor has obtained all the

necessary permissions and licences to lawfully use such data for the purpose of training the Artificial Intelligence System.

- 5.9.2. For the avoidance of doubt, the Contractor shall notify the Client of the requirements stipulated in clause 5.9.1 before adopting or otherwise using the Artificial Intelligence System to deliver the Services. The Contractor shall not use any Artificial Intelligence System without first obtaining the Client's prior written consent.
- 5.9.3. Upon receiving the Contractor's notification pursuant to clause 5.9.1, the Client may, in its sole discretion, give written consent to the Contractor to use the Artificial Intelligence System to deliver the Services.

6. CONTROL OF THE CONTRACT

6.1. Transfer and Sub-Contracting

- 6.1.1. Except where clauses 6.1.4 and 6.1.6 apply, the Contractor shall not assign, novate, sub-contract or in any other way dispose of the Contract or any part of it without prior Approval. Sub-contracting any part of the Contract shall not relieve the Contractor of any of its obligations or duties under the Contract.
- 6.1.2. The Contractor shall be responsible for the acts and omissions of its sub-contractors as though they are its own.
- 6.1.3. Where the Client has consented to the placing of sub-contracts, copies of each sub-contract shall, at the request of the Client, be sent by the Contractor to the Client as soon as reasonably practicable.
- 6.1.4. Notwithstanding clause 6.1.1, the Contractor may assign to a third party (the "**Assignee**") the right to receive payment of the Contract Price or any part thereof due to the Contractor under this Contract (including any interest which the Client incurs under clause 3.2.6).
- 6.1.5. Any assignment under clause 6.1.4 shall be subject to:
- a) reduction of any sums in respect of which the Client exercises its right of recovery under clause 3.3 (Recovery of Sums Due);
 - b) all related rights of the Client under the Contract in relation to the recovery of sums due but unpaid; and
 - c) the Client receiving notification under both clauses 6.1.6 and 6.1.7.
- 6.1.6. In the event that the Contractor assigns the right to receive the Contract price under clause 6.1.4, the Contractor or the Assignee shall notify the Client in writing of the assignment and the date upon which the assignment becomes effective.

- 6.1.7. The Contractor shall ensure that the Assignee notifies the Client of the Assignee's contact information and bank account details to which the Client shall make payment.
- 6.1.8. The provisions of clause 3.2 (Payment and VAT) shall continue to apply in all other respects after the assignment and shall not be amended without prior Approval.
- 6.1.9. Subject to clause 6.1.11, the Client may assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof to:
- a) any Contracting Authority; or
 - b) any body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Client; or
 - c) any private sector body which substantially performs the functions of the Client,
- provided that any such assignment, novation or other disposal shall not increase the burden of the Contractor's obligations under the Contract.
- 6.1.10. Any change in the legal status of the Client such that it ceases to be a Contracting Authority shall not, subject to clause 6.1.9, affect the validity of the Contract. In such circumstances, the Contract shall bind and inure to the benefit of any successor body to the Client.
- 6.1.11. If the rights and obligations under the Contract are assigned, novated or otherwise disposed of pursuant to clause 6.1.9 to a body which is not a Contracting Authority or if there is a change in the legal status of the Client such that it ceases to be a Contracting Authority (in the remainder of this clause both such bodies being referred to as the "**Transferee**") then:
- a) the rights of termination of the Client in clauses 8.1 (Termination on insolvency and change of control) and 8.2 (Termination on Default) shall be available to the Contractor in the event of respectively, the bankruptcy or insolvency, or material Default of the Transferee; and
 - b) the Transferee shall only be able to assign, novate or otherwise dispose of its rights and obligations under the Contract or any part thereof with the prior consent in writing of the Contractor.
- 6.1.12. The Client may disclose to any Transferee any Confidential Information of the Contractor which relates to the performance of the Contractor's obligations under the Contract. In such

circumstances the Client shall authorise the Transferee to use such Confidential Information only for purposes relating to the performance of the Contractor's obligations under the Contract and for no other purpose and shall take all reasonable steps to ensure that the Transferee gives a confidentiality undertaking in relation to such Confidential Information.

6.2. Waiver

6.2.1. 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.

6.2.2. 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 1.5 (Notices).

6.2.3. A waiver 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.

6.3. Variation

6.3.1. Subject to the provisions of this clause 6.3, the Client may request a variation to the Specification provided that such variation does not amount to a material change to the Specification. Such a change is hereinafter called a "**Variation**".

6.3.2. The Client may request a Variation by notifying the Contractor in writing of the Variation and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Contract Price is required in order to implement the Variation. The Client shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation. If the Contractor accepts the Variation it shall confirm the same in writing.

6.3.3. In the event that the Contractor is unable to accept the Variation to the Specification or where the Parties are unable to agree a change to the Contract Price, the Client may;

- a) allow the Contractor to fulfil its obligations under the Contract without the variation to the Specification; or
- b) terminate the Contract with immediate effect, except where the Contractor has already delivered all or part of the Services or where the Contractor can show evidence of substantial work being carried out to fulfil the requirements of the Specification; and in such case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution

cannot be reached, the matter shall be dealt with under the Dispute Resolution procedure detailed at Clause 9.2.

6.4. Severability

6.4.1. If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any such modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Contract.

6.5. Remedies in the event of inadequate performance

6.5.1. Where a complaint is received by the Client about the standard of Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor's obligations under the Contract, then the Client shall notify the Contractor, and where considered appropriate by the Client, investigate the complaint. The Client may, in its sole discretion, uphold the complaint and take further action in accordance with clause 8.2 (Termination on Default) of the Contract.

6.5.2. In the event that the Client is of the reasonable opinion that there has been a material breach of the Contract by the Contractor, then the Client may, without prejudice to its rights under clause 8.2 (Termination on Default), do any of the following:

- a) without terminating the Contract, itself supply or procure the supply of all or part of the Services until such time as the Contractor shall have demonstrated to the reasonable satisfaction of the Client that the Contractor will once more be able to supply all or such part of the Services in accordance with the Contract;
- b) without terminating the whole of the Contract, terminate the Contract in respect of part of the Services only (whereupon a corresponding reduction in the Contract Price shall be made) and thereafter itself supply or procure a third party to supply such part of the Services; and/or
- c) terminate, in accordance with clause 8.2 (Termination on Default), the whole of the Contract.

6.5.3. Without prejudice to its right under clause 3.3 (Recovery of Sums Due), the Client may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Client or a third party to the extent that such costs exceed the payment which

would otherwise have been payable to the Contractor for such part of the Services and provided that the Client uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

6.5.4. If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Client shall instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within 10 Working Days or such other period of time as the Client may direct.

6.5.5. In the event that:

- a) the Contractor fails to comply with clause 6.5.4 above and the failure:
 - (i) is materially adverse to the interests of the Client; or
 - (ii) prevents the Client from discharging a statutory duty;or
- b) the Contractor persistently fails to comply with clause 6.5.4 above,

the Client may terminate the Contract with immediate effect by notice in writing.

6.6. Remedies Cumulative

6.6.1. 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.

6.7. Extension of Initial Contract Period

6.7.1. Subject to clause 3.4 (Price adjustment on extension of the Initial Contract Period), the Client may, by giving written notice to the Contractor not less than 3 Months prior to the last day of the Initial Contract Period, extend the Contract for a further period of up to 12 Months. The provisions of the Contract will apply (subject to any Variation or adjustment to the Contract Price pursuant to clause 3.4 (Price adjustment on extension of the Initial Contract Period)) throughout any such extended period.

6.8. Entire Agreement

6.8.1. The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with therein. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this clause shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

6.8.2. In the event of, and only to the extent of, any conflict between the clauses of the Contract, any document referred to in those clauses and the Schedules, the conflict shall be resolved in accordance with the following order of precedence:

- a) the clauses of the Contract;
- b) the Schedules; and
- c) any other document referred to in the clauses of the Contract.

6.9. Counterparts

6.9.1. This 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.

7. LIABILITIES

7.1. Liability, Indemnity and Insurance

7.1.1. Neither Party excludes or limits liability to the other Party for:

- a) death or personal injury caused by its negligence; or
- b) Fraud; or
- c) fraudulent misrepresentation; or
- d) any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982.

7.1.2. The Contractor shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused directly by the negligence, or wilful misconduct of the Client or by breach by the Client of its obligations under the Contract.

7.1.3. Subject always to clause 7.1.1, in no event shall either Party be liable to the other for any:

- a) loss of profits, business, revenue or goodwill; and/or
- b) loss of savings (whether anticipated or otherwise); and/or
- c) indirect or consequential loss or damage.

7.1.4. The Contractor shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Contractor.

7.1.5. Subject to clause 7.1.1, each Party's total aggregate liability under or in connection with the Contract (whether in tort, contract or otherwise) shall not exceed 125% of the Contract Price.

- 7.1.6. The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor, arising out of the Contractor'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 duration of the Contract Period and for a period of [2] years after the expiry or termination of this Contract.
- 7.1.7. The Contractor shall hold employer's liability insurance in respect of Staff in accordance with any legal requirement from time to time in force.
- 7.1.8. The Contractor shall give the Client, 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.
- 7.1.9. If, for whatever reason, the Contractor fails to give effect to and maintain the insurances required by the provisions of the Contract the Client may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.
- 7.1.10. The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in clause 7.1.2.

7.2. Warranties and Representations

7.2.1. The Contractor warrants and represents that:

- a) it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- b) in entering the Contract it has not committed any Fraud;
- c) as at the Commencement Date, all information contained in any Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Client prior to execution of the Contract;
- d) no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened

against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;

- e) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
- f) 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 Contractor 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 Contractor's assets or revenue;
- g) 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;
- h) in the three 3 years prior to the date of the Contract:
 - (i) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;
 - (ii) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and
 - (iii) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract.

8. DEFAULT, DISRUPTION AND TERMINATION

8.1. Termination on insolvency and change of control

8.1.1. The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is a company and in respect of the Contractor:

- a) it commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or 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
- b) a petition is filed, a notice is given, a shareholders' meeting is convened or a resolution is passed or an order is made, for

or in connection with its winding-up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or

- c) 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
- d) a person becomes entitled to appoint a receiver over all or any of the assets or a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- e) an application to the court or an 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
- f) it suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 as if the words "it is proved to the satisfaction of the court" did not appear in sections 123(1)(e) or 123(2) of the Insolvency Act 1986; or
- g) it applies to the court for a moratorium, or a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- h) a creditor or encumbrancer of the other party 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 other party's assets and such attachment or process is not discharged within 14 days; or
- i) any event similar to those listed in 8.1.1 a) to h) occurs under the law of any other jurisdiction; or
- j) it suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

8.1.2. The Client may terminate the Contract with immediate effect by notice in writing where the Contractor is an individual and:

- a) 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 Contractor's creditors; or

- b) a petition is presented and not dismissed within 14 days or order made for the Contractor's bankruptcy; or
- c) a receiver, or similar officer is appointed over the whole or any part of the Contractor's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets; or
- d) the Contractor 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
- e) 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 Contractor's assets and such attachment or process is not discharged within 14 days; or
- f) he dies or is adjudged incapable of managing his affairs within the meaning of Part I of the Mental Capacity Act 2005; or
- g) he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

8.1.3. The Contractor shall notify the Client immediately if the Contractor undergoes a change of control within the meaning of section 450 of the Corporation Tax Act 2010 ("**change of control**"). The Client may terminate the Contract by notice in writing with immediate effect within six months of:

- a) being notified that a change of control has occurred; or
- b) where no notification has been made, the date that the Client 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.

8.2. Termination on Default

8.2.1. The Client may terminate the Contract by written notice to the Contractor with immediate effect if the Contractor commits a Default and if:

- a) the Contractor has not remedied the Default to the satisfaction of the Client within 25 Working Days, or such other period as may be specified by the Client, after issue of a written notice specifying the Default and requesting it to be remedied; or
- b) the Default is not, in the opinion of the Client, capable of remedy; or

c) the Default is a material breach of the Contract.

8.2.2. The Client may terminate the Contract by written notice to the Contractor with immediate effect if the Contractor commits a Default of clause 5.1 (Data Protection).

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

8.2.4. If the Client fails to pay the Contractor undisputed sums of money when due, the Contractor shall notify the Client in writing of such failure to pay. If the Client fails to pay such undisputed sums within 90 Working Days of the date of such written notice, the Contractor 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 Client exercising its rights under clauses 3.3.1 (Recovery of Sums Due).

8.3. Break

8.3.1. The Client shall have the right to terminate the Contract at any time by giving 3 Months' written notice to the Contractor.

8.4. Consequences of Expiry or Termination

8.4.1. Where the Client terminates the Contract under clause 8.2 (Termination on Default) and then makes other arrangements for the supply of Services, the Client may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Client throughout the remainder of the Contract Period. The Client shall take reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under clause 8.2 (Termination on Default), no further payments shall be payable by the Client to the Contractor (for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Client), until the Client has established the final cost of making the other arrangements envisaged under this clause.

8.4.2. Save as otherwise expressly provided in the Contract:

- a) 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 such termination or expiry; and

- b) termination of the Contract shall not affect the continuing rights, remedies or obligations of the Client or the Contractor under clauses 3.2 (Payment and VAT), 3.3 (Recovery of Sums Due), 4.1 (Prevention of Corruption), 5.1 (Data Protection Act), 5.2 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989), 5.3 (Confidential Information), 5.4 (Freedom of Information), 5.7 (Intellectual Property Rights), 5.8 (Audit), 6.6 Remedies Cumulative), 7.1 (Liability, Indemnity and Insurance), 8.4 (Consequences of Expiry or Termination), 8.6 (Recovery upon Expiry or Termination) and 9.1 (Governing Law and Jurisdiction).

8.5. Disruption

8.5.1. The Contractor shall take reasonable care to ensure that in the performance of its obligations under the Contract it does not disrupt the operations of the Client, its employees or any other contractor employed by the Client.

8.5.2. The Contractor shall immediately inform the Client of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.

8.5.3. In the event of industrial action by any Staff, the Contractor shall seek prior Approval to its proposals to continue to perform its obligations under the Contract.

8.5.4. If the Contractor's proposals referred to in clause 8.5.3 are considered insufficient or unacceptable by the Client acting reasonably, then the Contract may be terminated with immediate effect by the Client by notice in writing.

8.5.5. If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Client, the Contractor may request a reasonable allowance of time and in addition, the Client will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

8.6. Recovery upon Termination

8.6.1. On the termination of the Contract for any reason, the Contractor shall:

- a) immediately return to the Client all Confidential Information, Personal Data and IP Materials 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 Services;

- b) immediately deliver to the Client all Property (including materials, documents, information and access keys) provided to the Contractor under clause 2.8. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
- c) assist and co-operate with the Client to ensure an orderly transition of the provision of the Services to the Replacement Contractor and/or the completion of any work in progress.
- d) promptly provide all information concerning the provision of the Services which may reasonably be requested by the Client for the purposes of adequately understanding the manner in which the Services have been provided or for the purpose of allowing the Client or the Replacement Contractor to conduct due diligence.

8.6.2. If the Contractor fails to comply with clause 8.6.1.a) and 8.6.1.b), the Client may recover possession thereof and the Contractor grants a licence to the Client or its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its permitted suppliers or sub-contractors where any such items may be held.

8.6.3. Where the end of the Contract Period arises due to the Contractor's Default, the Contractor shall provide all assistance under clause 8.6.1.c) and 8.6.1.d)) free of charge. Otherwise, the Client shall pay the Contractor's reasonable costs of providing the assistance and the Contractor shall take all reasonable steps to mitigate such costs.

8.7. Force Majeure

8.7.1. 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.

8.7.2. Any failure or delay by the Contractor 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 Contractor.

8.7.3. If either Party becomes aware of Force Majeure which gives rise to, or is likely to give rise to, any failure or delay on its part as described in clause 8.7.1 it shall immediately notify the other and shall inform the other of the period for which it is estimated that such failure or delay shall continue.

9. DISPUTES AND LAW

9.1. Governing Law and Jurisdiction

9.1.1. Subject to the provisions of clause 9.2, the Client and the Contractor accept the exclusive jurisdiction of the English courts and agree that the Contract and all non-contractual obligations and other matters arising from or connected with it are to be governed and construed according to English law.

9.2. Dispute Resolution

9.2.1. 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 20 Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the finance director (or equivalent) of each Party.

9.2.2. 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.

9.2.3. If the dispute cannot be resolved by the Parties pursuant to clause 9.2.1 the Parties shall refer it to mediation pursuant to the procedure set out in clause 9.2.5, unless: (a) the Client considers that the dispute is not suitable for resolution by mediation; or (b) the Contractor does not agree to mediation.

9.2.4. The obligations of the Parties under the Contract shall not cease, or be suspended or delayed by the reference of a dispute to mediation (or arbitration) and the Contractor and the Staff shall comply fully with the requirements of the Contract at all times.

9.2.5. The procedure for mediation and consequential provisions relating to mediation are as follows:

- a) 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 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 10 Working Days from the date of the proposal to appoint a Mediator or within 10 Working Days of notice to either Party that he is unable or unwilling to act, apply to the Centre for Effective Dispute Resolution (or other mediation

provider) to appoint a Mediator.

- b) 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 Centre for Effective Dispute Resolution (or other mediation provider) to provide guidance on a suitable procedure.
- c) 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.
- d) If the Parties reach agreement on the resolution of the dispute, the agreement shall be recorded in writing and shall be binding on the Parties once it is signed by their duly authorised representatives.
- e) Failing agreement, either of the Parties may invite the Mediator to provide a non-binding but informative written opinion. 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.
- f) If the Parties fail to reach agreement in the structured negotiations within 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 unless the dispute is referred to arbitration pursuant to the procedures set out in clause 9.2.6.

9.2.6. Subject to clause 9.2.2, the Parties shall not institute court proceedings until the procedures set out in clauses 9.2.1 and 9.2.3 have been completed save that:

- a) the Client may at any time before court proceedings are commenced, serve a notice on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause 9.2.7.
- b) if the Contractor intends to commence court proceedings, it shall serve written notice on the Client of its intentions and the Client shall have 21 days following receipt of such notice to serve a reply on the Contractor requiring the dispute to be referred to and resolved by arbitration in accordance with clause 9.2.7.

- c) the Contractor may request by notice in writing to the Client that any dispute be referred and resolved by arbitration in accordance with clause 9.2.7, to which the Client may consent as it sees fit.

9.2.7. In the event that any arbitration proceedings are commenced pursuant to clause 9.2.6:

- a) the arbitration shall be governed by the provisions of the Arbitration Act 1996;
- b) the Client shall give a written notice of arbitration to the Contractor (the "**Arbitration Notice**") stating:
 - (i) that the dispute is referred to arbitration; and
 - (ii) providing details of the issues to be resolved;
- c) the London Court of International Arbitration ("**LCIA**") procedural rules in force at the date that the dispute was referred to arbitration in accordance with 9.2.7b) shall be applied and are deemed to be incorporated by reference to the Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
- d) the tribunal shall consist of a sole arbitrator to be agreed by the Parties;
- e) if the Parties fail to agree the appointment of the arbitrator within 10 days of the Arbitration Notice being issued by the Client under clause 9.2.7b) or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
- f) the arbitration proceedings shall take place in London and in the English language; and
- g) the arbitration proceedings shall be governed by, and interpreted in accordance with, English law.

SCHEDULE 1 – GOODS, SERVICES AND LOTS

[INSERT TENDER SPECIFICATION]

SCHEDULE 2 – PRICING SCHEDULE

[INSERT A PRICING SCHEDULE AND/OR RATE CARD]

SCHEDULE 3 – COMMERCIALY SENSITIVE INFORMATION

SCHEDULE 4 – PERSONAL DATA

1. PARTICULARS OF PROCESSING

- a) Subject matter: [include details of the scope / subject matter of the processing]
- b) Duration: [include details of the duration of the processing]
- c) Nature: [include details of the nature of the processing]
- d) Purpose: [include details of the purpose of the processing]
- e) Types of personal data: [include details of the types of personal data that will be processed (for e.g. Names, contact details, health data etc.)]
- f) Categories of data subject(s) [include details of the categories of individuals whose personal data will be processed (for e.g. Employees etc.)]:

2. TECHNICAL AND ORGANISATIONAL MEASURES

- a) [include details of the technical and organisational measures that will be put in place by the contractor when processing the personal data].

3. MECHANISM FOR TRANSFERRING PERSONAL DATA OUTSIDE THE UK AND/OR EEA (AS APPLICABLE)

- a) [include details of the transfer mechanism used to lawfully transfer personal data outside of the UK or EEA (as applicable) under Articles 46 and 49 of the UK and EU GDPR].

For and on behalf of the **Royal Armouries:**

Name	
Title	
Signature	
Date	

For and on behalf of the **[Insert name of Contractor]:**

Name	
Title	
Signature	
Date	