

DOCUMENT 3 – CALL-OFF TERMS AND CONDITIONS

TERMS AND CONDITIONS OF SUPPLY INCLUDING SUPPLEMENTARY TERMS AND CONDITIONS

**Schedule 5 – Framework Agreement for the supply and distribution of
fresh food and beverages (including frozen meat)**

Contract Number NPS-Food-0068-16

Applicable to all orders awarded under all lots and geographical zones

THIS AGREEMENT IS DATED AS PER THE ACCOMPANYING PURCHASE ORDER

PARTIES

- (1) The Customer placing the order
- (2) The Supplier identified in the framework award letter

the Customer and the Supplier are each referred to as a “**Party**” and together, the “**Parties**”.

BACKGROUND

- (A) The Welsh Ministers placed a Contract notice on May 12th 2017 in the Official Journal of the European Union inviting potential service providers (including the supplier) to tender for the provision of goods described within the Framework Invitation to Tender
- (B) On the basis of the Supplier's Tender, the Welsh Ministers selected the Supplier to enter a framework agreement to provide services to Participating Organisations who will place Orders for the Goods in accordance with the Framework Agreement.
- (C) This Call-Off Contract sets out the procedure for Ordering Goods, the main terms and conditions for the provision of Goods and the obligations of the Supplier under the framework agreement.
- (D) The Customer is a Participating Organisation, as specified in the OJEU Notice. It has selected the Supplier to provide the Goods and the Supplier is willing and able to provide the Goods in accordance with the terms and conditions of this Call-Off Contract.

AGREED TERMS

1 DEFINITIONS AND INTERPRETATION

- 1.1 For the purposes of this Agreement except where expressly stated to the contrary, the following words shall have the following meaning:

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| Acceptance Criteria | means such criteria as the Customer has specified as must be met by the Goods before the Customer will take delivery of the Goods; |
| Affected Party | means the Party seeking to claim relief in respect of a Force Majeure Event; |
| Agreement | shall have the meaning given in Clause 4.1; |

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| Award Letter | means the letter sent by the Customer to the Supplier notifying it that its tender has been successful and it has been awarded a contract for the supply of goods; |
| Confidential Information | means information listed in the FOI Schedule, which is considered by the Supplier to be confidential under Section 41 of the FOIA, and any information designated as confidential by the Customer, the disclosure of which would be considered by the Supplier to constitute an actionable breach of confidence (without prejudice to the Customer's obligations under the FOIA); |
| Confidentiality Undertaking | means an undertaking not to use or disclose any Confidential Information received save as strictly required to fulfil the purposes of this Agreement (including, without limitation, its re-tender); |
| Contracting Authority | means any contracting authority as defined in the Public Contracts Regulations 2015; |
| Contract Period | means the period calculated in accordance with Clause 3; |
| Data Controller | shall have the meaning given in section 1 of the Data Protection Act 1998; |
| Data Processor | shall have the meaning given in section 1 of the Data Protection Act 1998; |
| Data Protection Legislation | the Data Protection Act 1998 (DPA), the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and |

regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner;

Employment Liabilities

means all claims; demands, penalties, actions, proceedings, damages, compensation, protective awards, court or tribunal orders or awards, fines, costs, expenses, notice pay, pension liabilities and all other losses and liabilities (including legal and other professional expenses on an indemnity basis);

Environmental Information Regulations

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

Equipment

The Supplier's equipment, plant, materials and such other items supplied and used by the Supplier in the performance of its obligations under this Agreement;

FOIA

means the Freedom of Information Act 2000, the Environmental Information Regulations and any subordinate legislation made under or in connection with the Act or the Regulations from time to time in force, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to the Act or the Regulations;

Force Majeure Event

means an event occurring after the date of this Agreement of war, armed conflict, acts of terrorism, riots, fire, flood, storm, earthquake, or disaster or such other similar events which directly causes the Affected Party to be unable to comply with all or a material part of its obligations under this Agreement but excluding any industrial dispute

relating to the Supplier, the Staff or any other failure in the Supplier or any Sub-Contractor's supply chain;

Good Industry Practice

means the exercise of the degree of skill, diligence, prudence, efficiency, foresight and timeliness which would be expected from a leading supplier within the relevant industry or business sector of goods (and of any services associated with the supply of such goods) of a similar type to the Goods and associated services to be supplied under this Agreement;

Goods

means any Goods supplied or to be supplied by the Supplier in accordance with this Agreement, together with any services associated with the supply of such Goods including (but not limited to) delivery, installation, testing, maintenance, repair, removal and/or disposal;

Health and Safety Regime

means the Factories Act 1961, the Offices, Shops and Railway Premises Act 1963, the Health & Safety at Work etc Act 1974, the Fire Precautions Act 1971, the Environmental Protection Act 1990, the Food Safety Act 1990 the Environment Act 1995, the Water Industry Act 1991, and the Water Resources Act 1991 (including in each case any associated regulations, guidance or approved codes of practice), and any similar or analogous health, safety or environmental Legislation which has as its aim the protection of persons or the environment or the prevention or reduction of risk of harm or injury to persons or the environment, or relating to the health and safety of the Goods or their use, as is in force from time to time;

Holding Company

shall have the meaning given in section 1159 of the Companies Act 2006;

Information

shall have the meaning given under section 84 of

the Freedom of Information Act 2000 and/or Regulation 2 of the Environment Information Regulations;

Intellectual Property Rights

means:

- (a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, trade secrets and rights in confidential information
- (b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
- (c) all other rights having equivalent or similar effect in any country or jurisdiction;

Invitation to Tender

means the invitation to tender issued by the Customer for the supply of the Goods;

Legislation

means:

- (a) any applicable statute or proclamation or any delegated or subordinate legislation;
- (b) any enforceable community right within the meaning of section 2(1) European Communities Act 1972;
- (c) any applicable guidance, direction or determination with which the Customer and/or the Supplier is bound to comply to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Customer; and
- (d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales,
In each case in force or applicable in both England and Wales, or in Wales only;

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| Order | means an order for the Goods placed by the Customer in accordance with Clause 6 of this Agreement; |
| Order Number | means the official number allocated by the Customer to an Order; |
| Parent Company | shall have the meaning given in section 1162 and Schedule 7 of the Companies Act 2006; |
| PCR 2015 | means the Public Contracts Regulations 2015; |
| Personal Data | shall have the meaning given in section 1 of the Data Protection Act 1998; |
| Premises | means the location where the Goods are to be supplied as set out in the Order Form; |
| Price | means the price or prices specified in the Order; |
| Prohibited Act | <p>the following constitute Prohibited Acts:</p> <p>(a) directly or indirectly to offer, promise or give any person working for or engaged by the Customer a financial or other advantage to:</p> <p>(i) induce that person to perform improperly a relevant function or activity; or</p> <p>(ii) reward that person for improper performance of a relevant function or activity;</p> <p>(b) directly or indirectly to request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement;</p> <p>(c) committing any offence:</p> <p>(i) under the Bribery Act 2010;</p> <p>(ii) under legislation creating offences concerning fraudulent acts;</p> <p>(iii) at common law concerning fraudulent acts relating to this Agreement or any other contract with the Customer; or</p> |

(iv) defrauding, attempting to defraud or conspiring to defraud the Customer;

Relevant Authority

means any court with the relevant jurisdiction and any local, national or supra-national agency, inspectorate, minister, ministry, official or public or statutory person of the Welsh Ministers, the government of the United Kingdom or of the European Union;

Relevant Transfer

shall have the meaning set out in TUPE;

Replacement Supplier

any third party supplier of the Goods appointed by the Customer to supply any services that are substantially the same as or similar to any of the Goods which the Customer receives in substitution for any of the Goods following the expiry, termination or partial termination of the Contract;

Requests for Information

shall have the meaning set out in section 8 of the FOIA and/or Regulation 5 of the Environmental Information Regulations and includes any apparent request for such Information;

Samples

means any samples submitted to the Customer as part of the procurement process leading to the award of this Agreement;

Special Conditions

means any special conditions either referred to the Invitation to Tender and set out in the Supplementary Terms and Conditions at Schedule 2 hereto;

Specification

means the specification attached to the Invitation to Tender;

Staff

means all servants, suppliers, officers, partners, employees, workers, agents, consultants and contractors of whatever nature of the Supplier

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| | and/or of any Sub-Contractor. |
| Staff Terms and Conditions | means the terms and conditions under which the Staff are employed or engaged by the Supplier or Sub-Contractor. |
| Staff Vetting Procedures | the Participating Organisations' procedures and departmental policies for the vetting of personnel for: <ul style="list-style-type: none"> (a) eligibility to work in the UK; (b) the handling of information of a sensitive or confidential nature or the handling of information which is subject to any relevant security measure; |
| Sub-Contract | any contract between the Supplier and a third party [(including a consortium agreement)] pursuant to which the Supplier agrees to source the provision of the performance of any of the Supplier's obligations under this Agreement; |
| Sub-Contractor | means any third party with whom the Supplier enters into a Sub-Contract [(including a consortium agreement)] or its employees or agents and any third party with whom that third party enters into a Sub-Contract or its employees or agents for the performance of any part of the Supplier's obligations under this Agreement; |
| Tender | means the tender submitted by the Supplier in response to the Invitation to Tender; |
| TUPE | means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended; |
| VAT | means value added tax chargeable under the Value Added Tax Act 1994; |
| Welsh Language Obligations | means the obligations of the Customer in respect of the use of the Welsh language, whether under any Law, under any Welsh language scheme made |

under the Welsh Language Act 1993, under any Welsh language standards which apply to the Customer under the Welsh Language (Wales) Measure 2011 (whether or not a compliance notice has been given to the Customer) or any specific obligations in respect of the use of the Welsh language in connection with the provision of Goods which are notified to the Supplier from time to time by the Customer; and

Working Days

means Monday to Friday 9.00 a.m. to 4.30 p.m. excluding any statutory public holidays in Wales

- 1.2 In this Agreement the masculine includes the feminine and the neuter and the singular includes the plural and vice versa.
- 1.3 A reference to any statute, statutory instrument, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, statutory instrument, enactment, order, regulation or instrument as subsequently amended, replaced or re-enacted and as in force at the relevant time.
- 1.4 A reference to a Party shall include that Party's personal representatives and permitted assigns.
- 1.5 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.6 A reference to a company shall include any company, corporation or other body corporate wherever and however incorporated or established.
- 1.7 A reference to any document shall be construed as a reference to the document as at the date of execution of this Agreement.
- 1.8 Each Party shall comply with any express obligation in this Agreement to comply with any document, statute, enactment, order, regulation or other similar instrument that is referred to in this Agreement.
- 1.9 The Schedules form part of this Agreement and shall have effect as if set out in full in the body of this Agreement and any reference to this Agreement shall include the Schedules.
- 1.10 Headings are included in this Agreement for ease of reference only and shall not affect the interpretation or construction of this Agreement.

2 PRELIMINARIES

- 2.1 The terms of this Agreement shall apply to all Orders made by the Customer.
- 2.2 The Supplier shall, if required to do so by the Customer, enter into a form of supplementary agreement determined by the Customer to reflect the relevant requirements of any Invitation to Tender and (as appropriate) the offers or proposals set out in any Tender submitted in response to it [including, without limitation, a consortium agreement].
- 2.3 If required to do so by the Customer, the Supplier shall provide the names and addresses of two substantial sureties who are satisfactory to the Customer and who are prepared to guarantee the due performance of this Agreement
- 2.4 Where the Supplier is part of a consortium, the Supplier shall ensure that each member of the consortium is prepared to guarantee the due performance of this Agreement if required to do so by the Customer.

3 COMMENCEMENT AND DURATION

- 3.1 This Agreement shall take effect on the date specified in the Order.
- 3.2 This Agreement shall expire on the date specified in the Order subject to:
 - 3.2.1 the rights of termination contained in the Agreement; and
 - 3.2.2 Clause 6.11.

4 SCOPE

- 4.1 This Agreement shall comprise the following:
 - 4.1.1 the Terms and Conditions;
 - 4.1.2 the Special Conditions, and supplementary agreement pursuant to Clause 2.2, if any;
 - 4.1.3 the Specification;
 - 4.1.4 the Schedules (if any);
 - 4.1.5 the Invitation to Tender and the Tender;
 - 4.1.6 the Order; and

- 4.1.7 any other document which is agreed in writing by the Parties to be incorporated into and form part of this Agreement.
- 4.2 The documents listed in Clause 4.1 above shall be read together and construed so as to be consistent with one another so far as possible. In the event of any unavoidable conflict or inconsistency between any of the various documents forming part of this Agreement the following order of precedence shall apply:
- 4.2.1 the Special Conditions, and/or supplementary agreement pursuant to Clause 2.2;
- 4.2.2 the Terms and Conditions;
- 4.2.3 the Specification;
- 4.2.4 the Schedules (if any);
- 4.2.5 the Invitation to Tender and the Tender;
- 4.2.6 the Order; and
- 4.2.7 any other document which is agreed in writing by the Parties to be incorporated into and form part of this Agreement (which does not, for the avoidance of doubt, include any terms and conditions issued by the Supplier).
- 4.3 If there shall be a conflict between the provisions of this Agreement (including any of the documents listed in Clause 4.1) and any terms and conditions issued by the Supplier then the terms and conditions contained in this Agreement shall prevail and the Supplier in executing this Agreement hereby confirms acceptance of this condition.

5 ENTIRE AGREEMENT

- 5.1 This Agreement constitutes the entire agreement between the Parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral relating to its subject matter.
- 5.2 Each Party acknowledges that in entering into this Agreement, it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement.
- 5.3 Each Party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Agreement.

6 SUPPLY AND DELIVERY

- 6.1 The Customer may at any time during the Contract Period order Goods from the Supplier by giving an Order to the Supplier and the Supplier shall supply such Goods in accordance with the Customer's Order.
- 6.2 Each Order shall:
- 6.2.1 be given in writing or provided orally. The supplier must maintain an audit trail of all orders received.
 - 6.2.2 specify the type and quantity of the Goods ordered; and
 - 6.2.3 specify the date [by OR on] which the Order is to be delivered (the "**Delivery Date**") and the delivery location (the "**Delivery Location**").
- 6.3 The Customer shall assign an Order Number to each Order and notify such Order Numbers to the Supplier. Each Party shall use the relevant Order Number in all subsequent correspondence relating to the Order.
- 6.4 The Supplier shall, at its own expense and risk, supply and deliver each Order to the Delivery Location [on OR by] the Delivery Date, in accordance with the provisions of this Agreement and the relevant Order.
- 6.5 Delivery of an Order shall be complete on the completion of unloading of the Order at the Delivery Location stated in the Order. In the event that the Customer has elected to collect the Goods, the Order shall be complete when the Goods are loaded onto the Customer's vehicle.
- 6.6 Except where otherwise provided in the Order, delivery shall include the unloading, stacking or installation of the Goods by the Supplier or the Staff at such place as the Customer or other duly authorised person shall reasonably direct.
- 6.7 Each Order shall be accompanied by a delivery note or delivery notes giving full particulars thereof, quoting the Order Number, the date of the Order and the type and quantity of Goods included in the Order. Where the Goods are to be supplied by weight and are not weighed at the place of delivery, the Supplier shall provide to the Customer at the time of delivery a weight ticket.
- 6.8 Where the Goods are sold by weight, the weight of all packing materials shall be deducted from the gross weight of the Goods and the Customer shall pay only for the net weight thereof and shall not be liable for the return of any such packing materials.

- 6.9 At any time prior to despatch of the Goods, the Customer may cancel or amend any of the requirements set out in an Order including, but not limited to, any of the following:
- 22.8.1 the quantity of the Goods required;
 - 22.8.2 the Delivery Date; and/or
 - 22.8.3 the Delivery Location;
- 6.10 If the Customer amends or cancels an Order pursuant to Clause 6.9, its liability to the Supplier shall be limited to payment to the Supplier of all direct costs reasonably incurred by the Supplier in fulfilling the Order up to the date of receipt of the notice of amendment or cancellation, except that where the amendment or cancellation results from the Supplier's failure to comply with its obligations under this Agreement, the Customer shall have no liability to the Supplier in respect of it.
- 6.11 If the Contract Period expires before the supply or delivery of any Goods comprised in an Order, the Supplier shall remain liable for the completion of the Order. The terms and conditions of this Agreement shall continue in full force and effect in respect of such completion.
- 6.12 Clause 6.7 shall survive the termination or expiry of this Agreement.

7 THE GOODS

- 7.1 The Supplier shall at its own cost ensure that all Goods supplied to the Customer pursuant to this Agreement shall:
- 7.1.1 conform to the Specification;
 - 7.1.2 be compliant with any requirement of any Legislation (including, but not limited to, (i) being of satisfactory quality within the meaning of the Sale of Goods Act 1979 (as amended) and (ii) conforming to all applicable statutory and regulatory requirements);
 - 7.1.3 conform to any relevant British Standard, specification or code of practice or European Union equivalents;
 - 7.1.4 be compliant with any policies, rules, codes of practice, procedures and standards with which the Supplier is required to comply;
 - 7.1.5 conform to any Acceptance Criteria that are specified by the Customer;

- 7.1.6 be of satisfactory quality and fit for any purpose for which such Goods are commonly used or which is made known to the Supplier in writing by the Customer;
 - 7.1.7 correspond in all respects with any Samples; and
 - 7.1.8 be provided in accordance with the terms set out in this Agreement.
- 7.2 In addition to the obligations imposed on the Supplier pursuant to Clause 7.1, the Supplier shall also:
- 7.2.1 ensure that the Goods are properly packed and secured in such a manner as to enable them to reach their destination in good condition;
 - 7.2.2 obtain and maintain in force for the Term all licences, permissions, authorisations, consents and permits needed to supply the Goods in accordance with the terms of this Agreement; and
 - 7.2.3 comply with all applicable laws, enactments, orders, regulations and other instruments relating to the packing, packaging, marking, storage, handling, and delivery of the Goods.
- 7.3 The Supplier's premises shall be available at all reasonable times for inspection by a representative of the Customer with or without a prior appointment and during such inspections the Supplier shall allow the representative of the Customer to examine any Goods to be supplied under the provisions of this Agreement or to take samples of all or any Goods for the purpose of testing or analysis to determine compliance with the Specification.
- 7.4 If, following an inspection pursuant to Clause 7.3, the Customer reasonably considers that the Goods are not or are not likely to be as warranted under Clause 7.1, without prejudice to any other right or remedy available to it, the Customer shall inform the Supplier and the Supplier shall immediately take such action as is necessary to ensure that the Goods are or will be as warranted under clause 7.1.

8 ACCEPTANCE AND DEFECTIVE GOODS

- 8.1 The Customer shall not be deemed to have accepted any Goods in the case of a latent defect in the Goods, until a reasonable time after the latent defect has become apparent.

- 8.2 Where under the terms of this Agreement any Acceptance Criteria have been specified, the Customer shall not be obliged to accept the Goods unless and until the Supplier has demonstrated that all Acceptance Criteria for the Goods have been met and the Customer has issued an acceptance certificate.
- 8.3 The Customer shall be under no obligation to accept or pay for any Goods supplied in excess of the quantity ordered. If the Customer elects not to accept such over-delivered Goods it shall give notice in writing to the Supplier to remove them within five (5) Working Days [of Delivery] and to refund to the Customer any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Supplier for the costs of such disposal. The risk in any over-delivered Goods shall remain with the Supplier unless they are expressly accepted in writing by the Customer.
- 8.4 The Customer shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Order.
- 8.5 The Customer shall not be obliged to accept delivery by instalments. If the Customer specifies or agrees to delivery by instalments in the relevant Order, delivery of any instalment later than the date specified or agreed for its delivery in the Order shall, without prejudice to any other rights or remedies of the Customer, entitle the Customer to terminate the whole of any unfulfilled part of the Order without further liability to the Customer.
- 8.6 Time of delivery shall be of the essence with regard to the Supplier's obligations under this Agreement and if the Supplier fails to deliver the Goods [on OR by] the Delivery Date, the Customer may, without prejudice to any other rights and remedies of the Customer:
- 8.6.1 release itself from any obligation to accept and pay for the Goods;
 - 8.6.2 obtain substitute goods from another supplier and, subject to Clause 38, recover from the Supplier any costs and expenses reasonably incurred by the Customer in obtaining such substitute goods (including, but not limited to, increased administration costs and costs of delay and disruption thereby incurred by the Customer);
 - 8.6.3 subject to Clause 38, claim damages for any other costs, expenses or losses resulting from the Supplier's failure to deliver the Order on the Delivery Date; and/or
 - 8.6.4 may terminate the Agreement,

[provided that the Supplier shall have no liability for any failure or delay in delivery an Order to the extent that such failure or delay is caused by the Customer's failure to comply with its obligations under this Agreement.]

8.7 If any Goods supplied to the Customer pursuant to an Order do not comply with any of the provisions of Clause 7.1 or are otherwise not in accordance with the requirements of this Agreement, without affecting any other right or remedy available to it, the Customer may reject the Goods.

8.8 In any case of rejection of the Goods by the Supplier for whatever reason:

8.8.1 the Supplier shall promptly and at its own expense remove the rejected Goods and replace the same, as the Customer shall direct, with Goods which comply with all requirements of this Agreement and are to the satisfaction of the Customer; and

8.8.2 if any payment has been made by the Customer in respect of the rejected Goods, the Customer may require the Supplier to repay the price of the rejected Goods in full (whether or not the Customer has previously required the Supplier to repair or replace the rejected Goods);

8.8.3 the Customer may obtain substitute goods from another supplier and, subject to Clause 38, recover from the Supplier any costs and expenses reasonably incurred by the Customer in obtaining such substitute goods (including, but not limited to, increased administration costs and costs of delay and disruption thereby incurred by the Customer).

8.9 The Customer's rights and remedies under this Agreement are in addition to the rights and remedies available to it in respect of the statutory conditions relating to description, quality, fitness for purpose and correspondence with samples implied into this Agreement by the Sale of Goods Act 1979.

9 REPLACEMENT AND REPAIR

9.1 Notwithstanding acceptance by the Customer, and without prejudice to any other right of the Customer under this Agreement or at law, the Supplier shall, at the Customer's option, promptly repair or replace, at the Supplier's expense and to the satisfaction of the Customer, any Goods which are notified by the Customer as being defective within a reasonable period of time (dependent on the nature of the Goods) from the date when the Goods have been put into operational use either following delivery or following repair, modification or replacement of the Goods or any part thereof pursuant to this Clause 9.

9.2 In addition to the remedies under Clause 9.1 and without prejudice to any of its other rights, the Customer shall have the right to recover from the Supplier all costs and expenses arising from the defective Goods including, but not limited to those of:

9.2.1 removing the Goods;

9.2.2 carriage and storage of the Goods;

9.2.3 testing the Goods; and

9.2.4 reinstalling and re-commissioning the Goods.

10 DEFAULT

10.1 In the event of the Supplier being unable to supply the Goods in accordance with the foregoing conditions or within the time specified for delivery in the Order, the Supplier shall immediately notify the Customer's Authorised representative of its inability to do so and the reasons therefor and the Customer, without prejudice to any other right or remedy to which it may be entitled, shall be at liberty to terminate the Agreement either wholly, or to the extent of such default and to purchase from an alternative supplier such other goods or materials of the same or similar description to make good the default, as the Customer may reasonably decide. The Customer may recover from the Supplier any additional costs of purchasing the goods and materials or their equivalent from an alternative supplier together with any additional costs (including but not limited to increased administration costs, and costs of delay and disruption) thereby incurred by the Customer.

10.2 The Supplier shall be liable to make good and pay all damages, costs, charges and expenses arising out of the breach of contract or negligence of itself and/or its Staff arising out of the performance of this Agreement howsoever such damages, costs, charges and expenses arise.

11 TITLE AND RISK

11.1 Title in any Goods shall, without prejudice to the Customer's right to reject the Goods if they are defective, pass to the Customer on Delivery.

11.2 The risk in the Goods shall pass to the Customer on acceptance by the Customer.

12 PROVISION AND REMOVAL OF EQUIPMENT

12.1 Unless otherwise stated in the Order Form, the Supplier shall provide all the Equipment necessary for the supply of the Goods.

- 12.2 The Supplier shall not deliver any Equipment nor begin any work or Goods on the Premises without obtaining prior written Approval.
- 12.3 All Equipment brought onto the Premises shall be at the Supplier's own risk and the Customer shall have no liability for any loss of or damage to any Equipment unless the Supplier is able to demonstrate that such loss or damage was caused or contributed to by the Customer's default. The Supplier 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 Supplier.
- 12.4 The Supplier shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition.
- 12.5 The Supplier shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
- 12.5.1 remove from the Premises any Equipment that in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with the Agreement; and
- 12.5.2 replace such item with a suitable substitute item of Equipment.
- 12.6 On completion of the Goods, the Supplier shall remove the Equipment together with any other materials used by the Supplier to supply the Goods and shall leave the Premises in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier or any Staff.

13 CHARGES AND PAYMENTS

- 13.1 The charges payable by the Customer in respect of Goods shall be determined by reference to the agreed price for goods specified resulting from either a direct call off under the framework agreement price list or a mini competition under the framework agreement
- 13.2 The Price payable by the Customer in respect of each Order shall be specified in the Order and shall be the full and exclusive remuneration of the Supplier in respect of the performance of the Order.
- 13.3 The Price is inclusive of the costs of packaging, insurance, delivery, installation and carriage of the Goods.
- 13.4 Where Goods are sold by weight, the weight of all packing materials shall be deducted from the gross weight of the Goods and the Customer shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are properly chargeable on a supply of Goods.

- 13.5 The Prices are exclusive of VAT. The Customer shall pay the Value Added Tax on the charges at the rate and in the manner prescribed by law, from time to time.
- 13.6 All invoices submitted by the Supplier to the Customer shall be valid VAT invoices and shall contain the Order Number(s) to which the invoice relates and shall be denominated in sterling.
- 13.7 The Supplier shall ensure that all invoices clearly show the following information (where applicable):
- 13.7.1 name and address of the Supplier;
 - 13.7.2 the period to which the payment relates;
 - 13.7.3 the hourly rate for any services including premium rates for weekends, evenings etc.
- 13.8 The Supplier shall use best endeavours during the Contract Period to reduce its supply and other costs for the Goods.
- 13.9 The Supplier shall be entitled to invoice the Customer for each Order on or at the time of Delivery. Each invoice shall quote the relevant Order Number(s). Where the Supplier submits an invoice to the Authority in accordance with this Clause, the Customer will consider and verify that invoice in a timely fashion.
- 13.10 In the event of the submitted invoice being incorrect, the Customer may return the invoice to the Supplier as a query, and/or raise any query or request for information, and the Supplier shall answer any such request within five (5) Working Days. The period for payment shall not commence until the date of receipt of an accurate invoice by the Finance Section of the Customer. Payment of invoices by the Customer for Goods supplied shall be made, in the discretion of the Customer, either by way of the BACS system or the Welsh Purchase Card from Barclaycard. Where the Welsh Purchase Card is the preferred method of payment, the Provider shall be solely responsible for the payment of the merchant fee levied by the card provider and the Provider shall not recover this merchant fee from the Customer.
- 13.11 Payment shall be made within thirty (30) days of receipt by the Customer (at its nominated address for invoices) of a valid and agreed invoice from the Supplier.

- 13.12 If the Customer disputes any invoice or other statement of monies due, the Customer shall promptly notify the Supplier in writing. The Parties shall negotiate in good faith to attempt to resolve the dispute promptly. The Supplier shall provide all such evidence as may be reasonably necessary to verify the disputed invoice or request for payment. If the Parties have not resolved the dispute within 30 days of the Customer giving notice to the Supplier, the dispute shall be resolved in accordance with Clause 46. Where only part of an invoice is disputed, the undisputed amount shall be paid in accordance with the terms of this Agreement. The Supplier's obligations to supply the Goods shall not be affected by any payment dispute.
- 13.13 Where the Supplier enters into a Sub-Contract, the Supplier shall include in that Sub-Contract:
- 13.13.1 a provision that where the Sub-Contractor submits an invoice to the Supplier, the Supplier shall consider and verify that invoice in a timely fashion;
- 13.13.2 a provision that the Supplier shall pay the Sub-Contractor any sums due under such an invoice no later than a period of 30 days from the date on which the Supplier has determined that the invoice is valid and agreed; and
- 13.13.3 a provision requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards provisions having the same effect as Clauses 13.13.1 and 13.13.2 of this Agreement.
- 13.14 In this Clause 13, "Sub-Contract" means a Sub-Contract at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.

14 WARRANTIES AND REPRESENTATIONS

- 14.1 The Supplier warrants and represents that:
- 14.1.1 it has full capacity and authority to enter into and to perform this Agreement and that this Agreement is executed by a duly authorised representative of the Supplier;
- 14.1.2 the Goods shall (to the extent required under this Agreement) be supplied, installed, tested and commissioned [and thereafter maintained and repaired] by appropriately experienced, qualified and trained personnel in accordance with Good Industry Practice;

- 14.1.3 as at the Commencement Date, all information contained in its Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Customer prior to the execution of this Agreement; and
- 14.1.4 the Supplier shall discharge its obligations hereunder with all due skill, care and diligence including but not limited to Good Industry Practice and (without limiting the generality of this Clause) in accordance with its own established internal procedures;
- 14.1.5 it shall not take any action nor shall it make any omission in terms of which the reputation of the Welsh Ministers is placed into disrepute.

15 LEGISLATIVE CHANGE

- 15.1 Subject to the content of the remainder of this clause the Supplier shall bear the cost of complying with all Legislation and any amendments thereto. In the event that a change in Legislation necessitates a material change to the performance of this Agreement and provided that such change could not have reasonably been foreseen by the Supplier at the date of the Agreement the Parties shall enter into negotiations in good faith to make such adjustments to the Price as may be necessary to compensate the Supplier for any additional costs as are both reasonably and necessarily incurred by the Supplier in accommodating such changes. If the Parties cannot reach agreement on such costs within a reasonable time, then the Customer may at its discretion terminate this Agreement in whole or in part.

16 ALTERATION OF PLACE OF MANUFACTURE

- 16.1 Where the Supplier has stated that the Goods will be produced at a particular place or places, it shall not alter such place or places without the prior written consent of the Customer (such consent not to be unreasonably withheld or delayed) and any such alteration shall not have any financial consequences to the Customer.

17 FRAUD

- 17.1 The Supplier must take all reasonable steps including all preliminary enquiries and investigations to prevent the risk of fraud to the Customer.
- 17.2 Where such preliminary actions suggest the possibility of fraud or other irregularity affecting the resources of the Customer the Supplier shall immediately inform the Customer.

18 SUPPLIER'S STAFF AND THE TRANSFER OF UNDERTAKINGS

- 18.1 The Customer reserves the right under this Agreement to refuse to admit to any premises occupied by or on behalf of the Customer any Supplier Staff, whose admission would be, in the opinion of the Customer, undesirable or unnecessary.
- 18.2 If and when directed by the Customer, the Supplier shall provide a list of the names and addresses of all persons who may require admission in connection with the performance of this Agreement to any premises occupied by or on behalf of the Customer, specifying the capacities in which they are concerned with this Agreement and giving such other particulars as the Customer may reasonably require.
- 18.3 The Supplier and its Staff, engaged within the boundaries of the Premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time and notified to the Supplier for the conduct of personnel when at or within the boundary of the Premises.
- 18.4 The decision of the Customer as to whether any person is to be refused admission to any premises occupied by or on behalf of the Customer and as to whether the Supplier has failed to comply with Clause 18.2 shall be final and conclusive.
- 18.5 If the Supplier shall fail to comply with Clause 18.2 or fails to do so within a reasonable time of written notice so to do then the Customer may terminate this Agreement in accordance with Clause 40 provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall afterwards accrue to either Party.
- 18.6 The Supplier acknowledges that each member of the Staff engaged in the performance of the Goods shall have full authority to act on behalf of the Supplier for all purposes in connection with the Agreement provided always that if the Customer shall at any time be dissatisfied for any reason with the performance of any person engaged in carrying out the Goods, the Supplier shall, if the Customer so requires, provide a competent substitute to carry out the Goods at no additional cost to the Customer.
- 18.7 The Supplier shall replace any of the Staff who the Customer reasonably decides have failed to carry out their duties with reasonable care and skill. Following the removal of any of the Staff for any reason, the Supplier shall ensure such person is replaced promptly with another person with the necessary training and skills to meet the requirements of the Goods. The Customer shall have no liability to the Supplier or the Staff for any losses of any nature whatsoever arising out of the operation of this clause.

- 18.8 The Supplier shall maintain up to date personnel records on the Staff engaged in the provision of the Goods and, on request, provide reasonable information to the Customer on the Staff. The Supplier shall ensure at all times that it has the right to provide these records in compliance with the applicable Data Protection Legislation.
- 18.9 The Supplier warrants that it has complied with the Staff Vetting Procedures in respect of all Staff employed or engaged by the Supplier at the Service Commencement Date and that it shall not employ or engage any person in the provision of the Goods who is barred from, or whose previous conduct or records indicate that they would not be suitable to carry out the Goods.

19 NON-SOLICITATION

- 19.1 For the duration of the Agreement and for a period of 12 Months thereafter neither the Customer nor the Supplier 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 Goods without that other Party's prior written consent.

20 POLICIES

- 20.1 The Supplier shall comply with and shall ensure the Staff comply with all the of the Customer's published policies and with any further rules, codes of practice, procedures and standards which the Customer notifies to the Supplier. The Customer shall throughout the Term ensure that any changes to any policies, rules, codes of practice, procedures and standards are brought promptly to the attention of the Supplier.

21 INDUSTRIAL ACTION

- 21.1 The Supplier shall immediately inform the Customer of any actual or potential industrial action by Staff, whether such action be by its own Staff or others, which affects or might affect its ability at any time to deliver the Goods in accordance with the requirements of the Agreement.
- 21.2 In the event of industrial action by Staff, the Supplier shall seek the Customer's approval to any revised proposals to deliver the Goods.
- 21.3 If the Supplier's proposals referred to in clause 21.2 are considered insufficient or unacceptable by the Customer, then the Customer may terminate this Contract in whole or in part in accordance with Clause 41.1.1.

22 THE TRANSFER OF UNDERTAKINGS

- 22.1 The Parties acknowledge and agree that because this is an agreement for the supply of goods, TUPE will not apply either as a result of the parties entering into this Agreement or upon the termination or expiry of this Agreement in whole or in part for whatever reason.
- 22.2 Without prejudice to paragraph 22.1, however, should any person transfer or allege (or it is determined by a court of competent jurisdiction) that his or her employment has been transferred to the Supplier pursuant to TUPE as a result of the parties entering into this Agreement (or if it is claimed or determined that his or her employment would have so transferred had he or she not resigned or his or her employment been terminated) then the Supplier shall indemnify and keep indemnified the Customer against any Employment Liabilities arising out of any acts or omissions in relation to such persons prior to, on or after the Commencement Date or any other matter, event or circumstances occurring prior to, on or after the Commencement Date including (without limitation) any failure by the Supplier to comply with its obligations TUPE.
- 22.3 Without prejudice to paragraph 22.1, if on the termination or expiry of this Agreement there is a relevant transfer for the purposes of TUPE or should any person transfer or allege (or it is determined by a court of competent jurisdiction) that his or her employment has been transferred to the Customer or a Replacement Supplier (as the case may be) pursuant to TUPE or if it is claimed or determined that his or her employment would have so transferred had he or she not resigned or his or her employment been terminated (“the Relevant Transfer”) then the Customer or Replacement Supplier shall be entitled (but not obliged) to terminate the employment of such person and the Supplier shall indemnify and keep indemnified the Customer or Replacement Supplier (as the case may be) against:
- 22.3.1 all Employment Liabilities arising out of such termination or otherwise arising out of the employment of such person by the Customer or Replacement Supplier; and
- 22.3.2 any and all employment costs associated with the employment of such person by the Customer or Replacement Supplier up to the date of termination of such person’s employment.

22.4 Further, where the Customer or Replacement Supplier decides not to terminate the employment of such person pursuant to paragraph 22.3 the Supplier shall indemnify and keep indemnified the Customer or Replacement Supplier (as the case may be) against any Employment Liabilities arising out of any acts or omissions in relation to such persons on or before the date of the Relevant Transfer or any other matter, event or circumstances occurring on or before the Relevant Transfer including (without limitation) any failure by the Supplier to comply with its obligations under regulations 13 and 14 of TUPE.

23 DISRUPTION

23.1 The Supplier shall (and shall ensure that its Staff, and shall procure that any Sub-Contractors, will) take all reasonable care at all times not to disrupt the operations of the Customer, its employees or any contractor or other person employed by the Customer.

24 DISCRIMINATION AND EQUALITY

24.1 The Supplier shall ensure that it complies with all relevant requirements of all current equalities legislation, regulations and duties including but not limited to the Equality Act 2010 and all other similar Legislation ("**equality legislation**") in force from time to time together with any guidance or Codes of Practice issued by the Equality and Human Rights Commission and shall in addition discharge its obligations under this Agreement and provide the Goods in a manner consistent with the Customer's equalities policies.

24.2 The Supplier shall not unlawfully discriminate within the meaning and scope of any law, enactment, order or regulation relating to discrimination (whether in age, race, gender, religion, disability, sexual orientation or otherwise) in employment.

24.3 The Supplier shall provide any information reasonably requested by the Customer in respect of such equality legislation in so far as it relates to the performance of this Agreement.

24.4 The Customer is required by the Welsh Language Act 1993 as amended together with the Welsh Language (Wales) Measure 2011 to maintain a Welsh Language Scheme. The Supplier shall comply with the Customer's Welsh Language Scheme as updated from time to time and notified to the Supplier in writing.

24.5 The Supplier shall take all reasonable steps to secure the observance of Clause 24 by all servants, employees or agents of the Supplier and all Staff and any Sub-Contractors employed in performance of this Agreement.

25 HEALTH AND SAFETY

25.1 The Supplier shall:

25.1.1 comply with all relevant parts of the Health and Safety Regime;

25.1.2 in relation to all persons likely to be affected by the execution of this Agreement and/or by use, handling or otherwise coming into contact with the Goods take all such steps as may be reasonably practicable to ensure their health and safety; and promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of this Agreement;

25.1.3 notify the Customer immediately in the event of any incident occurring in the performance of this Agreement on the Customer's premises where that incident causes any personal injury or damage to property that could give rise to personal injury;

25.1.4 ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 174) is made available to the Customer on request.

25.2 The Customer shall (and shall procure that its Sub-Contractors) use reasonable endeavours to notify the Supplier of any health and safety hazards which may exist or arise at its premises and which may affect the Supplier. The Supplier shall draw these hazards to the attention of its Staff or any persons engaged by the Supplier in the performance of this Agreement at the premises and shall instruct such persons in connection with any necessary associated safety measures.

26 HUMAN RIGHTS

26.1 The Supplier shall not (and shall ensure that its Staff shall not) do or permit or allow anything to be done which may result in the Customer acting incompatibly with the rights contained within the European Convention on Human Rights and the Human Rights Act 1998.

26.2 The Supplier shall (and shall use its reasonable endeavours to procure that its staff shall) at all times comply with the provisions of the Human Rights Act 1998 in the performance of this Agreement.

26.3 The Supplier shall undertake, or refrain from undertaking, such acts as the Customer requests so as to enable the Authority to comply with its obligations under the Human Rights Act 1998.

27 PROTECTION OF PERSONAL DATA

- 27.1 The Supplier shall (and shall procure that any of its Staff and/or Sub-Contractors involved in the provision of the Agreement) comply with any notification requirements under the Data Protection Legislation and both Parties will duly observe their obligations under the Data Protection Legislation, which arise in connection with this Agreement.
- 27.2 Notwithstanding the general obligation in Clause 27.1, where the Supplier or any of its Staff and/or Sub-Contractors, in performing its obligations under this Agreement, processes Personal Data as a Data Processor on behalf of the Customer, the Supplier shall and shall procure that its Staff and/or Sub-Contractors:
- 27.2.1 ensure that has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the Data Protection Act 1998;
 - 27.2.2 provide the Customer with such information as the Customer may reasonably require to satisfy itself that the [Service Provider] is complying with its obligations under the Data Protection Legislation;
 - 27.2.3 promptly notify the Customer of any breach of the security measures required to be put in place pursuant to Clause 27.2.1;
 - 27.2.4 ensure it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer's obligations under the Data Protection Legislation;
 - 27.2.5 not without the Customer's prior written consent (which the Customer may withhold at its absolute discretion), do anything which would cause Personal Data to be transferred outside the European Economic Area
 - 27.2.6 act only on instructions from the Customer as Data Controller; and
 - 27.2.7 comply with the Customer's instructions in relation to the processing of Personal Data as such instructions are given and varied from time to time by the Customer.
- 27.3 The Supplier undertakes to use best endeavours to procure that its Sub-Contractors maintain appropriate security systems.

- 27.4 The Supplier shall ensure that its contracts with its Sub-Contractors include provisions which oblige each Sub-Contractor to promptly notify the Customer of any breach of security in relation to the Supplier's Confidential Information or data.
- 27.5 The Supplier shall ensure that its contracts with its Sub-Contractors impose an obligation on each Sub-Contractor to co-operate with the Supplier and/or Customer in any investigation that either considers necessary to undertake as a result of any breach of security in relation to the Customer's Confidential Information or data.
- 27.6 The provisions of this Clause 27 shall apply during the continuance of this Agreement and indefinitely after its expiry or termination.

28 FREEDOM OF INFORMATION

- 28.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and co-operate with the Customer (at the Supplier's expense) to enable the Customer to comply with these information disclosure requirements.
- 28.2 The Supplier shall (and shall procure that its Sub-Contractors shall):
- 28.2.1 transfer the Request for Information to the Customer as soon as practicable after receipt and in any event within two (2) Working Days of receiving a Request for Information;
 - 28.2.2 provide the Customer with a copy of all Information in its possession or power in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer requesting that Information; and
 - 28.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to a Request for Information within the time for compliance set out in Section 10 of the FOIA or Regulation 5(2) of the Environment Information Regulations.
 - 28.2.4 For the purposes of this clause 28.2, "**reasonable assistance**" shall include the redaction of documentation within five (5) days of a request from the Welsh Ministers to do so.
- 28.3 The Customer shall be responsible for determining in its absolute discretion whether any Information:
- 28.3.1 is exempt from disclosure under the FOIA; and

- 28.3.2 is to be disclosed in response to a Request for Information.
- 28.4 In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by the Customer.
- 28.5 The Supplier shall ensure all information submitted in connection with tendering process or in the course of this Agreement or relating to this Agreement is retained for disclosure and shall permit the Customer to inspect such records as requested from time to time.
- 28.6 The Supplier acknowledges that any lists or schedules provided by it as part of the tendering process outlining Confidential Information are of indicative value only and that the Customer may nevertheless be obliged to disclose Confidential Information in accordance with this Clause 28.
- 28.7 [Any failure to agree between the Customer and the Supplier arising out of or in connection with the disclosure of information under the FOIA shall be referred to the Information Commissioner for determination and resolution prior to any disclosure.]

29 ENVIRONMENTAL REQUIREMENTS

- 29.1 The Supplier shall:
- 29.1.1 have a sustainable approach to waste management and not treat, keep or dispose of any waste produced and/or carried by the Supplier as a result of executing this Agreement in a manner likely to cause harm to the health and safety of any person or to the environment and shall comply with all relevant Legislation including The Producer Responsibility (Packaging Waste) Regulations 1997 – 2007 together with any amendments, additions or re-enactments that may take place from time to time;
- 29.1.2 perform the Agreement in such a way as to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment;
- 29.1.3 during the execution of the Agreement, take such steps as are reasonably practicable to avoid (or, where avoidance is not possible, to minimise) harm to the environment.

- 29.1.4 in the event that the Supplier believes that a change to this Agreement or a change to the Specification would reduce the overall environmental impact of this Agreement (for example by the increased use of re-cycled or re-furnished or otherwise environmentally friendly materials, or by the production of Goods with a longer life span, or that a change would result in increased energy efficiency or reduce in other ways the impact on the environment) the Supplier must notify the Customer in writing (whether or not this change would affect the Price payable for the Goods). The Customer may in its discretion consider the proposed change and may request a Variation in accordance with Clause 30;
- 29.1.5 immediately after delivery, the Supplier shall remove all packaging relating to the Goods which is no longer required by the Customer. The Customer may recycle, re-use or dispose of any packaging left at its premises.
- 29.2 Nothing in this Clause 29 shall relieve the obligations of the Supplier to comply with all applicable Legislation and Good Industry Practice.

30 CONFIDENTIALITY

- 30.1 The Supplier acknowledges that any Confidential Information obtained from or relating to the Customer, its employees or agents is the property of the Customer.
- 30.2 Each Party:
- 30.2.1 shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and
- 30.2.2 shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Agreement or except where disclosure is otherwise expressly permitted by the provisions of this Agreement.
- 30.3 The Supplier shall take all necessary precautions to ensure that all Confidential Information obtained from the Customer under or in connection with the Agreement:
- 30.3.1 is given only to such of the staff and professional advisers or consultants or Sub-Contractors engaged to advise it in connection with the Agreement as is strictly necessary for the performance of the Agreement;
- 30.3.2 is treated as confidential and not disclosed (without prior approval) or used by any staff or such professional advisers or consultants or Sub-Contractors otherwise than for the purposes of the Agreement.

- 30.4 Where it is considered necessary in the opinion of the Customer, the Supplier shall ensure that staff or such professional advisers or consultants or Sub-Contractors sign a Confidentiality Undertaking before commencing work in connection with the Agreement.
- 30.5 The Supplier shall not use any Confidential Information received otherwise than for the purposes of the Agreement.
- 30.6 The provisions of Clauses 30.1 to 30.5 shall not apply to any Confidential Information received by one Party from the other:
- 30.6.1 which is or becomes public knowledge (otherwise than by breach of this Clause);
 - 30.6.2 which was in the possession of the receiving party, without restriction as to its disclosure, before receiving it from the disclosing party;
 - 30.6.3 which is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;
 - 30.6.4 is independently developed without access to the Confidential Information; or
 - 30.6.5 which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure, including any requirements for disclosure under the FOIA pursuant to Clause 28.
- 30.7 Nothing in this Clause shall prevent the Customer:
- 30.7.1 disclosing any Confidential Information for the purpose of:
 - (i) the examination and certification of the Customer's accounts; or
 - (ii) any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources; or
 - 30.7.2 disclosing any Confidential Information obtained from the Supplier:-
 - (i) to any other department, office or agency of the Government; or
 - (ii) to any person engaged in providing any goods or services to the Customer for any purpose relating to or ancillary to the Agreement. Provided that in disclosing information under this Clause the Customer discloses only the information which is necessary for the purpose concerned and requires that the information is treated in confidence and that a Confidentiality Undertaking is given where appropriate.

- 30.8 Nothing in this Clause shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Agreement in the course of its normal business, to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights.
- 30.9 In the event that the Supplier fails to comply with this Clause 30 the Customer reserves the right to terminate the Agreement by notice in writing with immediate effect.

31 PUBLICITY

- 31.1 Except with the written consent of the Customer the Supplier shall not make any press announcements or publicise this Agreement in any way but the Customer shall be at liberty to make any press announces or publicise this agreement without obtaining the consent of the Supplier.
- 31.2 Both Parties shall take all reasonable steps to ensure the observance of the provisions of Clause 31.1 by all their servants, employees, agents and consultants and the Supplier shall take all reasonable steps to ensure the observance of the provisions of Clause 31.1 by its Staff and any Sub-Contractors.
- 31.3 Neither Party shall use business logos or publicise the logos of the Party's either in print or electronically without the express written consent of the other Party such consent shall not be unreasonably withheld or delayed.
- 31.4 Notwithstanding the provisions of Clause 31.1, the Customer shall be entitled to publicise this Agreement in accordance with any legal obligation upon the Customer, including any examination of this Agreement by the Audit Commission and the Customer's external Auditors and the provisions of FOIA.
- 31.5 The Parties acknowledge that the Audit Commission has the right to publish details of this Agreement (including Confidential Information) in its relevant reports to Parliament to the extent permitted by law.

32 VARIATIONS

32.1 Variations of a minor or temporary nature may be required to the Goods from time to time and such Variations shall be agreed in writing between the Customer and the Supplier. The Supplier shall comply with such minor or temporary Variations, which shall normally be accommodated at no extra cost to the Customer, provided they do not involve additional cost to the Supplier. If such extra cost is incurred the Supplier shall provide written evidence to the Customer and the Parties shall then agree such additional costs. If the Parties cannot reach agreement on such costs within a reasonable time, then the Customer may at its discretion terminate the Agreement in whole or in part. The Customer shall not as a result of such termination be in breach of this Agreement or be under any liability to the Supplier (whether in contract, tort, legitimate expectation, restitution, statutory duty or in any other way whatsoever).

33 INTEREST

33.1 If the Customer fails to pay any amount properly due and payable by it under this Agreement, the Supplier shall have the right to charge interest on the overdue amount at the rate of [5%] per cent per annum above the base rate for the time being of the Bank of England base rate accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment. The Parties agree that this rate is a substantial remedy in accordance with section 9 of the Late Payments of Commercial Debts (Interest) Act 1998.

34 SET OFF

34.1 The Customer may at any time set off any liability of the Supplier to Customer against any liability of the Supplier to the Customer, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under this Agreement.

34.2 Any exercise by the Customer of its rights under this Clause 34 shall not limit or affect any other rights or remedies available to it under this Agreement or otherwise.

35 COMPLIANCE WITH VALUE ADDED TAX AND OTHER TAX REQUIREMENTS

35.1 The Supplier shall at all times comply with the Value Added Tax Act 1994 and all other statutes relating to direct or indirect taxes.

35.2 Failure to comply will constitute a material breach of this Agreement and the Customer may exercise the rights and provisions conferred by Clause 40.

- 35.3 The Supplier shall furnish to the Customer the name, and if applicable, the VAT registration number of any Sub-Contractor prior to the commencement of any work under this Agreement by such Sub-Contractor.
- 35.4 Upon a request by the Customer, the Supplier shall not employ or will cease to employ any Sub-Contractor which the Customer believes is not complying with the Value Added Tax Act 1994 and all other statutes relating to direct or indirect taxes.

36 INSURANCE

- 36.1 The Supplier shall hold and shall ensure that all Sub-Contractors involved in the provision of the Goods shall maintain the following insurance cover:
- 36.1.1 public liability including products liability; and
- 36.1.2 employer's liability
- in each case with the minimum level of indemnity set out in the Invitation to Tender or any part of this Agreement, and if no level is specified, then a minimum level of indemnity set at [five million pounds (£5,000,000)] or such higher level as is consistent with Good Industry Practice and any applicable Legislation.
- 36.2 Such insurance (except employer's liability insurance) to be held by the Supplier or by any Sub-Contractor involved in the provision of the Goods may be limited in respect of any one claim (but shall not be limited in any other respect), PROVIDED THAT any such limit shall in any event be at least five million pounds (£5,000,000)]. This Clause shall not be construed as imposing any limit of liability on the Supplier or any Sub-Contractor.
- 36.3 Such insurance shall be maintained for a minimum of six (6) years following expiration or earlier termination of this Agreement.
- 36.4 The Supplier shall from time to time and upon being given not less than two (2) Working Days' notice when so required by the Customer produce the relevant policy of insurance and receipts for premiums or other satisfactory evidence of insurance cover.
- 36.5 If the Supplier or any Sub-Contractor fails or is unable to maintain insurance in accordance with this Clause 36, or fails to provide evidence in accordance with Clause 36.4, the Customer may (so far as it is able), purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.
- 36.6 The Supplier's liabilities under this Agreement shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in this clause 36.

36.7 The Supplier shall ensure that the Customer's interest is noted on each insurance policy, or that a generic interest clause has been included.

37 INDEMNITY

37.1 The Supplier shall indemnify the Customer against all direct liabilities, costs, expenses, damages and losses (including but not limited to any legal and other professional costs and expenses) suffered or incurred by the Customer arising out of or in connection with:

37.1.1 any claim made against the Customer for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the supply or use of the Goods;

37.1.2 any claim made against the Customer by a third party arising out of, or in connection with, the supply of the Goods, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this agreement by the Supplier, its employees, agents or Sub-Contractors; and

37.1.3 any claim made against the Customer by a third party for death, personal injury or damage to property arising out of, or in connection with, defective Goods, to the extent that the defect in the Goods is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors.

37.2 If a payment due from the Supplier under this clause is subject to tax (whether by way of direct assessment or withholding at its source), the Customer shall be entitled to receive from the Supplier such amounts as shall ensure that the net receipt, after tax, to the Customer in respect of the payment is the same as it would have been were the payment not subject to tax.

38 LIMITATION OF LIABILITY

38.1 Nothing in this Agreement shall limit or exclude the liability of either Party for:

38.1.1 death of or personal injury to any individual resulting from negligence;

38.1.2 fraud or fraudulent misrepresentation; or

38.1.3 any other act or omission, liability for which may not be limited under any applicable law.

- 38.2 Subject always to Clause 38.1, and notwithstanding any other provision contained herein, the total liability of the Supplier (whether under contract, tort or statutory provision) arising out of or in connection with this Agreement shall in no circumstances exceed ten million (£10,000,000) pounds in respect of any one incident or series of related incidents and ten million (£10,000,000) pounds in the aggregate for any or all incidents (whether related or not)] arising during the period of the Agreement.
- 38.3 Without prejudice to the Customer's obligation to pay the charges as they fall due, the Customer's liability under this Agreement shall be limited to [[] of total Price payable for the Services] pursuant to this Agreement.
- 38.4 Subject always to Clause 38.2, in no event shall either Party be liable to the other for:
- 38.4.1 indirect or consequential loss or damage; and/or
 - 38.4.2 loss of profits; and/or
 - 38.4.3 loss of business; and/or
 - 38.4.4 loss of revenue; and/ or
 - 38.4.5 loss of goodwill,
- save as expressly provided for under the terms of this Agreement.
- 38.5 The provisions of Clause 38.4 shall not be taken as limiting the right of the Customer to claim from the Supplier for any:
- 38.5.1 additional operational and administrative costs and expenses; and/or
 - 38.5.2 any costs or expenses rendered worthless; and/or
 - 38.5.3 loss or damage resulting directly from the default of the Supplier.
- 38.6 The Parties expressly agree that neither Party shall be entitled to an order for specific performance to enforce any provision hereunder.
- 38.7 The Parties expressly agree that should any limitation or provision contained in this Clause 38 be held to be invalid under any applicable statute or rule of law it shall to that extent be deemed omitted but if any Party thereby becomes liable for loss or damage which would otherwise have been excluded such liability shall be subject to the other limitations and provisions set out in this Clause 38.

39 FORCE MAJEURE

- 39.1 Subject to the remaining provisions of this Clause 39 either Party to this Agreement may claim relief from liability for non-performance of its obligations to the extent any non-performance is due to a Force Majeure Event.
- 39.2 A Party cannot claim relief if the Force Majeure Event is attributable to its wilful act, neglect or failure to take reasonable precautions against the relevant Force Majeure Event.
- 39.3 A Party cannot claim relief if the Force Majeure Event does not affect the Affected Party's performance of its obligations under this Agreement.
- 39.4 An Affected Party cannot claim relief as a result of a failure or delay by any other person in the performance of that other person's obligations under an agreement with the Affected Party (unless that other person is itself prevented from or delayed in complying with its obligations as a result of a Force Majeure Event).
- 39.5 The Affected Party shall immediately give the other Party written notice of the Force Majeure Event. The notification shall include details of the Force Majeure Event together with evidence of its effect on the obligations of the Affected Party, and any action the Affected Party proposes to take to mitigate its effect.
- 39.6 As soon as practicable following the Affected Party's notification, the Parties shall discuss in good faith and endeavour to agree a means of performing the Agreement so far as reasonably possible for the duration of the Force Majeure Event. In the event that the Parties fail to agree a means of performing the Agreement within two (2) months from the date of the Affected Party's notification, the Customer may in its absolute discretion elect to terminate the Agreement in whole or in part.
- 39.7 The Affected Party shall use all reasonable endeavours to continue to perform, or resume performance of this Agreement for the duration of such Force Majeure Event and if the Supplier is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.
- 39.8 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Agreement. Following such notification, this Agreement shall continue to be performed on the terms existing immediately before the occurrence of the Force Majeure Event unless agreed otherwise by the Parties.

39.9 In the event that the Force Majeure Event continues for a period of two (2) months from the date of the Affected Party's notification, the Customer may in its absolute discretion elect to terminate the Agreement in whole or in part.

40 CORRUPT GIFTS, PAYMENTS OF COMMISSION AND PREVENTION OF BRIBERY

40.1 The Supplier:

40.1.1 shall not, and shall procure that any Staff shall not, in connection with this Agreement commit a Prohibited Act;

40.1.2 warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Customer, or that an agreement has been reached to that effect, in connection with the execution of this Agreement, excluding any arrangement of which full details have been disclosed in writing to the Customer before execution of this Agreement;

40.2 The Supplier shall:

40.2.1 if requested, provide the Customer with any reasonable assistance to enable the Customer to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act 2010; and

40.2.2 within [14] Working Days of the Date of Commencement, and annually thereafter, certify to the Customer in writing (such certification to be signed by a senior officer of the Supplier) compliance with this clause 40 by the Supplier and all persons associated with it or other persons who are supplying goods or services in connection with this Agreement. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request.

40.3 The Supplier shall have an anti-bribery policy (which shall be disclosed to the Customer) to prevent any Staff from committing a Prohibited Act and shall enforce it where appropriate.

40.4 If any breach of clause 40.1 is suspected or known, the Supplier must notify the Customer immediately.

- 40.5 If the Supplier notifies the Customer that it suspects or knows that there may be a breach of clause 40.1, the Supplier must respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit books, records and any other relevant documentation. This obligation shall continue for [six] years following the expiry or termination of this Agreement.
- 40.6 The Customer may terminate this Agreement by written notice with immediate effect if the Supplier or Staff (in all cases whether or not acting with the Supplier's knowledge) breaches clause 40.1.
- 40.7 Any notice of termination under clause 40.6 must specify:
- (a) the nature of the Prohibited Act;
 - (b) the identity of the party whom the Customer believes has committed the Prohibited Act; and
 - (c) the date on which this Agreement will terminate.
- 40.8 Despite Clause 46, any dispute relating to:
- (a) the interpretation of clause 40; or
 - (b) the amount or value of any gift, consideration or commission,
- shall be determined by the Customer and its decision shall be final and conclusive.
- 40.9 Any termination under clause 40.6 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Customer and the Parties agree that the Customer may recover from the Supplier the amount or value of any gift, consideration or commission given in contravention of this Clause 40, together with all costs to the Customer of terminating and entering into an alternative with another supplier including associated cost of any re-tendering or re-advertising.

41 TERMINATION

- 41.1 Without affecting any other right or remedy available to it, the Customer may at any time by notice in writing terminate this Agreement as from the date of service of such notice if:
- 41.1.1 any of the circumstances detailed in Clause 8.5 and/or 8.6 (Delivery and Carriage), Clause 10 (Default), Clause 18.5 (Staff), Clause 21.2 (Industrial Action), Clause 30.9 (Confidentiality) and/or Clause 40 (Corrupt Gifts) arise;
- or

- 41.1.2 there is a change of control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, in the Supplier or its Parent Company provided that the Customer shall only be permitted to exercise its rights pursuant to this Clause 41.1.2 for six (6) months after each such change of control and shall not be permitted to exercise such rights where the Customer has agreed in advance in writing to the particular change of control and such change of control takes place as proposed; or
- 41.1.3 the Supplier, being a company, passes a resolution, or the Court makes an order that the Supplier or its Parent Company be wound up otherwise than for the purpose of a bona fide reconstruction or amalgamation, or a receiver, manager or administrator on behalf of a creditor is appointed in respect of the business or any part thereof of the Supplier or the Parent Company, or circumstances arise which entitle the Court or a creditor to appoint a receiver, manager or administrator or which entitle the Court otherwise than for the purpose of a bona fide reconstruction or amalgamation to make a winding-up order, or the Supplier or its Parent Company is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986 (except where the claim is made under Section 123, 1(a) and is for an amount of not less than ten thousand pounds (£10,000)) or any similar event occurs under the law of any other jurisdiction; or
- 41.1.4 the Supplier, being an individual, or where the Supplier is a firm, any partner or partners in that firm who together are able to exercise direct or indirect control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, shall at any time become bankrupt or shall have a receiving order or administration order made against him or shall make any composition or arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do so, or appears unable to pay or to have no reasonable prospect of being able to pay a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 1985 or any application shall be made under any bankruptcy or insolvency act for the time being in force for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors, or any similar event occurs under the law of any other jurisdiction; or

- 41.1.5 the Supplier commits a breach of its obligations under this Agreement (other than as a consequence of a breach by the Customer of its obligations under this Agreement) which breach results in the criminal investigation, prosecution and conviction of the Supplier or any Sub-Contractor under the Health and Safety Regime (a “**Health and Safety Conviction**”); or
 - 41.1.6 the Supplier commits a material breach of the terms of this Agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within 30 days after being notified in writing to do so; or
 - 41.1.7 the Supplier commits a series of breaches of this Agreement which when taken together amount to a material breach of this Agreement; or
 - 41.1.8 the Supplier repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Agreement; or
 - 41.1.9 The Agreement has been subject to substantial modification as to its scope and value such that a new procurement exercise would be required to be conducted in accordance with the provisions of Regulation 72(9) of PCR 2015; or
 - 41.1.10 The Supplier, at the time that the Tender was awarded to the Supplier, had been convicted of any one or more of the mandatory grounds for exclusion from participation in the Tender as those grounds are set out in Regulation 57 of PCR 2015; or
 - 41.1.11 The Tender should not have been awarded to the Supplier in view of a serious infringement of the obligations under the Treaty on European Union and the Treaty on the Functioning of the European Union (**the TFEU**) and the Public Contracts Directive 2014/24/EU that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.
- 41.2 For the purposes of clause 41.1 “**Material Breach**” shall mean a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Customer would otherwise derive from:
- 41.2.1 a substantial portion of this Agreement; or
 - 41.2.2 any of the obligations set out in clauses [NUMBERS] , over the term of this Agreement.

In deciding whether any breach is material no regard shall be had to whether it occurs by some accident, mishap mistake or misunderstanding.

- 41.3 Without affecting any other right or remedy available to it, the Customer may terminate this Contract by giving to the Supplier six (6) month's prior notice in writing.
- 41.4 Without prejudice to Clauses 41.1 and 41.3 and without affecting any other right or remedy available to it, the Customer may by notice in writing terminate this Agreement as from the date of service of such notice if any of the circumstances detailed in Clause 15.1 (Legislative Change), Clauses 39.6 and 39.9 (Force Majeure) and/or Clause 50.1 (Severability) arise; and:
- 41.5 Without affecting any other right or remedy available to it, the Supplier may by notice in writing served in accordance with Clause 49.3 terminate this Agreement as from the date of service of such notice if any of the circumstances detailed in Clause 50.1 (Severability) arise.
- 41.6 Without prejudice to Clauses 41.5 and without affecting any other right or remedy available to it, the Supplier may at any time by notice in writing terminate this Agreement as from the date of service of such notice if:
- 41.6.1 the Customer has failed to pay any sum which is properly due and owing to the Supplier (such sum not being in dispute) by the due date under Clause 13.11; and
- 41.6.2 which sum amounts to at least fifteen per cent (15%) of the total Price; and
- 41.6.3 the Supplier has given to the Customer at least thirty (30) days' written notice that such sum is overdue for payment and clearly stating the Supplier's intention to terminate the Agreement if such sum is not paid; and
- 41.6.4 the Customer has not paid within the time specified in the Supplier's notice under Clause 41.6.3 above.

42 CONSEQUENCES OF TERMINATION

- 42.1 The termination or expiry of this Agreement or any Order shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to either Party.

- 42.2 [In the event of any termination of this Agreement (and/or of any Order), any Orders which at the date of termination have yet to be discharged shall be terminated and the Customer shall, in respect of any non-discharged Orders, be entitled without prejudice to the Customer's other rights and remedies, to obtain a refund of any payments made by the Customer in respect of any Goods which have not been provided by the Supplier in accordance with the terms of the non-discharged Order.]
- 42.3 In the event of the termination of this Agreement by either Party, the provisions of this Clause and Clauses 27 (Protection of Personal Data), 33 (Interest), 34 (Set Off), 36 (Insurance), 37 (Limitation of Liability), 40 (Corrupt Gifts and Payment of Commission), 30 (Confidentiality), 58 (Law and Jurisdiction) and 28 (Freedom of Information) shall survive the termination of this Agreement.
- 42.4 Where the Customer re-lets the Agreement or any part of it to an alternative supplier the Supplier shall make good to the Customer all loss damages and expenses it may incur or be liable to in consequence of such re-letting.

43 ASSIGNMENT AND SUB-CONTRACTING

- 43.1 This Agreement is personal to the Supplier.
- 43.2 The Supplier shall not assign, novate, or otherwise dispose of this or any or all of its rights under this Agreement or any part of it without the previous consent in writing of the Customer acting in its absolute discretion.
- 43.3 The Supplier shall not sub-contract the performance of any of its obligations under this Agreement without the prior written consent of the Customer. The Supplier may sub-contract the performance of its obligations under this Agreement to any consortium member identified in its Tender provided that the Supplier complies with all provisions of this Clause. Where such consent is granted and in the event that the Supplier enters into any Sub-Contract in connection with this Agreement, the Supplier shall:
- 43.3.1 remain responsible to the Customer for the performance of its obligations under this Agreement, notwithstanding the appointment of any Sub-Contractor and be responsible for the acts, omissions and neglects of its Sub-Contractors;
- 43.3.2 impose obligations on its Sub-Contractor in the same terms imposed on it pursuant to this Agreement and shall procure that the Sub-Contractor complies with such terms;

- 43.3.3 provide a copy, at no charge to the Customer, or any such Sub-Contract (including, without limitation, any consortium agreement) on receipt of a request for such by the Customer; and
 - 43.3.4 ensure that a term is included in the Sub-Contract which requires the Supplier to pay all sums due thereunder to the Sub-Contractor within a specified period, not to exceed thirty (30) days, from the date of receipt of a valid and agreed invoice as defined by the terms of the supply contract or Sub-Contract (as appropriate).
- 43.4 Subject to Clause 43.5, the Customer shall be entitled to:
- 43.4.1 assign, novate or otherwise dispose of its rights and obligations under this Agreement or any part of it to any Contracting Authority; and
 - 43.4.2 novate this Agreement to any other body (including but not limited to any private sector body) which substantially performs any of the functions that previously had been performed by the Customer.
- 43.5 This Agreement is binding on the Customer and its successors and assignees and the Supplier and the Supplier's successors and permitted assignees.
- 43.6 Any change in the legal status of the Customer such that it ceases to be a Contracting Authority shall not affect the validity of this Agreement. In such circumstances, this Agreement shall be binding on any successor body to the Customer.

44 JOINT AND SEVERAL LIABILITY

- 44.1 Where the Supplier is more than one person, each of those persons shall be jointly and severally liable for the Supplier's obligations and liabilities arising under this Agreement. The Customer may take action against, or release or compromise the liability of, or grant any time or other indulgence to, any one of the persons comprising the Supplier without affecting the liability of any other of them.
- 44.2 Where the Supplier is part of a consortium, the Supplier shall ensure that its consortium arrangements provide that each member of its consortium is jointly and severally liable for the Supplier's obligations and liabilities arising under this Agreement.

45 DAMAGE

- 45.1 Where the Supplier causes damage to any property (whether tangible or otherwise) of the Customer or of third parties in the performance of this Agreement the Supplier shall make good the said damage forthwith at the Supplier's own risk and expense to the Customer's satisfaction.

46 DISPUTE RESOLUTION PROCESS

- 46.1 The Parties shall refer all matters in dispute arising out of or in connection with this Agreement for consideration and decision by directors or designated senior managers of each Party, who shall use their reasonable endeavours to reach a solution to any such dispute within a period of twenty one (21) days from the date notified in writing by one party to the other in which details of the dispute are specified, and failing which, unless the Parties agree another period of time, any such dispute may, upon agreement of the Parties be dealt with as set out in sub-clause 46.2.
- 46.2 If the dispute cannot be resolved by the Parties' representatives nominated under Clause 46.1, within twenty one (21) days or such other period as shall be agreed by the parties the dispute may be referred to mediation under the supervision of the Centre for Effective Dispute Resolution of 70 Fleet Street, London, EC47 1EU ("**CEDR**"). Mediation shall commence by either Party serving on the other written notice ("**Mediation Notice**") setting out in summary the issues in dispute and calling upon that other Party to join in an approach to CEDR for the appointment of a mediator.
- 46.3 The mediation shall be conducted using a sole mediator in or substantially in accordance with CEDR's recommended agreement for the time being in use. The mediator must be a CEDR accredited mediator agreed between the Parties, or in default of agreement within fourteen (14) days of notice of either Party calling upon the other to engage in mediation, appointed by CEDR (provided that both parties have agreed in principle to mediation).
- 46.4 The Parties agree to co-operate fully and promptly and in good faith with CEDR and/or the mediator in the performance of their obligations under this Clause. Both Parties will afford the mediator all necessary assistance which the mediator requires to consider the dispute including but not limited to full access to any documentation or correspondence relating to the matters in dispute. All negotiations connected with the dispute shall be conducted in strict confidence and without prejudice to the rights of the Parties in any future legal proceedings
- 46.5 If, with the assistance of the mediator, the Parties reach a settlement, such settlement shall be reduced to writing and, once signed by the duly authorised representatives of each of the Parties, shall remain binding on the Parties.

- 46.6 Unless agreed otherwise in the course of the procedure each Party shall bear its own costs of the mediation.
- 46.7 If and to the extent that after engaging in good faith in mediation the Parties do not resolve the matters in dispute, all matters remaining in dispute may be referred to the Courts in accordance with Clause 58 below.
- 46.8 In the event that mediation does not resolve all matters in dispute within a period of fifty-six (56) days, or such other time as the Parties may agree, either Party may take such action as is available to it under this Agreement or generally at law.
- 46.9 Nothing in this Agreement shall be taken to prevent or constrain either Party from seeking an injunction or other urgent.
- 46.10 Each Party's respective obligations under this Agreement shall not cease or be delayed by this dispute resolution procedure.

47 MISTAKES IN INFORMATION

- 47.1 The Supplier shall be responsible for the accuracy of all drawings, documentation and information in any form whatsoever supplied to the Customer and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein.
- 47.2 Whilst the Customer shall endeavour to ensure the accuracy of all drawings, documentation and information in any form whatsoever ("**material**") provided by it to the Supplier, the Customer shall be under no liability whatsoever for the content of such material, and the Supplier acknowledges that it is solely responsible for making its own enquiries and conducting all due diligence to verify the accuracy of such material, and further that the Supplier shall have no remedy against the Customer for any mistake, error or omission in such material, whether in breach of contract, negligence or in any other way whatsoever.

48 INFORMATION AND INTELLECTUAL PROPERTY RIGHTS

- 48.1 It shall be a condition of this Agreement that, except to the extent that the Goods incorporate designs furnished by the Customer, the Goods will not infringe any Intellectual Property Right of any third party and the Supplier shall indemnify the Customer against all actions, suits, claims, demands, losses, charges, costs and expenses which the Customer may suffer or incur as a result of or in connection with any breach of this Clause 48.

- 48.2 All Intellectual Property Rights (including ownership and copyright) in any specifications, instructions, plans, drawings, patents, patterns, models, designs or other material:
- 48.2.1 provided or made available to the Supplier by the Customer shall remain the property of the Customer;
 - 48.2.2 prepared or provided by or for the Supplier for use, or intended use, in relation to the performance of this Agreement shall be the subject of a perpetual, irrevocable, royalty free licence to the Customer (which shall carry the right to grant sub-licences) to use the Goods for all purposes reasonably contemplated by, connected with or ancillary to this Agreement, including (without limitation) their repair and maintenance.
- 48.3 At the termination of the Agreement the Supplier shall immediately return to the Customer all materials, work or records held in connection with this Agreement, including any back up media.
- 48.4 The provisions of this Clause 48 shall apply during the continuance of this Agreement and indefinitely after its expiry or termination.

49 NOTICES

- 49.1 Except as expressly provided otherwise in this Agreement, no communication from one Party to the other shall have any validity under this Agreement unless it is made in writing.
- 49.2 The Parties agree that e-mail will be considered a satisfactory form of communication for the purposes of Clause 49.1.
- 49.3 Any notice given to a Party under or in connection with this Agreement shall be in writing and shall be:
- (a) delivered by hand or pre-paid first class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or
 - (b) sent by email and confirmed by registered first class post or recorded delivery to the address provided by the Party concerned.
- 49.4 Any notice shall be deemed to have been received:
- (a) if delivered by hand, on signature of a delivery receipt or at the time then notice is left at the proper address;

- (b) if sent by pre-paid first class post or other next working day delivery service, at 9.00am on the second Working Day after posting;
- (c) if sent by email, shall be deemed to be served on the day of the transmission if transmitted before 4:00 pm on a Working Day but otherwise on the next Working Day, provided that no error report is generated and confirmation by registered post or recorded delivery is sent the same day.

49.5 Unless otherwise agreed in writing between the Parties, for the purposes of Clause 49.3 above the address and contact details of the Supplier shall be as set out in the contact form in the Invitation to Tender and the Customer's details shall be as referred to in the Award Letter.

49.6 The Parties agree that this Clause 48 does not apply to the service of any proceedings or other documents in any legal action.

50 SEVERABILITY

50.1 If any provision or part-provision of this Agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if this Agreement had been executed with the invalid illegal or unenforceable provision eliminated.

50.2 In the event of a severed term being so fundamental as to prevent the accomplishment of the purpose of this Agreement, the Customer and the Supplier shall immediately commence good faith negotiations to remedy such provision so that, as amended, it is legal, valid and enforceable and, to the greatest extent possible, achieves the intended commercial result of the original provision.

50.3 If no agreement has been reached between the Parties within twenty (20) Working Days of commencement, either Party may by notice to the other terminate the Agreement and neither Party shall bear any liability to the other in respect of such termination (but without prejudice to any other provisions of this Agreement).

51 WAIVER

51.1 The failure of either Party to insist upon strict performance of any provision of this Agreement, or the failure of either Party to exercise any right or remedy to which it is entitled under this Agreement or by law, shall not constitute a waiver of that or any other right or remedy and shall not cause a diminution of the obligations established by this Agreement.

51.2 Waiver of any default shall not constitute a waiver of any subsequent default.

51.3 No waiver of any of the provisions of this Agreement shall be effective unless it is expressly stated to be a waiver and communicated to the other party in writing in accordance with the provisions of Clause 49.

52 REMEDIES CUMULATIVE

52.1 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of this Agreement 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.

53 AMENDMENTS TO THIS AGREEMENT

53.1 This Agreement shall not be varied or amended unless such variation or amendment is agreed in writing by a duly authorised representative of the Customer (the “**Authorised Representative**”) and by a duly authorised representative of the Supplier (the “**Supplier Representative**”) on behalf of the Supplier.

53.2 Orders placed under this Agreement shall not be varied or amended unless such variation or amendment is agreed in writing by the duly Authorised Representative of the Customer on behalf of the Customer and by a duly authorised Supplier Representative on behalf of the Supplier.

54 THIRD PARTY RIGHTS

54.1 Save as otherwise expressly provided elsewhere in this Agreement, a person who is not a Party to this Agreement shall not have any rights under or in connection with it and shall not be entitled to enforce any part of it.

55 NO AGENCY OR PARTNERSHIP

55.1 The Supplier is not and shall not in any circumstances hold itself out as being the servant or agent of the Customer. The Supplier shall not hold itself out as being authorised to enter in any contract on behalf of the Customer or in any way bind the Customer to the performance, variation, release or discharge of any obligation to a third party. The Staff shall not hold themselves out to be and shall not be held out by the Supplier as being servants or agents of the Customer.

55.2 Nothing in this Agreement shall construed as constituting a partnership between the Parties.

56 COUNTERPARTS

56.1 This Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this Agreement, but all the counterparts shall together constitute the same Agreement. No counterpart shall be effective until each Party has signed at least one counterpart.

57 COSTS

57.1 Except as provided expressly in this Agreement, each party shall pay its own costs incurred in connection with the negotiation, preparation and execution of this Agreement and any documents referred to in it.

58 LAW AND JURISDICTION

58.1 This Agreement is a contract made in Wales and the applicable law shall be governed and construed in accordance with the laws of England and Wales, as it applies in Wales. Subject to Clause 46, the Parties irrevocably submit to the exclusive jurisdiction of the Courts of England and Wales sitting in the locality of the Customer, or at Cardiff.

SCHEDULE 1 – PRICE

**AS DEFINED EITHER THROUGH THE FRAMEWORK AGREEMENT OR DETERMINED THROUGH
A MINI COMPETITION**

SCHEDULE 2 – SPECIAL CONDITIONS

NPS FRAMEWORK AGREEMENT FOR THE SUPPLY AND DISTRIBUTION OF FRESH FOOD AND BEVERAGES (INCLUDING FROZEN MEAT)

REFERENCE: NPS-FOOD-0068-16

SUPPLEMENTARY TERMS AND CONDITIONS OF SUPPLY:-

Contents:-

document 3 – CALL-OFF Terms and Conditions..... 1

this agreement is dated as per the accompanying purchase order2

parties2

 (1) The Customer placing the order2

 (2) The Supplier identified in the framework award letter2

 the Customer and the Supplier are each referred to as a “**Party**” and together, the “**Parties**”.2

background2

AGREED TERMS.....2

1 DEFINITIONS AND INTERPRETATION2

 1.1 For the purposes of this Agreement except where expressly stated to the contrary, the following words shall have the following meaning:2

 1.2 In this Agreement the masculine includes the feminine and the neuter and the singular includes the plural and vice versa.....10

 1.3 A reference to any statute, statutory instrument, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, statutory instrument, enactment, order, regulation or instrument as subsequently amended, replaced or re-enacted and as in force at the relevant time.10

 1.4 A reference to a Party shall include that Party’s personal representatives and permitted assigns.10

 1.5 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).10

 1.6 A reference to a company shall include any company, corporation or other body corporate wherever and however incorporated or established.10

| | | |
|-------|---|----|
| 1.7 | A reference to any document shall be construed as a reference to the document as at the date of execution of this Agreement..... | 10 |
| 1.8 | Each Party shall comply with any express obligation in this Agreement to comply with any document, statute, enactment, order, regulation or other similar instrument that is referred to in this Agreement. | 10 |
| 1.9 | The Schedules form part of this Agreement and shall have effect as if set out in full in the body of this Agreement and any reference to this Agreement shall include the Schedules..... | 10 |
| 1.10 | Headings are included in this Agreement for ease of reference only and shall not affect the interpretation or construction of this Agreement. | 10 |
| 2 | PRELIMINARIES | 11 |
| 2.1 | The terms of this Agreement shall apply to all Orders made by the Customer. | 11 |
| 2.2 | The Supplier shall, if required to do so by the Customer, enter into a form of supplementary agreement determined by the Customer to reflect the relevant requirements of any Invitation to Tender and (as appropriate) the offers or proposals set out in any Tender submitted in response to it [including, without limitation, a consortium agreement]. | 11 |
| 2.3 | If required to do so by the Customer, the Supplier shall provide the names and addresses of two substantial sureties who are satisfactory to the Customer and who are prepared to guarantee the due performance of this Agreement | 11 |
| 2.4 | Where the Supplier is part of a consortium, the Supplier shall ensure that each member of the consortium is prepared to guarantee the due performance of this Agreement if required to do so by the Customer. | 11 |
| 3 | commencement and Duration | 11 |
| 3.1 | This Agreement shall take effect on the date specified in the Order..... | 11 |
| 3.2 | This Agreement shall expire on the date specified in the Order subject to: | 11 |
| 3.2.1 | the rights of termination contained in the Agreement; and..... | 11 |
| 3.2.2 | Clause 6.11..... | 11 |
| 4 | Scope | 11 |
| 4.1 | This Agreement shall comprise the following: | 11 |
| 4.1.1 | the Terms and Conditions;..... | 11 |
| 4.1.2 | the Special Conditions, and supplementary agreement pursuant to Clause 2.2, if any; 11 | |
| 4.1.3 | the Specification; | 11 |
| 4.1.4 | the Schedules (if any); | 11 |
| 4.1.5 | the Invitation to Tender and the Tender; | 11 |
| 4.1.6 | the Order; and..... | 11 |

| | | |
|-------|--|----|
| 4.1.7 | any other document which is agreed in writing by the Parties to be incorporated into and form part of this Agreement. | 12 |
| 4.2 | The documents listed in Clause 4.1 above shall be read together and construed so as to be consistent with one another so far as possible. In the event of any unavoidable conflict or inconsistency between any of the various documents forming part of this Agreement the following order of precedence shall apply: | 12 |
| 4.2.1 | the Special Conditions, and/or supplementary agreement pursuant to Clause 2.2; | 12 |
| 4.2.2 | the Terms and Conditions; | 12 |
| 4.2.3 | the Specification; | 12 |
| 4.2.4 | the Schedules (if any); | 12 |
| 4.2.5 | the Invitation to Tender and the Tender; | 12 |
| 4.2.6 | the Order; and..... | 12 |
| 4.2.7 | any other document which is agreed in writing by the Parties to be incorporated into and form part of this Agreement (which does not, for the avoidance of doubt, include any terms and conditions issued by the Supplier). | 12 |
| 4.3 | If there shall be a conflict between the provisions of this Agreement (including any of the documents listed in Clause 4.1) and any terms and conditions issued by the Supplier then the terms and conditions contained in this Agreement shall prevail and the Supplier in executing this Agreement hereby confirms acceptance of this condition..... | 12 |
| 5 | entire agreement..... | 12 |
| 5.1 | This Agreement constitutes the entire agreement between the Parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral relating to its subject matter..... | 12 |
| 5.2 | Each Party acknowledges that in entering into this Agreement, it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement..... | 12 |
| 5.3 | Each Party agrees that it shall have not claim for innocent or negligent misrepresentation based on any statement in this Agreement. | 12 |
| 6 | Supply and Delivery | 13 |
| 6.1 | The Customer may at any time during the Contract Period order Goods from the Supplier by giving an Order to the Supplier and the Supplier shall supply such Goods in accordance with the Customer's Order..... | 13 |
| 6.2 | Each Order shall:..... | 13 |
| 6.2.1 | be given in writing or provided orally. The supplier must maintain an audit trail of all orders received..... | 13 |

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| 6.2.2 | specify the type and quantity of the Goods ordered; and..... | 13 |
| 6.2.3 | specify the date [by OR on] which the Order is to be delivered (the “ Delivery Date ”) and the delivery location (the “ Delivery Location ”). | 13 |
| 6.3 | The Customer shall assign an Order Number to each Order and notify such Order Numbers to the Supplier. Each Party shall use the relevant Order Number in all subsequent correspondence relating to the Order. | 13 |
| 6.4 | The Supplier shall, at its own expense and risk, supply and deliver each Order to the Delivery Location [on OR by] the Delivery Date, in accordance with the provisions of this Agreement and the relevant Order..... | 13 |
| 6.5 | Delivery of an Order shall be complete on the completion of unloading of the Order at the Delivery Location stated in the Order. In the event that the Customer has elected to collect the Goods, the Order shall be complete when the Goods are loaded onto the Customer’s vehicle. | 13 |
| 6.6 | Except where otherwise provided in the Order, delivery shall include the unloading, stacking or installation of the Goods by the Supplier or the Staff at such place as the Customer or other duly authorised person shall reasonably direct. | 13 |
| 6.7 | Each Order shall be accompanied by a delivery note or delivery notes giving full particulars thereof, quoting the Order Number, the date of the Order and the type and quantity of Goods included in the Order. Where the Goods are to be supplied by weight and are not weighed at the place of delivery, the Supplier shall provide to the Customer at the time of delivery a weight ticket. | 13 |
| 6.8 | Where the Goods are sold by weight, the weight of all packing materials shall be deducted from the gross weight of the Goods and the Customer shall pay only for the net weight thereof and shall not be liable for the return of any such packing materials. | 13 |
| 6.9 | At any time prior to despatch of the Goods, the Customer may cancel or amend any of the requirements set out in an Order including, but not limited to, any of the following:... | 14 |
| 22.8.1 | the quantity of the Goods required; | 14 |
| 22.8.2 | the Delivery Date; and/or | 14 |
| 22.8.3 | the Delivery Location; | 14 |
| 6.10 | If the Customer amends or cancels an Order pursuant to Clause 6.9, its liability to the Supplier shall be limited to payment to the Supplier of all direct costs reasonably incurred by the Supplier in fulfilling the Order up to the date of receipt of the notice of amendment or cancellation, except that where the amendment or cancellation results from the Supplier’s failure to comply with its obligations under this Agreement, the Customer shall have no liability to the Supplier in respect of it. | 14 |
| 6.11 | If the Contract Period expires before the supply or delivery of any Goods comprised in an Order, the Supplier shall remain liable for the completion of the Order. The terms and | |

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| conditions of this Agreement shall continue in full force and effect in respect of such completion..... | 14 |
| 6.12 Clause 6.7 shall survive the termination or expiry of this Agreement..... | 14 |
| 7 The Goods..... | 14 |
| 7.1 The Supplier shall at its own cost ensure that all Goods supplied to the Customer pursuant to this Agreement shall: | 14 |
| 7.1.1 conform to the Specification;..... | 14 |
| 7.1.2 be compliant with any requirement of any Legislation (including, but not limited to, (i) being of satisfactory quality within the meaning of the Sale of Goods Act 1979 (as amended) and (ii) confirming to all applicable statutory and regulatory requirements);.... | 14 |
| 7.1.3 conform to any relevant British Standard, specification or code of practice or European Union equivalents; | 14 |
| 7.1.4 be compliant with any policies, rules, codes of practice, procedures and standards with which the Supplier is required to comply;..... | 14 |
| 7.1.5 conform to any Acceptance Criteria that are specified by the Customer;..... | 14 |
| 7.1.6 be of satisfactory quality and fit for any purpose for which such Goods are commonly used or which is made known to the Supplier in writing by the Customer; | 15 |
| 7.1.7 correspond in all respects with any Samples; and..... | 15 |
| 7.1.8 be provided in accordance with the terms set out in this Agreement. | 15 |
| 7.2 In addition to the obligations imposed on the Supplier pursuant to Clause 7.1, the Supplier shall also: | 15 |
| 7.2.1 ensure that the Goods are properly packed and secured in such a manner as to enable them to reach their destination in good condition; | 15 |
| 7.2.2 obtain and maintain in force for the Term all licences, permissions, authorisations, consents and permits needed to supply the Goods in accordance with the terms of this Agreement; and | 15 |
| 7.2.3 comply with all applicable laws, enactments, orders, regulations and other instruments relating to the packing, packaging, marking, storage, handling, and delivery of the Goods. | 15 |
| 7.3 The Supplier's premises shall be available at all reasonable times for inspection by a representative of the Customer with or without a prior appointment and during such inspections the Supplier shall allow the representative of the Customer to examine any Goods to be supplied under the provisions of this Agreement or to take samples of all or any Goods for the purpose of testing or analysis to determine compliance with the Specification. | |

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7.4 If, following an inspection pursuant to Clause 7.3, the Customer reasonably considers that the Goods are not or are not likely to be as warranted under Clause 7.1,

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| | without prejudice to any other right or remedy available to it, the Customer shall inform the Supplier and the Supplier shall immediately take such action as is necessary to ensure that the Goods are or will be as warranted under clause 7.1. | 15 |
| 8 | acceptance and defective goods..... | 15 |
| 8.1 | The Customer shall not be deemed to have accepted any Goods in the case of a latent defect in the Goods, until a reasonable time after the latent defect has become apparent..... | 15 |
| 8.2 | Where under the terms of this Agreement any Acceptance Criteria have been specified, the Customer shall not be obliged to accept the Goods unless and until the Supplier has demonstrated that all Acceptance Criteria for the Goods have been met and the Customer has issued an acceptance certificate. | 16 |
| 8.3 | The Customer shall be under no obligation to accept or pay for any Goods supplied in excess of the quantity ordered. If the Customer elects not to accept such over-delivered Goods it shall give notice in writing to the Supplier to remove them within five (5) Working Days [of Delivery] and to refund to the Customer any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Supplier for the costs of such disposal. The risk in any over-delivered Goods shall remain with the Supplier unless they are expressly accepted in writing by the Customer. | 16 |
| 8.4 | The Customer shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Order. | 16 |
| 8.5 | The Customer shall not be obliged to accept delivery by instalments. If the Customer specifies or agrees to delivery by instalments in the relevant Order, delivery of any instalment later than the date specified or agreed for its delivery in the Order shall, without prejudice to any other rights or remedies of the Customer, entitle the Customer to terminate the whole of any unfulfilled part of the Order without further liability to the Customer..... | 16 |
| 8.6 | Time of delivery shall be of the essence with regard to the Supplier's obligations under this Agreement and if the Supplier fails to deliver the Goods [on OR by] the Delivery Date, the Customer may, without prejudice to any other rights and remedies of the Customer:..... | 16 |
| 8.6.1 | release itself from any obligation to accept and pay for the Goods;..... | 16 |
| 8.6.2 | obtain substitute goods from another supplier and, subject to Clause 38, recover from the Supplier any costs and expenses reasonably incurred by the Customer in obtaining such substitute goods (including, but not limited to, increased administration costs and costs of delay and disruption thereby incurred by the Customer); | 16 |
| 8.6.3 | subject to Clause 38, claim damages for any other costs, expenses or losses resulting from the Supplier's failure to deliver the Order on the Delivery Date; and/or | 16 |

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| 8.6.4 | may terminate the Agreement,..... | 16 |
| | [provided that the Supplier shall have no liability for any failure or delay in delivery an Order to the extent that such failure or delay is caused by the Customer's failure to comply with its obligations under this Agreement.] | 17 |
| 8.7 | If any Goods supplied to the Customer pursuant to an Order do not comply with any of the provisions of Clause 7.1 or are otherwise not in accordance with the requirements of this Agreement, without affecting any other right or remedy available to it, the Customer may reject the Goods..... | 17 |
| 8.8 | In any case of rejection of the Goods by the Supplier for whatever reason: | 17 |
| 8.8.1 | the Supplier shall promptly and at its own expense remove the rejected Goods and replace the same, as the Customer shall direct, with Goods which comply with all requirements of this Agreement and are to the satisfaction of the Customer; and | 17 |
| 8.8.2 | if any payment has been made by the Customer in respect of the rejected Goods, the Customer may require the Supplier to repay the price of the rejected Goods in full (whether or not the Customer has previously required the Supplier to repair or replace the rejected Goods); | 17 |
| 8.8.3 | the Customer may obtain substitute goods from another supplier and, subject to Clause 38, recover from the Supplier any costs and expenses reasonably incurred by the Customer in obtaining such substitute goods (including, but not limited to, increased administration costs and costs of delay and disruption thereby incurred by the Customer). | |
| | 17 | |
| 8.9 | The Customer's rights and remedies under this Agreement are in addition to the rights and remedies available to it in respect of the statutory conditions relating to description, quality, fitness for purpose and correspondence with samples implied into this Agreement by the Sale of Goods Act 1979. | 17 |
| 9 | REPLACEMENT AND REPAIR | 17 |
| 9.1 | Notwithstanding acceptance by the Customer, and without prejudice to any other right of the Customer under this Agreement or at law, the Supplier shall, at the Customer's option, promptly repair or replace, at the Supplier's expense and to the satisfaction of the Customer, any Goods which are notified by the Customer as being defective within a reasonable period of time (dependent on the nature of the Goods) from the date when the Goods have been put into operational use either following delivery or following repair, modification or replacement of the Goods or any part thereof pursuant to this Clause 9. | 17 |
| 9.2 | In addition to the remedies under Clause 9.1 and without prejudice to any of its other rights, the Customer shall have the right to recover from the Supplier all costs and expenses arising from the defective Goods including, but not limited to those of: | 18 |
| 9.2.1 | removing the Goods;..... | 18 |

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| 9.2.2 | carriage and storage of the Goods;..... | 18 |
| 9.2.3 | testing the Goods; and..... | 18 |
| 9.2.4 | reinstalling and re-commissioning the Goods..... | 18 |
| 10 | DEFAULT..... | 18 |
| 10.1 | In the event of the Supplier being unable to supply the Goods in accordance with the foregoing conditions or within the time specified for delivery in the Order, the Supplier shall immediately notify the Customer's Authorised representative of its inability to do so and the reasons therefor and the Customer, without prejudice to any other right or remedy to which it may be entitled, shall be at liberty to terminate the Agreement either wholly, or to the extent of such default and to purchase from an alternative supplier such other goods or materials of the same or similar description to make good the default, as the Customer may reasonably decide. The Customer may recover from the Supplier any additional costs of purchasing the goods and materials or their equivalent from an alternative supplier together with any additional costs (including but not limited to increased administration costs, and costs of delay and disruption) thereby incurred by the Customer..... | 18 |
| 10.2 | The Supplier shall be liable to make good and pay all damages, costs, charges and expenses arising out of the breach of contract or negligence of itself and/or its Staff arising out of the performance of this Agreement howsoever such damages, costs, charges and expenses arise. | 18 |
| 11 | Title and Risk..... | 18 |
| 11.1 | Title in any Goods shall, without prejudice to the Customer's right to reject the Goods if they are defective, pass to the Customer on Delivery..... | 18 |
| 11.2 | The risk in the Goods shall pass to the Customer on acceptance by the Customer. | |
| | 18 | |
| 12 | Provision and removal of Equipment | 18 |
| 12.1 | Unless otherwise stated in the Order Form, the Supplier shall provide all the Equipment necessary for the supply of the Goods..... | 18 |
| 12.2 | The Supplier shall not deliver any Equipment nor begin any work or Goods on the Premises without obtaining prior written Approval..... | 19 |
| 12.3 | All Equipment brought onto the Premises shall be at the Supplier's own risk and the Customer shall have no liability for any loss of or damage to any Equipment unless the Supplier is able to demonstrate that such loss or damage was caused or contributed to by the Customer's default. The Supplier 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 Supplier..... | 19 |

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| 12.4 | The Supplier shall maintain all items of Equipment within the Premises in a safe, serviceable and clean condition..... | 19 |
| 12.5 | The Supplier shall, at the Customer's written request, at its own expense and as soon as reasonably practicable: | 19 |
| 12.5.1 | remove from the Premises any Equipment that in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with the Agreement; and ... | 19 |
| 12.5.2 | replace such item with a suitable substitute item of Equipment. | 19 |
| 12.6 | On completion of the Goods, the Supplier shall remove the Equipment together with any other materials used by the Supplier to supply the Goods and shall leave the Premises in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Premises or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier or any Staff..... | 19 |
| 13 | Charges and payments..... | 19 |
| 13.1 | The charges payable by the Customer in respect of Goods shall be determined by reference to the agreed price for goods specified resulting from either a direct call off under the framework agreement price list or a mini competition under the framework agreement | 19 |
| 13.2 | The Price payable by the Customer in respect of each Order shall be specified in the Order and shall be the full and exclusive remuneration of the Supplier in respect of the performance of the Order. | 19 |
| 13.3 | The Price is inclusive of the costs of packaging, insurance, delivery, installation and carriage of the Goods. | 19 |
| 13.4 | Where Goods are sold by weight, the weight of all packing materials shall be deducted from the gross weight of the Goods and the Customer shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are properly chargeable on a supply of Goods..... | 19 |
| 13.5 | The Prices are exclusive of VAT. The Customer shall pay the Value Added Tax on the charges at the rate and in the manner prescribed by law, from time to time..... | 20 |
| 13.6 | All invoices submitted by the Supplier to the Customer shall be valid VAT invoices and shall contain the Order Number(s) to which the invoice relates and shall be denominated in sterling..... | 20 |
| 13.7 | The Supplier shall ensure that all invoices clearly show the following information (where applicable): | 20 |
| 13.7.1 | name and address of the Supplier;..... | 20 |
| 13.7.2 | the period to which the payment relates;..... | 20 |
| 13.7.3 | the hourly rate for any services including premium rates for weekends, evenings etc..... | 20 |

13.8 The Supplier shall use best endeavours during the Contract Period to reduce its supply and other costs for the Goods.20

13.9 The Supplier shall be entitled to invoice the Customer for each Order on or at the time of Delivery. Each invoice shall quote the relevant Order Number(s). Where the Supplier submits an invoice to the Authority in accordance with this Clause, the Customer will consider and verify that invoice in a timely fashion.....20

13.10 In the event of the submitted invoice being incorrect, the Customer may return the invoice to the Supplier as a query, and/or raise any query or request for information, and the Supplier shall answer any such request within five (5) Working Days. The period for payment shall not commence until the date of receipt of an accurate invoice by the Finance Section of the Customer. Payment of invoices by the Customer for Goods supplied shall be made, in the discretion of the Customer, either by way of the BACS system or the Welsh Purchase Card from Barclaycard. Where the Welsh Purchase Card is the preferred method of payment, the Provider shall be solely responsible for the payment of the merchant fee levied by the card provider and the Provider shall not recover this merchant fee from the Customer.....20

13.11 Payment shall be made within thirty (30) days of receipt by the Customer (at its nominated address for invoices) of a valid and agreed invoice from the Supplier.20

13.12 If the Customer disputes any invoice or other statement of monies due, the Customer shall promptly notify the Supplier in writing. The Parties shall negotiate in good faith to attempt to resolve the dispute promptly. The Supplier shall provide all such evidence as may be reasonably necessary to verify the disputed invoice or request for payment. If the Parties have not resolved the dispute within 30 days of the Customer giving notice to the Supplier, the dispute shall be resolved in accordance with Clause 46. Where only part of an invoice is disputed, the undisputed amount shall be paid in accordance with the terms of this Agreement. The Supplier’s obligations to supply the Goods shall not be affected by any payment dispute.21

13.13 Where the Supplier enters into a Sub-Contract, the Supplier shall include in that Sub-Contract:21

13.13.1 a provision that where the Sub-Contractor submits an invoice to the Supplier, the Supplier shall consider and verify that invoice in a timely fashion;21

13.13.2 a provision that the Supplier shall pay the Sub-Contractor any sums due under such an invoice no later than a period of 30 days from the date on which the Supplier has determined that the invoice is valid and agreed; and.....21

13.13.3 a provision requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards provisions having the same effect as Clauses 13.13.1 and 13.13.2 of this Agreement.21

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| 13.14 | In this Clause 13, "Sub-Contract" means a Sub-Contract at any stage of remoteness from the Customer in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement. | 21 |
| 14 | Warranties and Representations | 21 |
| 14.1 | The Supplier warrants and represents that: | 21 |
| 14.1.1 | it has full capacity and authority to enter into and to perform this Agreement and that this Agreement is executed by a duly authorised representative of the Supplier; | 21 |
| 14.1.2 | the Goods shall (to the extent required under this Agreement) be supplied, installed, tested and commissioned [and thereafter maintained and repaired] by appropriately experienced, qualified and trained personnel in accordance with Good Industry Practice; | 21 |
| 14.1.3 | as at the Commencement Date, all information contained in its Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Customer prior to the execution of this Agreement; and | 22 |
| 14.1.4 | the Supplier shall discharge its obligations hereunder with all due skill, care and diligence including but not limited to Good Industry Practice and (without limiting the generality of this Clause) in accordance with its own established internal procedures;.... | 22 |
| 14.1.5 | it shall not take any action nor shall it make any omission in terms of which the reputation of the Welsh Ministers is placed into disrepute. | 22 |
| 15 | Legislative Change | 22 |
| 15.1 | Subject to the content of the remainder of this clause the Supplier shall bear the cost of complying with all Legislation and any amendments thereto. In the event that a change in Legislation necessitates a material change to the performance of this Agreement and provided that such change could not have reasonably been foreseen by the Supplier at the date of the Agreement the Parties shall enter into negotiations in good faith to make such adjustments to the Price as may be necessary to compensate the Supplier for any additional costs as are both reasonably and necessarily incurred by the Supplier in accommodating such changes. If the Parties cannot reach agreement on such costs within a reasonable time, then the Customer may at its discretion terminate this Agreement in whole or in part. | 22 |
| 16 | Alteration of Place of Manufacture | 22 |
| 16.1 | Where the Supplier has stated that the Goods will be produced at a particular place or places, it shall not alter such place or places without the prior written consent of the Customer (such consent not to be unreasonably withheld or delayed) and any such alteration shall not have any financial consequences to the Customer. | 22 |

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| 17 | Fraud..... | 22 |
| 17.1 | The Supplier must take all reasonable steps including all preliminary enquiries and investigations to prevent the risk of fraud to the Customer..... | 22 |
| 17.2 | Where such preliminary actions suggest the possibility of fraud or other irregularity affecting the resources of the Customer the Supplier shall immediately inform the Customer. | |
| | 22 | |
| 18 | Supplier's STAFF AND THE TRANSFER OF UNDERTAKINGS | 23 |
| 18.1 | The Customer reserves the right under this Agreement to refuse to admit to any premises occupied by or on behalf of the Customer any Supplier Staff, whose admission would be, in the opinion of the Customer, undesirable or unnecessary..... | 23 |
| 18.2 | If and when directed by the Customer, the Supplier shall provide a list of the names and addresses of all persons who may require admission in connection with the performance of this Agreement to any premises occupied by or on behalf of the Customer, specifying the capacities in which they are concerned with this Agreement and giving such other particulars as the Customer may reasonably require. | 23 |
| 18.3 | The Supplier and its Staff, engaged within the boundaries of the Premises, shall comply with such rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time and notified to the Supplier for the conduct of personnel when at or within the boundary of the Premises..... | 23 |
| 18.4 | The decision of the Customer as to whether any person is to be refused admission to any premises occupied by or on behalf of the Customer and as to whether the Supplier has failed to comply with Clause 18.2 shall be final and conclusive. | 23 |
| 18.5 | If the Supplier shall fail to comply with Clause 18.2 or fails to do so within a reasonable time of written notice so to do then the Customer may terminate this Agreement in accordance with Clause 40 provided always that such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall afterwards accrue to either Party..... | 23 |
| 18.6 | The Supplier acknowledges that each member of the Staff engaged in the performance of the Goods shall have full authority to act on behalf of the Supplier for all purposes in connection with the Agreement provided always that if the Customer shall at any time be dissatisfied for any reason with the performance of any person engaged in carrying out the Goods, the Supplier shall, if the Customer so requires, provide a competent substitute to carry out the Goods at no additional cost to the Customer..... | 23 |
| 18.7 | The Supplier shall replace any of the Staff who the Customer reasonably decides have failed to carry out their duties with reasonable care and skill. Following the removal of any of the Staff for any reason, the Supplier shall ensure such person is replaced promptly with another person with the necessary training and skills to meet the requirements of the | |

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| Goods. The Customer shall have no liability to the Supplier or the Staff for any losses of any nature whatsoever arising out of the operation of this clause..... | 23 |
| 18.8 The Supplier shall maintain up to date personnel records on the Staff engaged in the provision of the Goods and, on request, provide reasonable information to the Customer on the Staff. The Supplier shall ensure at all times that it has the right to provide these records in compliance with the applicable Data Protection Legislation. | 24 |
| 18.9 The Supplier warrants that it has complied with the Staff Vetting Procedures in respect of all Staff employed or engaged by the Supplier at the Service Commencement Date and that it shall not employ or engage any person in the provision of the Goods who is barred from, or whose previous conduct or records indicate that they would not be suitable to carry out the Goods. | 24 |
| 19 Non-solicitation | 24 |
| 19.1 For the duration of the Agreement and for a period of 12 Months thereafter neither the Customer nor the Supplier 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 Goods without that other Party's prior written consent. | 24 |
| 20 Policies..... | 24 |
| 20.1 The Supplier shall comply with and shall ensure the Staff comply with all the of the Customer's published policies and with any further rules, codes of practice, procedures and standards which the Customer notifies to the Supplier. The Customer shall throughout the Term ensure that any changes to any policies, rules, codes of practice, procedures and standards are brought promptly to the attention of the Supplier. | 24 |
| 21 Industrial action | 24 |
| 21.1 The Supplier shall immediately inform the Customer of any actual or potential industrial action by Staff, whether such action be by its own Staff or others, which affects or might affect its ability at any time to deliver the Goods in accordance with the requirements of the Agreement. | 24 |
| 21.2 In the event of industrial action by Staff, the Supplier shall seek the Customer's approval to any revised proposals to deliver the Goods..... | 24 |
| 21.3 If the Supplier's proposals referred to in clause 21.2 are considered insufficient or unacceptable by the Customer, then the Customer may terminate this Contract in whole or in part in accordance with Clause 41.1.1. | 24 |
| 22 THE TRANSFER OF UNDERTAKINGS | 25 |
| 22.1 The Parties acknowledge and agree that because this is an agreement for the supply of goods, TUPE will not apply either as a result of the parties entering into this Agreement or upon the termination or expiry of this Agreement in whole or in part for whatever reason..... | 25 |

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| 22.2 | Without prejudice to paragraph 22.1, however, should any person transfer or allege (or it is determined by a court of competent jurisdiction) that his or her employment has been transferred to the Supplier pursuant to TUPE as a result of the parties entering into this Agreement (or if it is claimed or determined that his or her employment would have so transferred had he or she not resigned or his or her employment been terminated) then the Supplier shall indemnify and keep indemnified the Customer against any Employment Liabilities arising out of any acts or omissions in relation to such persons prior to, on or after the Commencement Date or any other matter, event or circumstances occurring prior to, on or after the Commencement Date including (without limitation) any failure by the Supplier to comply with its obligations TUPE..... | 25 |
| 22.3 | Without prejudice to paragraph 22.1, if on the termination or expiry of this Agreement there is a relevant transfer for the purposes of TUPE or should any person transfer or allege (or it is determined by a court of competent jurisdiction) that his or her employment has been transferred to the Customer or a Replacement Supplier (as the case may be) pursuant to TUPE or if it is claimed or determined that his or her employment would have so transferred had he or she not resigned or his or her employment been terminated (“the Relevant Transfer”) then the Customer or Replacement Supplier shall be entitled (but not obliged) to terminate the employment of such person and the Supplier shall indemnify and keep indemnified the Customer or Replacement Supplier (as the case may be) against: | |
| | 25 | |
| 22.3.1 | all Employment Liabilities arising out of such termination or otherwise arising out of the employment of such person by the Customer or Replacement Supplier; and .. | 25 |
| 22.3.2 | any and all employment costs associated with the employment of such person by the Customer or Replacement Supplier up to the date of termination of such person’s employment. | 25 |
| 22.4 | Further, where the Customer or Replacement Supplier decides not to terminate the employment of such person pursuant to paragraph 22.3 the Supplier shall indemnify and keep indemnified the Customer or Replacement Supplier (as the case may be) against any Employment Liabilities arising out of any acts or omissions in relation to such persons on or before the date of the Relevant Transfer or any other matter, event or circumstances occurring on or before the Relevant Transfer including (without limitation) any failure by the Supplier to comply with its obligations under regulations 13 and 14 of TUPE. | 26 |
| 23 | Disruption..... | 26 |
| 23.1 | The Supplier shall (and shall ensure that its Staff, and shall procure that any Sub-Contractors, will) take all reasonable care at all times not to disrupt the operations of the Customer, its employees or any contractor or other person employed by the Customer. | 26 |
| 24 | Discrimination AND EQUALITY | 26 |

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| 24.1 | The Supplier shall ensure that it complies with all relevant requirements of all current equalities legislation, regulations and duties including but not limited to the Equality Act 2010 and all other similar Legislation (“ equality legislation ”) in force from time to time together with any guidance or Codes of Practice issued by the Equality and Human Rights Commission and shall in addition discharge its obligations under this Agreement and provide the Goods in a manner consistent with the Customer’s equalities policies. | 26 |
| 24.2 | The Supplier shall not unlawfully discriminate within the meaning and scope of any law, enactment, order or regulation relating to discrimination (whether in age, race, gender, religion, disability, sexual orientation or otherwise) in employment. | 26 |
| 24.3 | The Supplier shall provide any information reasonably requested by the Customer in respect of such equality legislation in so far as it relates to the performance of this Agreement..... | 26 |
| 24.4 | The Customer is required by the Welsh Language Act 1993 as amended together with the Welsh Language (Wales) Measure 2011 to maintain a Welsh Language Scheme. The Supplier shall comply with the Customer’s Welsh Language Scheme as updated from time to time and notified to the Supplier in writing. | 26 |
| 24.5 | The Supplier shall take all reasonable steps to secure the observance of Clause 24 by all servants, employees or agents of the Supplier and all Staff and any Sub-Contractors employed in performance of this Agreement..... | 26 |
| 25 | Health and Safety | 27 |
| 25.1 | The Supplier shall: | 27 |
| 25.1.1 | comply with all relevant parts of the Health and Safety Regime; | 27 |
| 25.1.2 | in relation to all persons likely to be affected by the execution of this Agreement and/or by use, handling or otherwise coming into contact with the Goods take all such steps as may be reasonably practicable to ensure their health and safety; and promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of this Agreement; | 27 |
| 25.1.3 | notify the Customer immediately in the event of any incident occurring in the performance of this Agreement on the Customer’s premises where that incident causes any personal injury or damage to property that could give rise to personal injury; | 27 |
| 25.1.4 | ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 174) is made available to the Customer on request..... | 27 |
| 25.2 | The Customer shall (and shall procure that its Sub-Contractors) use reasonable endeavours to notify the Supplier of any health and safety hazards which may exist or arise at its premises and which may affect the Supplier. The Supplier shall draw these hazards to the attention of its Staff or any persons engaged by the Supplier in the performance of this | |

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| | Agreement at the premises and shall instruct such persons in connection with any necessary associated safety measures. | 27 |
| 26 | Human Rights..... | 27 |
| 26.1 | The Supplier shall not (and shall ensure that its Staff shall not) do or permit or allow anything to be done which may result in the Customer acting incompatibly with the rights contained within the European Convention on Human Rights and the Human Rights Act 1998. 27 | |
| 26.2 | The Supplier shall (and shall use its reasonable endeavours to procure that its staff shall) at all times comply with the provisions of the Human Rights Act 1998 in the performance of this Agreement..... | 27 |
| 26.3 | The Supplier shall undertake, or refrain from undertaking, such acts as the Customer requests so as to enable the Authority to comply with its obligations under the Human Rights Act 1998..... | 27 |
| 27 | Protection of Personal Data..... | 28 |
| 27.1 | The Supplier shall (and shall procure that any of its Staff and/or Sub-Contractors involved in the provision of the Agreement) comply with any notification requirements under the Data Protection Legislation and both Parties will duly observe their obligations under the Data Protection Legislation, which arise in connection with this Agreement..... | 28 |
| 27.2 | Notwithstanding the general obligation in Clause 27.1, where the Supplier or any of its Staff and/or Sub-Contractors, in performing its obligations under this Agreement, processes Personal Data as a Data Processor on behalf of the Customer, the Supplier shall and shall procure that its Staff and/or Sub-Contractors:..... | 28 |
| 27.2.1 | ensure that has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the Data Protection Act 1998;..... | 28 |
| 27.2.2 | provide the Customer with such information as the Customer may reasonably require to satisfy itself that the [Service Provider] is complying with its obligations under the Data Protection Legislation; | 28 |
| 27.2.3 | promptly notify the Customer of any breach of the security measures required to be put in place pursuant to Clause 27.2.1; | 28 |
| 27.2.4 | ensure it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer's obligations under the Data Protection Legislation;..... | 28 |

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| 27.2.5 | not without the Customer's prior written consent (which the Customer may withhold at its absolute discretion), do anything which would cause Personal Data to be transferred outside the European Economic Area | 28 |
| 27.2.6 | act only on instructions from the Customer as Data Controller; and | 28 |
| 27.2.7 | comply with the Customer's instructions in relation to the processing of Personal Data as such instructions are given and varied from time to time by the Customer. | 28 |
| 27.3 | The Supplier undertakes to use best endeavours to procure that its Sub-Contractors maintain appropriate security systems. | 28 |
| 27.4 | The Supplier shall ensure that its contracts with its Sub-Contractors include provisions which oblige each Sub-Contractor to promptly notify the Customer of any breach of security in relation to the Supplier's Confidential Information or data. | 29 |
| 27.5 | The Supplier shall ensure that its contracts with its Sub-Contractors impose an obligation on each Sub-Contractor to co-operate with the Supplier and/or Customer in any investigation that either considers necessary to undertake as a result of any breach of security in relation to the Customer's Confidential Information or data. | 29 |
| 27.6 | The provisions of this Clause 27 shall apply during the continuance of this Agreement and indefinitely after its expiry or termination. | 29 |
| 28 | FREEDOM OF INFORMATION | 29 |
| 28.1 | The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and co-operate with the Customer (at the Supplier's expense) to enable the Customer to comply with these information disclosure requirements. | 29 |
| 28.2 | The Supplier shall (and shall procure that its Sub-Contractors shall): | 29 |
| 28.2.1 | transfer the Request for Information to the Customer as soon as practicable after receipt and in any event within two (2) Working Days of receiving a Request for Information; | 29 |
| 28.2.2 | provide the Customer with a copy of all Information in its possession or power in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer requesting that Information; and | 29 |
| 28.2.3 | provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to a Request for Information within the time for compliance set out in Section 10 of the FOIA or Regulation 5(2) of the Environment Information Regulations. | 29 |
| 28.2.4 | For the purposes of this clause 28.2, " reasonable assistance " shall include the redaction of documentation within five (5) days of a request from the Welsh Ministers to do so. 29 | |

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| 28.3 | The Customer shall be responsible for determining in its absolute discretion whether any Information:..... | 29 |
| 28.3.1 | is exempt from disclosure under the FOIA; and..... | 29 |
| 28.3.2 | is to be disclosed in response to a Request for Information..... | 30 |
| 28.4 | In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by the Customer. | 30 |
| 28.5 | The Supplier shall ensure all information submitted in connection with tendering process or in the course of this Agreement or relating to this Agreement is retained for disclosure and shall permit the Customer to inspect such records as requested from time to time. | 30 |
| 28.6 | The Supplier acknowledges that any lists or schedules provided by it as part of the tendering process outlining Confidential Information are of indicative value only and that the Customer may nevertheless be obliged to disclose Confidential Information in accordance with this Clause 28. | 30 |
| 28.7 | [Any failure to agree between the Customer and the Supplier arising out of or in connection with the disclosure of information under the FOIA shall be referred to the Information Commissioner for determination and resolution prior to any disclosure.]..... | 30 |
| 29 | Environmental Requirements..... | 30 |
| 29.1 | The Supplier shall:..... | 30 |
| 29.1.1 | have a sustainable approach to waste management and not treat, keep or dispose of any waste produced and/or carried by the Supplier as a result of executing this Agreement in a manner likely to cause harm to the health and safety of any person or to the environment and shall comply with all relevant Legislation including The Producer Responsibility (Packaging Waste) Regulations 1997 – 2007 together with any amendments, additions or re-enactments that may take place from time to time;..... | 30 |
| 29.1.2 | perform the Agreement in such a way as to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment;..... | 30 |
| 29.1.3 | during the execution of the Agreement, take such steps as are reasonably practicable to avoid (or, where avoidance is not possible, to minimise) harm to the environment. | 30 |
| 29.1.4 | in the event that the Supplier believes that a change to this Agreement or a change to the Specification would reduce the overall environmental impact of this Agreement (for example by the increased use of re-cycled or re-furbished or otherwise environmentally friendly materials, or by the production of Goods with a longer life span, or that a change would result in increased energy efficiency or reduce in other ways the | |

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| impact on the environment) the Supplier must notify the Customer in writing (whether or not this change would affect the Price payable for the Goods). The Customer may in its discretion consider the proposed change and may request a Variation in accordance with Clause 30;..... | 31 |
| 29.1.5 immediately after delivery, the Supplier shall remove all packaging relating to the Goods which is no longer required by the Customer. The Customer may recycle, re-use or dispose of any packaging left at its premises..... | 31 |
| 29.2 Nothing in this Clause 29 shall relieve the obligations of the Supplier to comply with all applicable Legislation and Good Industry Practice. | 31 |
| 30 Confidentiality..... | 31 |
| 30.1 The Supplier acknowledges that any Confidential Information obtained from or relating to the Customer, its employees or agents is the property of the Customer..... | 31 |
| 30.2 Each Party:..... | 31 |
| 30.2.1 shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and..... | 31 |
| 30.2.2 shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Agreement or except where disclosure is otherwise expressly permitted by the provisions of this Agreement. | 31 |
| 30.3 The Supplier shall take all necessary precautions to ensure that all Confidential Information obtained from the Customer under or in connection with the Agreement:..... | 31 |
| 30.3.1 is given only to such of the staff and professional advisers or consultants or Sub-Contractors engaged to advise it in connection with the Agreement as is strictly necessary for the performance of the Agreement;..... | 31 |
| 30.3.2 is treated as confidential and not disclosed (without prior approval) or used by any staff or such professional advisers or consultants or Sub-Contractors otherwise than for the purposes of the Agreement. | 31 |
| 30.4 Where it is considered necessary in the opinion of the Customer, the Supplier shall ensure that staff or such professional advisers or consultants or Sub-Contractors sign a Confidentiality Undertaking before commencing work in connection with the Agreement. .. | 32 |
| 30.5 The Supplier shall not use any Confidential Information received otherwise than for the purposes of the Agreement..... | 32 |
| 30.6 The provisions of Clauses 30.1 to 30.5 shall not apply to any Confidential Information received by one Party from the other: | 32 |
| 30.6.1 which is or becomes public knowledge (otherwise than by breach of this Clause); | 32 |

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| 30.6.2 | which was in the possession of the receiving party, without restriction as to its disclosure, before receiving it from the disclosing party;..... | 32 |
| 30.6.3 | which is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;..... | 32 |
| 30.6.4 | is independently developed without access to the Confidential Information; or | 32 |
| 30.6.5 | which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure, including any requirements for disclosure under the FOIA pursuant to Clause 28. | 32 |
| 30.7 | Nothing in this Clause shall prevent the Customer:..... | 32 |
| 30.7.1 | disclosing any Confidential Information for the purpose of:..... | 32 |
| 30.7.2 | disclosing any Confidential Information obtained from the Supplier:-..... | 32 |
| 30.8 | Nothing in this Clause shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Agreement in the course of its normal business, to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights..... | 33 |
| 30.9 | In the event that the Supplier fails to comply with this Clause 30 the Customer reserves the right to terminate the Agreement by notice in writing with immediate effect. ... | 33 |
| 31 | Publicity..... | 33 |
| 31.1 | Except with the written consent of the Customer the Supplier shall not make any press announcements or publicise this Agreement in any way but the Customer shall be at liberty to make any press announces or publicise this agreement without obtaining the consent of the Supplier. | 33 |
| 31.2 | Both Parties shall take all reasonable steps to ensure the observance of the provisions of Clause 31.1 by all their servants, employees, agents and consultants and the Supplier shall take all reasonable steps to ensure the observance of the provisions of Clause 31.1 by its Staff and any Sub-Contractors..... | 33 |
| 31.3 | Neither Party shall use business logos or publicise the logos of the Party's either in print or electronically without the express written consent of the other Party such consent shall not be unreasonably withheld or delayed. | 33 |
| 31.4 | Notwithstanding the provisions of Clause 31.1, the Customer shall be entitled to publicise this Agreement in accordance with any legal obligation upon the Customer, including any examination of this Agreement by the Audit Commission and the Customer's external Auditors and the provisions of FOIA..... | 33 |
| 31.5 | The Parties acknowledge that the Audit Commission has the right to publish details of this Agreement (including Confidential Information) in its relevant reports to Parliament to the extent permitted by law. | 33 |
| 32 | VARIATIONS..... | 34 |

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| 32.1 | Variations of a minor or temporary nature may be required to the Goods from time to time and such Variations shall be agreed in writing between the Customer and the Supplier. The Supplier shall comply with such minor or temporary Variations, which shall normally be accommodated at no extra cost to the Customer, provided they do not involve additional cost to the Supplier. If such extra cost is incurred the Supplier shall provide written evidence to the Customer and the Parties shall then agree such additional costs. If the Parties cannot reach agreement on such costs within a reasonable time, then the Customer may at its discretion terminate the Agreement in whole or in part. The Customer shall not as a result of such termination be in breach of this Agreement or be under any liability to the Supplier (whether in contract, tort, legitimate expectation, restitution, statutory duty or in any other way whatsoever)..... | 34 |
| 33 | INTEREST..... | 34 |
| 33.1 | If the Customer fails to pay any amount properly due and payable by it under this Agreement, the Supplier shall have the right to charge interest on the overdue amount at the rate of [5%] per cent per annum above the base rate for the time being of the Bank of England base rate accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment. The Parties agree that this rate is a substantial remedy in accordance with section 9 of the Late Payments of Commercial Debts (Interest) Act 1998..... | 34 |
| 34 | Set off..... | 34 |
| 34.1 | The Customer may at any time set off any liability of the Supplier to Customer against any liability of the Supplier to the Customer, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under this Agreement..... | 34 |
| 34.2 | Any exercise by the Customer of its rights under this Clause 34 shall not limit or affect any other rights or remedies available to it under this Agreement or otherwise. | 34 |
| 35 | Compliance with Value Added Tax and Other Tax Requirements..... | 34 |
| 35.1 | The Supplier shall at all times comply with the Value Added Tax Act 1994 and all other statutes relating to direct or indirect taxes..... | 34 |
| 35.2 | Failure to comply will constitute a material breach of this Agreement and the Customer may exercise the rights and provisions conferred by Clause 40. | 34 |
| 35.3 | The Supplier shall furnish to the Customer the name, and if applicable, the VAT registration number of any Sub-Contractor prior to the commencement of any work under this Agreement by such Sub-Contractor. | 35 |
| 35.4 | Upon a request by the Customer, the Supplier shall not employ or will cease to employ any Sub-Contractor which the Customer believes is not complying with the Value Added Tax Act 1994 and all other statutes relating to direct or indirect taxes. | 35 |

36 INSURANCE35

36.1 The Supplier shall hold and shall ensure that all Sub-Contractors involved in the provision of the Goods shall maintain the following insurance cover:.....35

 36.1.1 public liability including products liability; and35

 36.1.2 employer’s liability.....35

36.2 Such insurance (except employer's liability insurance) to be held by the Supplier or by any Sub-Contractor involved in the provision of the Goods may be limited in respect of any one claim (but shall not be limited in any other respect), PROVIDED THAT any such limit shall in any event be at least five million pounds (£5,000,000)]. This Clause shall not be construed as imposing any limit of liability on the Supplier or any Sub-Contractor.35

36.3 Such insurance shall be maintained for a minimum of six (6) years following expiration or earlier termination of this Agreement.35

36.4 The Supplier shall from time to time and upon being given not less than two (2) Working Days’ notice when so required by the Customer produce the relevant policy of insurance and receipts for premiums or other satisfactory evidence of insurance cover.35

36.5 If the Supplier or any Sub-Contractor fails or is unable to maintain insurance in accordance with this Clause 36, or fails to provide evidence in accordance with Clause 36.4, the Customer may (so far as it is able), purchase such alternative insurance cover as it deems to be reasonably necessary and shall be entitled to recover all reasonable costs and expenses it incurs in doing so from the Supplier.35

36.6 The Supplier’s liabilities under this Agreement shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in this clause 36.....35

36.7 The Supplier shall ensure that the Customer’s interest is noted on each insurance policy, or that a generic interest clause has been included.36

37 indemnity36

37.1 The Supplier shall indemnify the Customer against all direct liabilities, costs, expenses, damages and losses (including but not limited to any legal and other professional costs and expenses) suffered or incurred by the Customer arising out of or in connection with: 36

 37.1.1 any claim made against the Customer for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the supply or use of the Goods;.....36

 37.1.2 any claim made against the Customer by a third party arising out of, or in connection with, the supply of the Goods, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this agreement by the Supplier, its employees, agents or Sub-Contractors; and36

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| 37.1.3 | any claim made against the Customer by a third party for death, personal injury or damage to property arising out of, or in connection with, defective Goods, to the extent that the defect in the Goods is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors..... | 36 |
| 37.2 | If a payment due from the Supplier under this clause is subject to tax (whether by way of direct assessment or withholding at its source), the Customer shall be entitled to receive from the Supplier such amounts as shall ensure that the net receipt, after tax, to the Customer in respect of the payment is the same as it would have been were the payment not subject to tax. | 36 |
| 38 | Limitation of Liability | 36 |
| 38.1 | Nothing in this Agreement shall limit or exclude the liability of either Party for: | 36 |
| 38.1.1 | death of or personal injury to any individual resulting from negligence; | 36 |
| 38.1.2 | fraud or fraudulent misrepresentation; or..... | 36 |
| 38.1.3 | any other act or omission, liability for which may not be limited under any applicable law. | 36 |
| 38.2 | Subject always to Clause 38.1, and notwithstanding any other provision contained herein, the total liability of the Supplier (whether under contract, tort or statutory provision) arising out of or in connection with this Agreement shall in no circumstances exceed ten million (£10,000,000) pounds in respect of any one incident or series of related incidents and ten million (£10,000,000) pounds in the aggregate for any or all incidents (whether related or not)] arising during the period of the Agreement. | 37 |
| 38.3 | Without prejudice to the Customer's obligation to pay the charges as they fall due, the Customer's liability under this Agreement shall be limited to [[] of total Price payable for the Services] pursuant to this Agreement. | 37 |
| 38.4 | Subject always to Clause 38.2, in no event shall either Party be liable to the other for: 37 | |
| 38.4.1 | indirect or consequential loss or damage; and/or | 37 |
| 38.4.2 | loss of profits; and/or..... | 37 |
| 38.4.3 | loss of business; and/or | 37 |
| 38.4.4 | loss of revenue; and/ or..... | 37 |
| 38.4.5 | loss of goodwill,..... | 37 |
| 38.5 | The provisions of Clause 38.4 shall not be taken as limiting the right of the Customer to claim from the Supplier for any: | 37 |
| 38.5.1 | additional operational and administrative costs and expenses; and/or | 37 |
| 38.5.2 | any costs or expenses rendered worthless; and/or | 37 |
| 38.5.3 | loss or damage resulting directly from the default of the Supplier..... | 37 |

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| 38.6 | The Parties expressly agree that neither Party shall be entitled to an order for specific performance to enforce any provision hereunder. | 37 |
| 38.7 | The Parties expressly agree that should any limitation or provision contained in this Clause 38 be held to be invalid under any applicable statute or rule of law it shall to that extent be deemed omitted but if any Party thereby becomes liable for loss or damage which would otherwise have been excluded such liability shall be subject to the other limitations and provisions set out in this Clause 38..... | 37 |
| 39 | Force Majeure | 38 |
| 39.1 | Subject to the remaining provisions of this Clause 39 either Party to this Agreement may claim relief from liability for non-performance of its obligations to the extent any non-performance is due to a Force Majeure Event. | 38 |
| 39.2 | A Party cannot claim relief if the Force Majeure Event is attributable to its wilful act, neglect or failure to take reasonable precautions against the relevant Force Majeure Event. 38 | |
| 39.3 | A Party cannot claim relief if the Force Majeure Event does not affect the Affected Party's performance of its obligations under this Agreement..... | 38 |
| 39.4 | An Affected Party cannot claim relief as a result of a failure or delay by any other person in the performance of that other person's obligations under an agreement with the Affected Party (unless that other person is itself prevented from or delayed in complying with its obligations as a result of a Force Majeure Event). | 38 |
| 39.5 | The Affected Party shall immediately give the other Party written notice of the Force Majeure Event. The notification shall include details of the Force Majeure Event together with evidence of its effect on the obligations of the Affected Party, and any action the Affected Party proposes to take to mitigate its effect..... | 38 |
| 39.6 | As soon as practicable following the Affected Party's notification, the Parties shall discuss in good faith and endeavour to agree a means of performing the Agreement so far as reasonably possible for the duration of the Force Majeure Event. In the event that the Parties fail to agree a means of performing the Agreement within two (2) months from the date of the Affected Party's notification, the Customer may in its absolute discretion elect to terminate the Agreement in whole or in part. | 38 |
| 39.7 | The Affected Party shall use all reasonable endeavours to continue to perform, or resume performance of this Agreement for the duration of such Force Majeure Event and if the Supplier is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event..... | 38 |
| 39.8 | The Affected Party shall notify the other Party as soon as practicable after the Force Majeure ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Agreement. Following such notification, this Agreement shall | |

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| | continue to be performed on the terms existing immediately before the occurrence of the Force Majeure Event unless agreed otherwise by the Parties..... | 38 |
| 39.9 | In the event that the Force Majeure Event continues for a period of two (2) months from the date of the Affected Party’s notification, the Customer may in its absolute discretion elect to terminate the Agreement in whole or in part. | 39 |
| 40 | Corrupt Gifts, Payments of Commission and prevention of bribery | 39 |
| 40.1 | The Supplier: | 39 |
| 40.1.1 | shall not, and shall procure that any Staff shall not, in connection with this Agreement commit a Prohibited Act; | 39 |
| 40.1.2 | warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Customer, or that an agreement has been reached to that effect, in connection with the execution of this Agreement, excluding any arrangement of which full details have been disclosed in writing to the Customer before execution of this Agreement;..... | 39 |
| 40.2 | The Supplier shall: | 39 |
| 40.2.1 | if requested, provide the Customer with any reasonable assistance to enable the Customer to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act 2010; and ... | 39 |
| 40.2.2 | within [14] Working Days of the Date of Commencement, and annually thereafter, certify to the Customer in writing (such certification to be signed by a senior officer of the Supplier) compliance with this clause 40 by the Supplier and all persons associated with it or other persons who are supplying goods or services in connection with this Agreement. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request. | 39 |
| 40.3 | The Supplier shall have an anti-bribery policy (which shall be disclosed to the Customer) to prevent any Staff from committing a Prohibited Act and shall enforce it where appropriate. | 39 |
| 40.4 | If any breach of clause 40.1 is suspected or known, the Supplier must notify the Customer immediately. | 39 |
| 40.5 | If the Supplier notifies the Customer that it suspects or knows that there may be a breach of clause 40.1, the Supplier must respond promptly to the Customer’s enquiries, co-operate with any investigation, and allow the Customer to audit books, records and any other relevant documentation. This obligation shall continue for [six] years following the expiry or termination of this Agreement. | 40 |
| 40.6 | The Customer may terminate this Agreement by written notice with immediate effect if the Supplier or Staff (in all cases whether or not acting with the Supplier’s knowledge) breaches clause 40.1..... | 40 |

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| 40.7 | Any notice of termination under clause 40.6 must specify:..... | 40 |
| 40.8 | Despite Clause 46, any dispute relating to:..... | 40 |
| | shall be determined by the Customer and its decision shall be final and conclusive. | 40 |
| 40.9 | Any termination under clause 40.6 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Customer and the Parties agree that the Customer may recover from the Supplier the amount or value of any gift, consideration or commission given in contravention of this Clause 40, together with all costs to the Customer of terminating and entering into an alternative with another supplier including associated cost of any re-tendering or re-advertising..... | 40 |
| 41 | Termination | 40 |
| 41.1 | Without affecting any other right or remedy available to it, the Customer may at any time by notice in writing terminate this Agreement as from the date of service of such notice if: | 40 |
| 41.1.1 | any of the circumstances detailed in Clause 8.5 and/or 8.6 (Delivery and Carriage), Clause 10 (Default), Clause 18.5 (Staff), Clause 21.2 (Industrial Action), Clause 30.9 (Confidentiality) and/or Clause 40 (Corrupt Gifts) arise; or | 40 |
| 41.1.2 | there is a change of control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, in the Supplier or its Parent Company provided that the Customer shall only be permitted to exercise its rights pursuant to this Clause 41.1.2 for six (6) months after each such change of control and shall not be permitted to exercise such rights where the Customer has agreed in advance in writing to the particular change of control and such change of control takes place as proposed; or | 41 |
| 41.1.3 | the Supplier, being a company, passes a resolution, or the Court makes an order that the Supplier or its Parent Company be wound up otherwise than for the purpose of a bona fide reconstruction or amalgamation, or a receiver, manager or administrator on behalf of a creditor is appointed in respect of the business or any part thereof of the Supplier or the Parent Company, or circumstances arise which entitle the Court or a creditor to appoint a receiver, manager or administrator or which entitle the Court otherwise than for the purpose of a bona fide reconstruction or amalgamation to make a winding-up order, or the Supplier or its Parent Company is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986 (except where the claim is made under Section 123, 1(a) and is for an amount of not less than ten thousand pounds (£10,000)) or any similar event occurs under the law of any other jurisdiction; or | 41 |
| 41.1.4 | the Supplier, being an individual, or where the Supplier is a firm, any partner or partners in that firm who together are able to exercise direct or indirect control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, shall at any time become bankrupt or shall have a receiving order or administration order made against him or shall | |

make any composition or arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do so, or appears unable to pay or to have no reasonable prospect of being able to pay a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 1985 or any application shall be made under any bankruptcy or insolvency act for the time being in force for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors, or any similar event occurs under the law of any other jurisdiction; or41

41.1.5 the Supplier commits a breach of its obligations under this Agreement (other than as a consequence of a breach by the Customer of its obligations under this Agreement) which breach results in the criminal investigation, prosecution and conviction of the Supplier or any Sub-Contractor under the Health and Safety Regime (a "**Health and Safety Conviction**"); or42

41.1.6 the Supplier commits a material breach of the terms of this Agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within 30 days after being notified in writing to do so; or.....42

41.1.7 the Supplier commits a series of breaches of this Agreement which when taken together amount to a material breach of this Agreement; or42

41.1.8 the Supplier repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Agreement; or42

41.1.9 The Agreement has been subject to substantial modification as to its scope and value such that a new procurement exercise would be required to be conducted in accordance with the provisions of Regulation 72(9) of PCR 2015; or42

41.1.10 The Supplier, at the time that the Tender was awarded to the Supplier, had been convicted of any one or more of the mandatory grounds for exclusion from participation in the Tender as those grounds are set out in Regulation 57 of PCR 2015; or

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41.1.11 The Tender should not have been awarded to the Supplier in view of a serious infringement of the obligations under the Treaty on European Union and the Treaty on the Functioning of the European Union (**the TFEU**) and the Public Contracts Directive 2014/24/EU that has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.42

41.2 For the purposes of clause 41.1 "**Material Breach**" shall mean a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the Customer would otherwise derive from:42

41.2.1 a substantial portion of this Agreement; or42

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| 41.2.2 | any of the obligations set out in clauses [NUMBERS] , over the term of this Agreement. | 42 |
| 41.3 | Without affecting any other right or remedy available to it, the Customer may terminate this Contract by giving to the Supplier six (6) month's prior notice in writing. | 43 |
| 41.4 | Without prejudice to Clauses 41.1 and 41.3 and without affecting any other right or remedy available to it, the Customer may by notice in writing terminate this Agreement as from the date of service of such notice if any of the circumstances detailed in Clause 15.1 (Legislative Change), Clauses 39.6 and 39.9 (Force Majeure) and/or Clause 50.1 (Severability) arise; and: | 43 |
| 41.5 | Without affecting any other right or remedy available to it, the Supplier may by notice in writing served in accordance with Clause 49.3 terminate this Agreement as from the date of service of such notice if any of the circumstances detailed in Clause 50.1 (Severability) arise. | 43 |
| 41.6 | Without prejudice to Clauses 41.5 and without affecting any other right or remedy available to it, the Supplier may at any time by notice in writing terminate this Agreement as from the date of service of such notice if: | 43 |
| 41.6.1 | the Customer has failed to pay any sum which is properly due and owing to the Supplier (such sum not being in dispute) by the due date under Clause 13.11; and | 43 |
| 41.6.2 | which sum amounts to at least fifteen per cent (15%) of the total Price; and ... | 43 |
| 41.6.3 | the Supplier has given to the Customer at least thirty (30) days' written notice that such sum is overdue for payment and clearly stating the Supplier's intention to terminate the Agreement if such sum is not paid; and | 43 |
| 41.6.4 | the Customer has not paid within the time specified in the Supplier's notice under Clause 41.6.3 above. | 43 |
| 42 | Consequences of Termination | 43 |
| 42.1 | The termination or expiry of this Agreement or any Order shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to either Party. 43 | |
| 42.2 | [In the event of any termination of this Agreement (and/or of any Order), any Orders which at the date of termination have yet to be discharged shall be terminated and the Customer shall, in respect of any non-discharged Orders, be entitled without prejudice to the Customer's other rights and remedies, to obtain a refund of any payments made by the Customer in respect of any Goods which have not been provided by the Supplier in accordance with the terms of the non-discharged Order.]..... | 44 |
| 42.3 | In the event of the termination of this Agreement by either Party, the provisions of this Clause and Clauses 27 (Protection of Personal Data), 33 (Interest), 34 (Set Off), 36 (Insurance), 37 (Limitation of Liability), 40 (Corrupt Gifts and Payment of Commission), 30 | |

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| (Confidentiality), 58 (Law and Jurisdiction) and 28 (Freedom of Information) shall survive the termination of this Agreement. | 44 |
| 42.4 Where the Customer re-lets the Agreement or any part of it to an alternative supplier the Supplier shall make good to the Customer all loss damages and expenses it may incur or be liable to in consequence of such re-letting. | 44 |
| 43 Assignment and Sub-contracting | 44 |
| 43.1 This Agreement is personal to the Supplier..... | 44 |
| 43.2 The Supplier shall not assign, novate, or otherwise dispose of this or any or all of its rights under this Agreement or any part of it without the previous consent in writing of the Customer acting in its absolute discretion..... | 44 |
| 43.3 The Supplier shall not sub-contract the performance of any of its obligations under this Agreement without the prior written consent of the Customer. The Supplier may sub-contract the performance of its obligations under this Agreement to any consortium member identified in its Tender provided that the Supplier complies with all provisions of this Clause. Where such consent is granted and in the event that the Supplier enters into any Sub-Contract in connection with this Agreement, the Supplier shall: | 44 |
| 43.3.1 remain responsible to the Customer for the performance of its obligations under this Agreement, notwithstanding the appointment of any Sub-Contractor and be responsible for the acts, omissions and neglects of its Sub-Contractors; | 44 |
| 43.3.2 impose obligations on its Sub-Contractor in the same terms imposed on it pursuant to this Agreement and shall procure that the Sub-Contractor complies with such terms; 44 | |
| 43.3.3 provide a copy, at no charge to the Customer, or any such Sub-Contract (including, without limitation, any consortium agreement) on receipt of a request for such by the Customer; and..... | 45 |
| 43.3.4 ensure that a term is included in the Sub-Contract which requires the Supplier to pay all sums due thereunder to the Sub-Contractor within a specified period, not to exceed thirty (30) days, from the date of receipt of a valid and agreed invoice as defined by the terms of the supply contract or Sub-Contract (as appropriate)..... | 45 |
| 43.4 Subject to Clause 43.5, the Customer shall be entitled to: | 45 |
| 43.4.1 assign, novate or otherwise dispose of its rights and obligations under this Agreement or any part of it to any Contracting Authority; and | 45 |
| 43.4.2 novate this Agreement to any other body (including but not limited to any private sector body) which substantially performs any of the functions that previously had been performed by the Customer..... | 45 |
| 43.5 This Agreement is binding on the Customer and its successors and assignees and the Supplier and the Supplier's successors and permitted assignees. | 45 |

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| 43.6 | Any change in the legal status of the Customer such that it ceases to be a Contracting Authority shall not affect the validity of this Agreement. In such circumstances, this Agreement shall be binding on any successor body to the Customer..... | 45 |
| 44 | JOINT AND SEVERAL LIABILITY | 45 |
| 44.1 | Where the Supplier is more than one person, each of those persons shall be jointly and severally liable for the Supplier's obligations and liabilities arising under this Agreement. The Customer may take action against, or release or compromise the liability of, or grant any time or other indulgence to, any one of the persons comprising the Supplier without affecting the liability of any other of them..... | 45 |
| 44.2 | Where the Supplier is part of a consortium, the Supplier shall ensure that its consortium arrangements provide that each member of its consortium is jointly and severally liable for the Supplier's obligations and liabilities arising under this Agreement.... | 45 |
| 45 | Damage..... | 46 |
| 45.1 | Where the Supplier causes damage to any property (whether tangible or otherwise) of the Customer or of third parties in the performance of this Agreement the Supplier shall make good the said damage forthwith at the Supplier's own risk and expense to the Customer's satisfaction..... | 46 |
| 46 | Dispute Resolution Process..... | 46 |
| 46.1 | The Parties shall refer all matters in dispute arising out of or in connection with this Agreement for consideration and decision by directors or designated senior managers of each Party, who shall use their reasonable endeavours to reach a solution to any such dispute within a period of twenty one (21) days from the date notified in writing by one party to the other in which details of the dispute are specified, and failing which, unless the Parties agree another period of time, any such dispute may, upon agreement of the Parties be dealt with as set out in sub-clause 46.2. | 46 |
| 46.2 | If the dispute cannot be resolved by the Parties' representatives nominated under Clause 46.1, within twenty one (21) days or such other period as shall be agreed by the parties the dispute may be referred to mediation under the supervision of the Centre for Effective Dispute Resolution of 70 Fleet Street, London, EC47 1EU (" CEDR "). Mediation shall commence by either Party serving on the other written notice (" Mediation Notice ") setting out in summary the issues in dispute and calling upon that other Party to join in an approach to CEDR for the appointment of a mediator..... | 46 |
| 46.3 | The mediation shall be conducted using a sole mediator in or substantially in accordance with CEDR's recommended agreement for the time being in use. The mediator must be a CEDR accredited mediator agreed between the Parties, or in default of agreement within fourteen (14) days of notice of either Party calling upon the other to | |

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| engage in mediation, appointed by CEDR (provided that both parties have agreed in principle to mediation)..... | 46 |
| 46.4 The Parties agree to co-operate fully and promptly and in good faith with CEDR and/or the mediator in the performance of their obligations under this Clause. Both Parties will afford the mediator all necessary assistance which the mediator requires to consider the dispute including but not limited to full access to any documentation or correspondence relating to the matters in dispute. All negotiations connected with the dispute shall be conducted in strict confidence and without prejudice to the rights of the Parties in any future legal proceedings | 46 |
| 46.5 If, with the assistance of the mediator, the Parties reach a settlement, such settlement shall be reduced to writing and, once signed by the duly authorised representatives of each of the Parties, shall remain binding on the Parties..... | 46 |
| 46.6 Unless agreed otherwise in the course of the procedure each Party shall bear its own costs of the mediation. | 47 |
| 46.7 If and to the extent that after engaging in good faith in mediation the Parties do not resolve the matters in dispute, all matters remaining in dispute may be referred to the Courts in accordance with Clause 58 below. | 47 |
| 46.8 In the event that mediation does not resolve all matters in dispute within a period of fifty-six (56) days, or such other time as the Parties may agree, either Party may take such action as is available to it under this Agreement or generally at law..... | 47 |
| 46.9 Nothing in this Agreement shall be taken to prevent or constrain either Party from seeking an injunction or other urgent. | 47 |
| 46.10 Each Party’s respective obligations under this Agreement shall not cease or be delayed by this dispute resolution procedure. | 47 |
| 47 Mistakes in Information..... | 47 |
| 47.1 The Supplier shall be responsible for the accuracy of all drawings, documentation and information in any form whatsoever supplied to the Customer and shall pay the Customer any extra costs occasioned by any discrepancies, errors or omissions therein...47 | 47 |
| 47.2 Whilst the Customer shall endeavour to ensure the accuracy of all drawings, documentation and information in any form whatsoever (“ material ”) provided by it to the Supplier, the Customer shall be under no liability whatsoever for the content of such material, and the Supplier acknowledges that it is solely responsible for making its own enquiries and conducting all due diligence to verify the accuracy of such material, and further that the Supplier shall have no remedy against the Customer for any mistake, error or omission in such material, whether in breach of contract, negligence or in any other way whatsoever..... | 47 |
| 48 Information and Intellectual Property Rights | 47 |

| | | |
|--------|---|----|
| 48.1 | It shall be a condition of this Agreement that, except to the extent that the Goods incorporate designs furnished by the Customer, the Goods will not infringe any Intellectual Property Right of any third party and the Supplier shall indemnify the Customer against all actions, suits, claims, demands, losses, charges, costs and expenses which the Customer may suffer or incur as a result of or in connection with any breach of this Clause 48. | 47 |
| 48.2 | All Intellectual Property Rights (including ownership and copyright) in any specifications, instructions, plans, drawings, patents, patterns, models, designs or other material: | 48 |
| 48.2.1 | provided or made available to the Supplier by the Customer shall remain the property of the Customer; | 48 |
| 48.2.2 | prepared or provided by or for the Supplier for use, or intended use, in relation to the performance of this Agreement shall be the subject of a perpetual, irrevocable, royalty free licence to the Customer (which shall carry the right to grant sub-licences) to use the Goods for all purposes reasonably contemplated by, connected with or ancillary to this Agreement, including (without limitation) their repair and maintenance. | 48 |
| 48.3 | At the termination of the Agreement the Supplier shall immediately return to the Customer all materials, work or records held in connection with this Agreement, including any back up media. | 48 |
| 48.4 | The provisions of this Clause 48 shall apply during the continuance of this Agreement and indefinitely after its expiry or termination. | 48 |
| 49 | NOTICES | 48 |
| 49.1 | Except as expressly provided otherwise in this Agreement, no communication from one Party to the other shall have any validity under this Agreement unless it is made in writing. | 48 |
| 49.2 | The Parties agree that e-mail will be considered a satisfactory form of communication for the purposes of Clause 49.1. | 48 |
| 49.3 | Any notice given to a Party under or in connection with this Agreement shall be in writing and shall be: | 48 |
| (a) | delivered by hand or pre-paid first class post or other next working day delivery service at is registered office (if a company) or its principal place of business (in any other case); or | |
| | 48 | |
| (b) | sent by email and confirmed by registered first class post or recorded delivery to the address provided by the Party concerned. | 48 |
| 49.4 | Any notice shall be deemed to have been received: | 48 |
| (a) | if delivered by hand, on signature of a delivery receipt or at the time then notice is left at the proper address; | 48 |

| | | |
|------|---|----|
| (b) | if sent by pre-paid first class post or other next working day delivery service, at 9.00am on the second Working Day after posting; | 49 |
| (c) | if sent by email, shall be deemed to be served on the day of the transmission if transmitted before 4:00 pm on a Working Day but otherwise on the next Working Day, provided that no error report is generated and confirmation by registered post or recorded delivery is sent the same day..... | 49 |
| 49.5 | Unless otherwise agreed in writing between the Parties, for the purposes of Clause 49.3 above the address and contact details of the Supplier shall be as set out in the contact form in the Invitation to Tender and the Customer's details shall be as referred to in the Award Letter. | 49 |
| 49.6 | The Parties agree that this Clause 48 does not apply to the service of any proceedings or other documents in any legal action. | 49 |
| 50 | Severability..... | 49 |
| 50.1 | If any provision or part-provision of this Agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if this Agreement had been executed with the invalid illegal or unenforceable provision eliminated..... | 49 |
| 50.2 | In the event of a severed term being so fundamental as to prevent the accomplishment of the purpose of this Agreement, the Customer and the Supplier shall immediately commence good faith negotiations to remedy such provision so that, as amended, it is legal, valid and enforceable and, to the greatest extent possible, achieves the intended commercial result of the original provision..... | 49 |
| 50.3 | If no agreement has been reached between the Parties within twenty (20) Working Days of commencement, either Party may by notice to the other terminate the Agreement and neither Party shall bear any liability to the other in respect of such termination (but without prejudice to any other provisions of this Agreement). | 49 |
| 51 | Waiver..... | 49 |
| 51.1 | The failure of either Party to insist upon strict performance of any provision of this Agreement, or the failure of either Party to exercise any right or remedy to which it is entitled under this Agreement or by law, shall not constitute a waiver of that or any other right or remedy and shall not cause a diminution of the obligations established by this Agreement. | |
| | 49 | |
| 51.2 | Waiver of any default shall not constitute a waiver of any subsequent default. | 49 |
| 51.3 | No waiver of any of the provisions of this Agreement shall be effective unless it is expressly stated to be a waiver and communicated to the other party in writing in accordance with the provisions of Clause 49. | 50 |

52 Remedies Cumulative.....50

52.1 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of this Agreement 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.50

53 Amendments to this Agreement.....50

53.1 This Agreement shall not be varied or amended unless such variation or amendment is agreed in writing by a duly authorised representative of the Customer (the “**Authorised Representative**”) and by a duly authorised representative of the Supplier (the “**Supplier Representative**”) on behalf of the Supplier.50

53.2 Orders placed under this Agreement shall not be varied or amended unless such variation or amendment is agreed in writing by the duly Authorised Representative of the Customer on behalf of the Customer and by a duly authorised Supplier Representative on behalf of the Supplier.....50

54 THIRD PARTY RIGHTS50

54.1 Save as otherwise expressly provided elsewhere in this Agreement, a person who is not a Party to this Agreement shall not have any rights under or in connection with it and shall not be entitled to enforce any part of it.....50

55 no Agency or partnership.....50

55.1 The Supplier is not and shall not in any circumstances hold itself out as being the servant or agent of the Customer. The Supplier shall not hold itself out as being authorised to enter in any contract on behalf of the Customer or in any way bind the Customer to the performance, variation, release or discharge of any obligation to a third party. The Staff shall not hold themselves out to be and shall not be held out by the Supplier as being servants or agents of the Customer.50

55.2 Nothing in this Agreement shall construed as constituting a partnership between the Parties.50

56 counterparts51

56.1 This Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this Agreement, but all the counterparts shall together constitute the same Agreement. No counterpart shall be effective until each Party has signed at least one counterpart.51

57 COSTS.....51

57.1 Except as provided expressly in this Agreement, each party shall pay its own costs incurred in connection with the negotiation, preparation and execution of this Agreement and any documents referred to in it.....51

58 Law and Jurisdiction51

58.1 This Agreement is a contract made in Wales and the applicable law shall be governed and construed in accordance with the laws of England and Wales, as it applies in Wales. Subject to Clause 46, the Parties irrevocably submit to the exclusive jurisdiction of the Courts of England and Wales sitting in the locality of the Customer, or at Cardiff.51

SCHEDULE 1 – PRICE52

AS DEFINED EITHER THROUGH THE FRAMEWORK AGREEMENT OR DETERMINED THROUGH A MINI COMPETITION52

SCHEDULE 2 – SPECIAL CONDITIONS53

1. DEFINITIONS AND INTERPRETATION87

2. LEGISLATION88

3. DELIVERY CONDITIONS AND DOCUMENTATION90

4. ADDITIONAL PRODUCTS, ALTERNATIVE / SUBSTITUTION, NEW PRODUCTS AND SPECIAL OFFERS94

5. QUALITY, INSPECTION AND AUDITING95

6. REJECTED GOODS & REPLACEMENT OF UNSATISFACTORY/NON-CONFORMING PRODUCTS98

7 COMPLAINTS MANAGEMENT99

8 PRODUCT SPECIFICATIONS99

9. PACKAGING 100

10 LABELLING AND NUTRITION DECLARATION 101

11 DATE CODES 102

12 SHELF LIFE 102

13 PEST CONTROL 103

14 TEMPERATURE CONTROL 103

15 METAL DETECTION 103

16 SUSTAINABILITY 103

17 MINIMUM ORDERS 104

18 PRICING - PRICES AND OPERATION OF PRICE CHANGES 104

19 INVOICES 105

20 CONTRACT IMPLEMENTATION 106

21 CONTINGENCY PLANS 106

22 ELECTRONIC TRADING 107

23 WELSH PURCHASING CARD 107

24 INNOVATION 107

25 RANKING SYSTEM 107

1. DEFINITIONS AND INTERPRETATION

The Supplementary Terms and Conditions of Supply form part of the overarching Framework Agreement and are applicable to all goods and associated services ordered under the framework.

Words and expressions, including defined terms, used in these NPS Supplementary Terms and Conditions of Supply shall have the same meaning as the same words and expressions have in the Framework Agreement.

2. LEGISLATION

2.1.1 All food and food packaging supplied must conform where relevant with the specifications and with all relevant food safety and food standards legislation, including but not restricted to,

- Food Safety Act 1990 (as amended)
- Food Hygiene (Wales/Scotland/Northern Ireland) Regulations 2006/Food Safety and Hygiene Regulations (England) 2013
- Food Information Regulations 2013
- Materials & Articles in Contact with Food Regulations 2012
- Regulation (EC) No. 178/2002
- Regulation (EC) No. 852/2004
- Regulation (EC) No. 853/2004
- Regulation (EC) No. 854/2004
- Regulation (EC) No. 2073/2005
- Industry specific guidance documents
- Other relevant food legislation and policies

It is the duty of the Framework Provider(s) to ensure all its primary sources of food have complied with the relevant legislation (“the Acts”).

2.1.2 Framework Providers from EU countries (including England, Scotland & Northern Ireland) may submit tenders based on their own equivalent national legislative standards, provided they comply fully with relevant EU Directives and other specified standards within this Invitation to Tender documentation. All Framework Provider(s) must comply with any changes in relevant legislation throughout the duration of the Framework Agreement.

2.1.3 During the period of the Framework Agreement and when requested by the NPS, all Framework Provider(s) must produce such evidence to the NPS, of the Framework Provider(s) compliance with all applicable legislation but not restricted to that stated above.

2.1.4 All goods supplied by the Framework Provider(s) must not prior to delivery have been rendered injurious to health, and at delivery, complies with Food Safety requirements and is of the nature, substance and quality described and is not at delivery described whether by means of label or

otherwise or presented in such a way so as to be false or misleading as to the nature or substance of the goods.

- 2.1.5 All premises, equipment, machinery, vehicles and other apparatus of whatever nature used in connection with the manufacture, processing, storage, supply and sale of food comply with the standards of cleanliness and hygiene as prescribed by the said Acts and/or all Regulations made there under.
- 2.1.6 The Framework Providers must have Hazard Analysis and Critical Control Point (HACCP) systems in place, and must be able to provide full traceability on all products supplied to the Participating Organisations. The full food safety management system submitted with the tender documentation as part of the Pre-Selection process and all packing processes of products carried out by the Framework Provider must comply with their legal obligations of present and future amending legislation. The Framework Provider will be required to produce documentation and certification to substantiate that they have taken all reasonable precautions and exercised due diligence in the sourcing, processing, packing, storage and distribution of all products.
- 2.1.7 Any products that contain Meat supplied under this Framework Agreement will have been inspected, and where necessary, approved by inspectors appointed for that purpose in accordance with the legal requirements and obligations of present and any future amending legislation.
- 2.1.8 All products shall have been produced at premises where either they are registered with the relevant Environmental Health Department, or where appropriate approved by the Local Authority where the premises trades.
- 2.1.9 If at anytime during the term of the Framework Agreement, the Framework Provider proposes to change to another supplier within its supply chain or changes to a different manufacturer for any products available within both the core and non core products contained within the Framework Agreement Lots, the Framework provider must immediately inform the Framework Contract Manager, so that the NPS can carry out any necessary prerequisite checks prior to the change
- 2.1.10 The NPS reserves the right to allow their representatives, including those of Environmental Health, Trading Standards or a nominated third party auditor to frequently visit, inspect and audit the premises and equipment, to include weighing and measuring equipment of that supplier and to inspect product in transit at any reasonable time.
- 2.1.11 The Framework Providers shall be required to maintain 3rd party food safety certification at all times during the life of the framework. See section 5.

- 2.1.12 All copies of Inspection Reports and Certificates, issued to the Framework Provider(s), during the period of the Framework **must** be forwarded to the NPS Contract Manager
Any breach of these conditions within clause 2 will entitle the NPS to terminate or suspend the contract by written notice, without prejudice.

3. DELIVERY CONDITIONS AND DOCUMENTATION

Please see the Specification for the List of Delivery Establishments.

Note: this list may be subject to additions or deletions during the period of the Framework Agreement.

3.1 General Aspects of Delivery (Applicable to all Participating Organisations)

- 3.1.1 All vehicles must be clean, free from any infestation and residue from previous deliveries and must comply with the Acts and all Regulations made there under.
- 3.1.2 All delivery staff will have appropriate attire and be carrying suitable identification. Delivery staff should be courteous and efficient in their dealing with Participating Organisations. Smoking is not permitted while on the Participating Organisations premises.
- 3.1.3 Care must be taken to ensure goods are loaded correctly, as goods damaged in transit will be rejected. All goods must be kept off the floor at all times.
- 3.1.4 Goods segregation must be in place to ensure there is no risk of cross-contamination.
- 3.1.5 A printed priced delivery note ("Delivery Note") must accompany every consignment of goods stating the description number, customer product code, weight or measurement of the goods supplied along with the NPS framework number.
- 3.1.6 Drivers must ensure that they obtain a signature from the receiver, which will act as proof of delivery. The receiving organisation will not accept responsibility for goods left on the premises unless a signature from an authorised officer is received.
- 3.1.7 The signed Delivery Note will not amount to, or constitute an admission that the goods supplied are of the weight and/or description specified in the Delivery Note or that the goods are of the quality demanded.
- 3.1.8 Drivers will be required to allow the Participating Organisation sufficient time to check the temperature of the goods upon delivery. This must be taken into account when planning delivery schedules. Delivery temperature expectations shall be as follows:
- Chilled foods – below 5°C
 - Chilled foods to healthcare/education establishments – below 5°C

- Frozen foods – below -15°C

Frozen goods shall not, unless by prior agreement, be delivered as tempered products or within refrigerated vehicles.

Whilst this is acceptable we would only want this temperature to be held for brief periods during transport (including local distribution) where it may reach -15°C. During storage we would want products to be stored at -18degrees or colder.

- 3.1.9 An essential requirement of the Participating Organisation is the promptness of supply and therefore time shall be of an essence of the Framework Agreement once a Customer Organisation has placed an order. Variations to quantities ordered and specified delivery days e.g. due to statutory and other holidays may be required e.g. periods following half term breaks, six week summer holiday shut down, Bank Holidays and schools participating in the School Holiday Enrichment Programme (SHEP). The Framework Provider(s) must therefore ensure that they are sufficiently flexible to accommodate such changes at short notice.
- 3.1.10 The Framework Provider will deliver directly into the various establishments against official Purchase Order.
- 3.1.11 Goods must be delivered, off-loaded to the building at the address shown on the order, free of charge, and at the Framework Provider (s) own risk and in such quantities as specified on each order issued. **Goods must not be left on doorsteps or other exposed places and must be delivered into the kitchen or other specified areas and placed in such positions, as the consignee shall designate.**
- 3.1.12 Delivery vehicles, containers, carriers, baskets, trays, general and protective clothing of personnel etc must be supplied by the Framework Provider(s) for the use of the Framework Provider(s) and its employees in the performance of the arrangement and shall be perfectly clean and suitable for the purpose of protecting goods from contamination during transport and delivery, in accordance with Statutory Requirements and best practice guidance as may be in operation and relating to such premises. Such vehicles, containers and other like utensils as aforementioned shall at times be available for inspection by such person as may be authorised directly or indirectly by the NPS, Participating Organisations and or on their behalf. Packaging, containers or crates shall be constructed of food safe materials (see Annex E of the Specification Packaging and Labelling). Wooden crates shall not be accepted as a suitable material for any food container.
- 3.1.13 Delivery containers, carriers, baskets, trays must be removed from the delivery address by the Framework Provider(s) once the goods have been checked and signed off by the consignee. There will be no delivery containers, carriers, baskets or trays left at any delivery site.

- 3.1.14 Framework Providers must comply to all specified delivery routes, and delivery vehicles are to adhere to the speed limits stated within the establishment. If no speed limits are stated, vehicles are to travel no faster than 5 mph. with the address for delivery shown on the Purchase Order.
- 3.1.15 For goods / products that are delivered in chargeable/returnable containers, these containers will be returned at the Nominated Distributor(s) risk and expense.
- 3.1.16 The NPS and or its Participating Organisation(s) reserve the right to frequently inspect consignments in transit or at the Framework Provider(s) premises and to refuse delivery if the quality is not to the standard specified under this arrangement or as amended by prior agreement with the NPS and or its Participating Organisation(s) should the produce specified be unavailable.
- 3.1.17 Unless otherwise stated in the Specification, where the Goods are delivered by the Framework Provider(s), the point of delivery shall be when the Goods are removed from the transporting vehicle at the Premises, and placed inside the kitchen or other specified area.

Except where otherwise provided in the Framework and or the Participating Organisations call off, delivery shall include the unloading, stacking or installation of the Goods by the Staff or the Framework Provider(s) at such place as the Participating Organisation(s) or duly authorised person shall reasonably direct.

- 3.1.18 Where the goods are collected by the Participating Organisation(s), the point of delivery shall be when the goods are loaded on the Participating Organisation(s) vehicle.
- 3.1.19 Time of delivery shall be of the essence and if the Framework Provider fails to deliver the Goods within the time promised or specified in the Specification, the Participating Organisation may release itself from any obligation to accept and pay for the Goods and/or suspend / terminate the Framework, in either case without prejudice to any other rights and remedies of the NPS or its Participating Organisations.
- 3.1.20 Participating Organisation (s) shall be under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered. If the Participating Organisation(s) elects not to accept such over-delivered Goods it shall give notice in writing to the Framework Provider(s) to remove all Fresh Food products within 2 working days and all Ambient/Frozen product within 5 working days, and to refund to the Participating Organisation(s) any expenses incurred by it as a result of such over-delivery (including but not limited to the costs of moving and storing the Goods). In the event that the Framework Provider (s) is unable to remove the over delivered Goods within 2 working days for Fresh Food products and 5 working days for all Ambient/Frozen products, the Participating Organisation(s) will dispose of such Goods and

charge the Framework Provider(s) for the costs of the disposal. The risk in any over-delivered Goods shall remain with the Framework Provider(s) unless they are accepted by the Participating Organisation(s).

- 3.1.21 Participating Organisations will be under no obligation to accept or pay for any Goods supplied earlier or later than the specified date for delivery and time.
- 3.1.22 Any goods delivered which the Participating Organisation(s) considers to be of an unsatisfactory quality or not equal to accepted samples (if any), will be rejected by the Participating Organisation(s) and removed by the Framework Provider from the premises of the Participating Organisation(s) at the Framework Providers own expense within 48 hours of notification by the Participating Organisation(s), but without prejudice to any other action which the Participating Organisation(s) may take when goods are rejected. The Participating Organisation(s) shall not be liable for any claim arising out of the rejection of goods. The Framework Provider shall reimburse the Participating Organisation(s) for any loss incurred arising from the rejection of goods including the cost of any additional work carried out by persons in the employ of the Participating Organisation(s). The Framework Provider shall commit to ensure that rejected goods are not delivered to any other Participating Organisation(s).
- 3.1.23 The Participating Organisation(s) reserve the right to refuse payment for any goods that are not delivered according with the Framework Terms and Conditions which for the avoidance of doubt includes the Supplementary Terms and Conditions.

3.2 Specific Aspects of Delivery Applicable to Local Authorities

- 3.2.1 Framework Providers are to note that school menus are subject to change. Framework Providers will be advised of changed delivery requirements. Deliveries in response to orders from school cafeterias etc. as follows:
- a) Primary School deliveries generally daily between 08:00hrs and 14:00hrs.
 - b) Secondary School deliveries generally daily between 08.00hrs and 14:00hrs.
- 3.2.2 Deliveries to other establishments Day Centres, Residential Establishments etc. must be made at the time requested by the Participating Organisation. Such deliveries shall be made to these premises at the place or in the position indicated by the Participating Organisation to the Framework Provider, and in no other place or position.
- 3.2.3 Schools will normally require delivery during the 40 weeks of the school year, although there may be some exceptions to this (e.g. School Holiday Enrichment Programme SHEP). All other premises will require delivery throughout the whole year. Stocks are not held at the premises during extended school holiday periods. Framework Providers will be required to deliver to such establishments on specified days before premises are re-opened. Framework

Providers must liaise with the Participating Organisation to ascertain the dates of closing and re-opening.

3.2.4 Entrance to schoolyards will be prohibited in some establishments during school opening and closing times and at break times (or at other times as stipulated by individual establishments).

3.2.5 Vehicular traffic within the curtilages of establishments must be confined to those areas, which have been properly constructed, as hauling ways. Where no such hauling ways are provided to vehicles shall not enter upon such premises. Before entering or leaving school premises, where the hauling way involves driving upon, over or through an area where the children are present i.e. on a school yard at break time, the driver must communicate to the relevant duty supervisor that he/she requires to enter that area, and must wait until the area has been made safe and they are instructed to move on by the supervisor. No vehicle must enter a school site without satisfying this condition.

4. ADDITIONAL PRODUCTS, ALTERNATIVE / SUBSTITUTION, NEW PRODUCTS AND SPECIAL OFFERS

4.1 Alternative / Substitute Products

4.1.1 The NPS and its Participating Organisations reserve the right to request Substitute and or Alternative products, if Substitution or Alternative products are considered to create improved Value for Money solutions.

4.1.2 The Framework Provider(s) may also request the substitution of products but cannot introduce such substitution without the prior approval of the NPS and its Participating Organisations.

4.1.3 No Alternative / Substitute products can be supplied without prior written agreement between the NPS and or its Participating Organisations and the Framework Provider. The Framework Provider must submit product change proposals to the NPS with 28 days notice, to allow the NPS sufficient time to review and respond. Such written agreement must also include detail highlighting any ingredient and allergenic ingredient differences between the original product(s) and substitute product(s).

4.1.4 In the event of any Framework Agreement products not being available before or at the time of delivery, the Framework Provider(s) must immediately inform the commissioning Participating Organisation and the NPS so that alternative arrangements can be made. This may include the consideration of the Framework Providers proposed Alternative / Substitute products.

4.1.5 Proposed changes to the recipe, manufacturing procedure or packaging of existing Framework Agreement products will not be undertaken without written authorisation and agreement from the NPS

and or its Participating Organisations. New Product Development shall include the commitment to reduce allergenic ingredient inclusion (as far as practicable).

- 4.1.6 In the event that an Alternative / Substitute product is accepted the NPS and or its Participating Organisations, the Framework Provider will absorb any additional cost of the product.
- 4.1.7 When requested by the NPS and or its Participating Organisations Framework Provider(s) must supply samples of all proposed Substitution / Alternative products for evaluation, along with the product specification details. The provision of these samples will be at no cost to the NPS and or its Participating Organisations.
- 4.1.8 All Alternative / Substitute products proposed and supplied must comply with agreed product specification, (including the specified nutritional and allergen requirement), and must not exceed the Maximum Framework Agreement Price.
- 4.1.9 All substitution/ Alternative and Additional Products will be supplied in accordance with the terms and conditions of this Framework Agreement which for the avoidance of doubt includes the Supplementary Framework Terms and Conditions. A breach of these terms may result in damages and or termination.

4.2 New Products/Special Offers

- 4.2.1 The framework provider(s) must be prepared to include additional new products on the Framework schedule at the request of the NPS and or its Participating Organisations.
- 4.2.2 The price for additional new products will be in accordance with the existing Framework Agreement pricing structure ie maximum pricing, and contractual price review points.
- 4.2.3 Any new products/"special offers" or additional discounts available during the life of the Framework Agreement must be notified to the NPS as soon as details are known.
- 4.2.4 Throughout the life of the Framework Agreement the Framework Provider will work with the Framework Contract Manager to develop and strengthen product offering to ensure products will remain appealing to the Participating Organisations whilst ensuring dietary compliance and creating improved Value for Money solutions.

4.3 Certification of Alternative / Substitute and New Product Lines

- 4.3.1 Framework Provider is required to provide written evidence to confirm the provenance claims made against products (i.e. Halal, Free Range, Organic, Fair Trade etc.). This evidence can take the form of certification by an industry-recognised body or organisation authorised to certify.

5. QUALITY, INSPECTION AND AUDITING

5.1 Quality & Food Safety Management Systems

5.1.1 All Framework Providers must maintain throughout the life of the Framework Agreement:

- A written and documented food safety management system based on HACCP (Hazard Analysis and Critical Control Point) principles
- A documented Quality Management System based on specified objectives
- Full traceability on all products supplied to the NPS and its Participating Organisations; and
- A risk assessment in relation to the Framework Providers HACCP system.

5.2 HACCP, Traceability and Product Recall

5.2.1 Framework Providers must implement and maintain a fully documented food safety management system based upon the principles of HACCP at all times during the life of the Framework Agreement which has been audited and accredited by a UKAS-accredited, independent third party to obtain certification. The HACCP system shall be relevant from point of raw material sourcing through to final dispatch/delivery of finished goods to Participating Organisation(s) and shall consider all stages of the operation (including any contracted out services). Appropriate and suitable verification and validation processes shall be operated to ensure ongoing compliance with the HACCP system

5.2.2 Framework Providers must review and submit evidence of their updated / current HACCP documentation on an annual basis as a minimum.

5.2.3 Framework providers will have a full traceability system in place that can be used to actively manage any product recall/withdrawal incidents. In line with 3rd party certification standards (see Supplier Certification below).

5.2.4 Framework Providers will test their recall system from time to time and where requested by NPS, provide assurances that the system is fully functional at all times. All products must be clearly batch coded to ensure full traceability is recorded and available should a complaint or product recall occurs.

5.2.5 Framework Providers will be expected to notify Participating Organisation sites as well as NPS immediately should any product recall/withdrawal be instituted.

5.2.6 Framework Providers must ensure that during the manufacturing process and/ or on receipt of goods (from manufacturers / suppliers), at the Framework Providers premises, all goods are checked and recorded.

5.2.7 All products must be clearly batch coded to ensure full traceability is recorded and available should a complaint or product recall occur.

5.3 THIRD PARTY AUDITS

Framework Providers are required to hold certification to the following standards throughout the course of the framework, for all products and for all production sites relating to the products they are supplying under this Framework Agreement:

- **BRC Global Standard for Food Safety (Issue 7)**
- **BRC Global Standard for Storage & Distribution (Issue 3)**
- **BRC Global Standards for Agents & Brokers (Issue 1)**
- **STS Code of Practice & Technical Standard for Suppliers to the Public Sector**
- **STS Code of Practice for Manufacture, Distribution & Supply of Food Ingredients by Small or Regional Suppliers (small and micro suppliers only)**
- **SALSA (Issue 4) (small and micro suppliers only)**

No other certification standards will be acceptable. In addition if you hold a BRC or SALSA standard these are required to be approved by STS to provide you with STS Approval Status. This approval status must be maintained throughout the course of the Framework Agreement. For further guidance please see STS link below: <http://www.sts-solutions.co.uk/> Prior to award stage if you are successful NPS will request a copy of the certification/approval by STS.

The cost of third party independent audits and obtaining approval status will be borne by the Framework Provider.

5.3.1 The NPS and or its Participating Organisations may request at any point in time during the life of the Framework Agreement for additional independent third party audits to be undertaken. The cost of third party independent audits will be borne by the Framework Provider.

5.3.2 Framework Providers should be aware that prior to awarding the Framework Agreement, any acceptance of offers issued will be subject to the Framework Provider submitting copies of current certification / accreditations in Section J – Food Safety of the Qualification Questionnaire. Failure to comply will result in a withdrawal of the offer.

5.3.3 Framework Providers that do not retain their independent third party UKAS-Accredited certification and STS approval status (for the products and production sites relating to the products they are supplying within this Framework Agreement), for the entire duration of the framework will be suspended and/or removed from Framework Agreement.

5.4 QUALITY CONTROL INSPECTION

5.4.1 During the term of the Framework Agreement quality checks may be carried out at any time by the NPS, its Participating Organisations, or a NPS nominated third party auditors to ascertain whether the Framework Provider is maintaining the appropriate standards, and such checks may, without limitation, involve Hygiene and quality control inspections of any of the Framework

Providers products (including DNA Testing), records and premises. The Framework Provider shall give all reasonable assistance in relation to any such inspection or test free of charge. In the circumstance where these quality control inspections arise as a result of concerns or complaints from NPS customers the cost of the audit will be borne by the Framework Provider.

5.4.2 The Framework Provider must carry out routine, product quality and weight checks to ensure compliance with the specification. Such quality checks are required for both products supplied directly by the Framework Provider and products that are sourced through the Framework Providers supply chain. The Framework Provider must on request provide the NPS, its Participating Organisations, and or nominated third party auditors with details of the product quality checks.

5.4.3 During the Framework Term regular Quality control inspections of product manufacturers' premises and practices must regularly be carried out by:-

a) Trained personnel on behalf of the Framework Provider. All records and reports of such inspections must be maintained and available for audit by the NPS or an authorised representative of the NPS or its Participating Organisations

and or

b) Trained personnel either the NPS and or its Participating Organisations or trained personnel acting on behalf of the NPS and or its Participating Organisations. The Framework Provider will ensure that such checks can in fact be carried out at such times and in such manner as the inspecting authorised representative requires. Records of all inspections and checks must be maintained and available for audit by the authorised representative.

5.4.4 **Analysis of Products** - The NPS and or its Participating Organisations reserves the right to at any time during the period of the Framework Agreement have products analysed by a public or independent analyst. Should the product be found not to be to specification the Framework Provider(s) may be charged with all reasonable expenses involved in such an analysis and implications thereof. Based on the results of the analysis the cost of all such goods supplied to Participating Organisation(s) at the time of analysis will be (at the sole discretion of the Participating Organisation(s)) either deducted from the Framework Provider(s) payment or subsequently credited by the Framework Provider by the means of a credit note.

6. REJECTED GOODS & REPLACEMENT OF UNSATISFACTORY/NON-CONFORMING PRODUCTS

6.1.1 The Participating Organisation's representative at the delivery location is authorised to reject goods that in his/her opinion do not meet the specification or are not otherwise of acceptable quality.

- 6.1.2 The signing of a receipt note for the Goods shall not constitute any acknowledgement of the condition, quantity or nature of those Goods, or the Participating Organisations acceptance of them
- 6.1.3 The Participating Organisation may reject any of the products that fail to conform to the approved sample or fail to meet the Specification. If the Participating Organisation rejects any of the products pursuant to this clause the Participating Organisation may (without prejudice to other rights and remedies) either:
- (a) Have such products promptly replaced by the Framework Provider with products which conform in all respects with the approved sample or with the Specification and due delivery shall not be deemed to have taken place until such replacement has occurred; or
 - (b) Treat the Contract as discharged by the Framework Provider breach and obtain a refund (if payment for the products has already been made) from the Framework Provider in respect of the products concerned together with payment of any additional expenditure reasonably incurred by the Participating Organisation in obtaining other goods in replacement provided that the Participating Organisation uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement goods.
- 6.1.4 Immediately the Framework Provider receives notification of such rejection the Framework Provider must at its own expense remove the rejected goods and arrange for the immediate replacement.
- 6.1.5 Any Goods rejected or returned by the Purchaser shall be returned to the Framework Provider at the Framework Providers risk and expense. The Framework Provider must ensure that any items for which genuine reasons are to be returned by Participating Organisation are accepted by their delivery driver and a receipt given.
Credit(s) for such returns must be passed to the Participating Organisations concerned without any undue delay.

7 COMPLAINTS MANAGEMENT

- 7.1.1. Framework Providers must comply with the Complaints Management Procedure outlined in Part 5 of the Specification throughout the term of the Framework Agreement and failure to comply may result in termination.

8 PRODUCT SPECIFICATIONS

- 8.1.1 Each agreement between NPS and Framework Provider(s) will be supported by the provision of detailed food/product specifications. It is expected that such specifications will be drawn up by

the supplier for review by NPS personnel. Final product specifications shall be agreed between both parties. Specifications shall include as a minimum the following information:

- Product description
- Product size/weight/dimensions (as relevant)
- Ingredients
- Allergen information
- Nutritional information
- Packaging materials
- Any specific information regarding handling, preparation, care, temperature control, claims etc.
- Shelf life
- Microbiological criteria (where relevant)

8.1.2 The process of agreeing specifications shall also entail the provision of labels by the Framework Provider(s) to the NPS and where relevant Participating Organisation's. Any changes to specifications or product labels must be agreed with the NPS formally in writing prior to any change being undertaken.

8.2 Microbiological Criteria

8.2.1 The microbiological tolerance levels for specific food products shall be detailed within product specifications.

8.2.2 Framework Providers shall adhere to guidelines produced by the Advisory Committee for the Microbiological Safety of Food (ACMSF) and any other relevant guideline materials related to microbiological content of foods.

9. PACKAGING

9.1.1 All food, including its packaging must conform to all relevant food safety and food standards legislation throughout the complete supply chain.

9.1.2 It is the duty of the Framework Provider to ensure all its primary sources of food have complied with all the relevant Food Safety legislation.

9.1.3 The Framework Provider(s) must on all food, including its packaging supplied by themselves, carry out checks to comply with all the aforementioned legislation and Regulations and that it is reasonable for the receivers of such goods (i.e. canteens, school kitchens, hospitals etc.) to rely on those checks.

9.1.4 All product packaging must be safe and fit for purpose and will not in any way damage or detrimentally affect food / products in or with which it is packed. Packaging must be of suitable quality and designed to:

- Protect the food from the environment and potential contamination during manufacturing, distribution and storage;

- Be robust and minimise product damage/wastage during manufacture, distribution and storage;
 - Maximise shelf life given the form of manufacture, distribution and storage employed; and
 - Maximise transport efficiencies during distribution and storage (i.e. utilise space efficiently through format/shape).
- 9.1.5 All product packaging must comply with the Packaging (Essential Requirements) Regulations. In summary these require:
- i) Packaging volume and weight must be the minimum amount to maintain the necessary levels of safety, hygiene and acceptance for the packed product and for the consumer.
 - ii) Packaging must be manufactured so as to permit reuse or recovery (recycling, composting/biodegradation and energy from waste).
 - iii) Noxious or hazardous substances in packaging must be minimised in emissions, ash or leachate from incineration or landfill.
 - iv) The aggregate heavy metal limits apply to cadmium, mercury, lead and hexavalent chromium in packaging or packaging components and require that the total by weight of such metals should not exceed 100 ppm (subject to some exemptions).
- 9.1.6 The supplier must ensure that recycled content is specified and used to the maximum degree that is feasible in plastic (e.g. rPET) and cardboard packaging materials.
- 9.1.7 The supplier must ensure that return transit packaging is used throughout the supply chain wherever feasible.
- 9.1.8 The packaging 'producers' must comply with Producer Responsibility Obligations (Packaging Waste) Regulations.

10 LABELLING AND NUTRITION DECLARATION

- 10.1.1 The Framework Provider must ensure that the labelling of all Framework products is clear and fully complies with the current relevant legislative statutory requirements
- 10.1.2 The following is the minimum labelling information required: -
- Name of product;*
 - Full description of the contents / ingredients;*
 - Nutritional declaration;*
 - Use by date and or 7 best before date;*
 - Date packed;*
 - Quantity by net weight/volume;*
 - Batch and factory code;*
 - List of Ingredients;*

Storage conditions and any special conditions of storage or use;
Any special conditions of use;
Products country of origin or the place of provenance;
Health marks if applicable;
Full nutritional information/ declaration;
Instructions for use where it would be difficult to make appropriate use of the food in the absence of such instructions;
Allergen information;
GMO (Genetically Modified Food) labelling where appropriate;
Alcohol by Volume where appropriate; and
Manufacturers name and address.

10.1.3 In addition the packaging should provide:

- Any information on Genetically Modified Organisms (GMOs)
- Health mark if applicable
- Relevant information to allow pack recycling, in particular plastic polymer codes in accordance with ISO 1043 parts 1 to 4
- The manufacturers name and address

Note:

Where a code is used to indicate any of the above, the details of this code must be supplied to the NPS and to the individual Participating Organisations receiving deliveries.

10.1.4 For the purposes of the regulations the supplier (manufacturer or distributor) is a food business operator. This is defined as the natural or legal persons responsible for ensuring that the requirements of food law are met within the food business under their control.

11 DATE CODES

11.1.1 All Framework Agreement products delivered must be well within any date code shown on the product and within the minimum shelf life defined at section 12.1.1 of these Supplementary Framework Terms and Conditions.

12 SHELF LIFE

12.1.1 All products at point of delivery must have as a minimum 75% of their product shelf life remaining.

12.1.2 Any product delivered with shelf life lower than that set in the specification will be rejected unless approved beforehand by the Framework Contract Manager.

12.1.3 For the purposes of this Framework Agreement Product Shelf life is defined as the recommended maximum time for which products or fresh (harvested) produce can be stored, during which the defined quality of a specified proportion of the goods remains acceptable under expected (or specified) conditions of distribution, storage and display.

13 PEST CONTROL

13.1.1 The Framework Provider must have a current pest control contract in place throughout the term of the Framework Agreement. Records evidencing pest control must be kept by the Framework Provider and must be available for inspection at all times by the NPS, its Participating Organisations and or their authorised representatives.

14 TEMPERATURE CONTROL

14.1.1 The contractor must ensure that all products are maintained at the correct temperature regime for that product, giving consideration to the end consumer as appropriate, throughout processing and distribution, to ensure food safety and maximise shelf-life.

15 METAL DETECTION

15.1.1 The Framework Provider and or its supply chain must have appropriate metal detection and/or metal policy in place where relevant. All products supplied must be metal detected prior to dispatch where in-house assessments identify the risk of metal contamination of final products.

16 SUSTAINABILITY

16.1.1 The Framework Provider acknowledges and understands that the NPS and its Participating Organisations operates with a view to driving continuous environmental improvements.

16.1.1 The Framework Provider must comply with its undertakings in its tender to support the Participating Organisation, including without limitation with regards to packaging, sustainability initiatives and taking waste out of the supply chain.

16.1.3 The Framework Provider must have in place a workable environmental and wider sustainability policy, taking into account social and economic factors that is both implemented and embedded throughout the term of this Framework Agreement.

16.1.4 The Framework Provider will ensure that, as a result of executing this Framework Agreement:

- Sustainability considerations, environmental, social and economic, will always form a part of the business planning process and will be the preferred solution where feasible;

- Resource efficiency practices and procedures (including minimising the use of energy, raw materials and water and the creation of emissions and wastes) are followed to minimize resource use and the overall carbon footprint of the supply;
- They work with the caterers in question to help to ensure that food waste is minimised in preparation and service, for example (not an exhaustive list) through provision of appropriate variation in portion sizes, through pre-prepared items (e.g. trimmed meat) and through shelf life extension;
- The risk to health and safety of any person or the environment is minimised throughout the supply chain; and
- That safeguards are built into relationships between the Framework provider to ensure that obligations under the appropriate legislation (e.g. Packaging Regulations, Equal Opportunities etc.) are fulfilled in the countries in which they operate.

16.1.5 The supplier will provide regular (e.g. monthly or quarterly) data and other evidence of its sustainability practices and the impact of initiatives and measures taken under the framework.

17 MINIMUM ORDERS

17.1.1 Prices submitted in the tender must be inclusive of carriage/ delivery as per the Framework Agreement's Standard Terms & Conditions.

17.1.2 There will be no minimum order quantity and or value on any orders placed by Participating Organisations. The goods shall be delivered carriage paid to all delivery points.

17.1.3 In some situations only a single item, small quantity or pack size may be required by a Participating. This could result in an order requesting only part of a case. Prices charged by the Nominated Distributor in these circumstances must equate to an equal division of the pack size quoted for in this Framework.

18 PRICING - PRICES AND OPERATION OF PRICE CHANGES

18.1.1 If during the term of the Framework Agreement there shall be any variation in the cost to the Framework Provider(s) in supplying under the terms and conditions of the Framework Agreement, an application may be made by either party for a nett increase or decrease from the maximum Framework Agreement product prices, at the calendar intervals defined within the specification part 70 or longer from the commencement of the Framework Agreement. This is on the condition that no addition to or deduction from the maximum Framework Agreement product prices shall alter the amount of profit of the Framework Provider included in the initial prices.

- 18.1.2 Framework Provider(s) must submit realistic maximum product pricing for the commencement of the Framework Agreement, as there is no ability to enforce sudden inflated prices prior to the first pricing review point. As part of Contract Management prices will be benchmarked / monitored against other trade / market sources on a regular basis.
- 18.1.2 Framework Provider(s) commit to holding their maximum prices for their entire product ranges in the Framework Agreement lots that they have been awarded for the price review periods stated at Parts 64 and 65 of the specification.
- 18.1.3 Framework Providers will only be eligible to make an application for price variations at the calendar intervals defined within the specification parts 64 and 65 for all products contained within the maximum product pricing for the Framework Agreement . Under no circumstances will a price variation be accepted in the interim periods.
- 18.1.4 The Framework Provider(s) shall submit proposals for the revision of prices to the NPS at least 15 days prior to the effective date of the price review. The Framework Provider(s) must furnish such evidence as may be reasonably required to satisfy the NPS that the amount of any increase in cost is justified and reasonable and any decrease in cost is adequate.
- 18.1.5 The NPS have set a price fluctuation tolerance level of plus or minus 5%. Therefore price fluctuations within this tolerance level will not be subject to contract variation.
- 18.1.6 Price variations will only be considered by the NPS, if the NPS deems them to be outside of the tolerance levels stipulated at 18.4 of these Framework Agreements supplementary terms and conditions.
- 18.1.8 Product price variations may be requested on an individual product basis. However, request for price increases and decreases outside of the tolerance level will only be considered by the NPS if the proposed prices are justified using the bench marking data derived from the relevant commodity trackers, as stipulated in part 65.2 of the specification , and outline of what steps the Framework Provider has taken directly to reduce or mitigate the cost pressures on prices e.g review of components sourcing and alternatives, continuous improvement projects being undertaken that have a positive impact on price etc.
- 18.1.9 Accepted Price increases will remain firm for the calendar intervals defined within the specification Part 64.
- 18.1.10 Revised prices will be formally varied (by the NPS) into the Framework Agreement.
- 18.1.11 Where applicable variations in contract prices arising from taxation imposed by H.M. Government will be immediately allowed / honoured.
- 18.1.12 In the event of failure to reach agreement on the revision of prices, either party shall be at liberty to give the other two months notice in writing to terminate the Framework Agreement, in accordance with Sections 41 and 42 , with the prices in dispute remaining unaltered.

19 INVOICES

- 19.1.1 All invoices must give full details of the products and their associated pricing that have been supplied and delivered, as shown on the delivery note.
- 19.1.2 Any goods issued 'Free of Charge' must be shown on the invoice concerned and marked 'Free of Charge'.
- 19.1.3 The NPS and its Participating Organisations reserve the right to implement with the Framework Provider(s) alternative invoicing systems that may become available during the period of the Framework.

20 CONTRACT IMPLEMENTATION

- 20.1.1 Framework Providers must attend all mobilisations, Contract Management, Performance Reviews, Launch and Implementation events, ad hoc meetings with NPS and or its Participating Organisations free of charge.
- 20.1.2 All samples must be supplied to the NPS and or its Participating Organisations Free of Charge.
- 20.1.3 Framework Providers must also assist in any transition activities at the end of the Framework term implementation meetings with the Participating Organisations prior to the contract start date, and assist with transition activities at the end of the contract period on a free of charge basis.

21 CONTINGENCY PLANS

- 21.1.1 In the event of anticipated supply shortages for any item(s) that the Framework Provider is obliged to provide under the Framework Agreement , the Framework Provider **must** contact the Framework Contract Manager **as soon as is practicable** advising them of any potential issue(s). This communication will be confirmed in writing to NPS by the Framework Provider.
- 21.1.2 Any notification of a planned change in source of supply must be given in writing to the Framework Contract Manager 8 weeks prior to implementation of the new supply source. In unforeseen circumstances the Framework Contract Manager must be notified with immediate effect where changes are outside of the control of the Framework Provider.

Any changes to the components of the product lines will only be made following written approval from the NPS.

21.1.3 During the term of the Framework Agreement the Framework Provider is obliged to supply the awarded products without deviation from the specification outlined in the ITT, unless formally agreed in advance by the Framework Contract Manager

22 ELECTRONIC TRADING

22.1.1 Electronic e'Trading Solution

- i) The NPS and its Participating Organisations utilised all-Wales electronic e'Trading solution. Framework Providers must be capable of conducting business electronically, including but not limited to purchase order processing and invoice submission.
- ii) Framework Providers are required to conduct business electronically and as such Framework Providers will be required to develop and maintain Framework specific electronic catalogues incorporating UNSPSC Level 4 commodity coding, as specified by the NPS upon receiving notification of Framework award.

22.1.2 Where Bidders have been engaged in discussions regarding E-trading, failure to implement within 6 months of contract award may result in 1% of invoice values being withheld.

23 WELSH PURCHASING CARD

23.1.1 The NPS and or its Participating Organisations will not pay charges aligned to the use of purchasing cards – including lodged cards functionality.

24 INNOVATION

24.1.1 The NPS and or its Participating Organisations shall be at liberty to consider innovative products in the market throughout the term of the Framework Agreement, provided that the products / services offered are not the same products as included under the Framework Agreement.

25 RANKING SYSTEM

25.1.1 For those Framework Lots that have been awarded on a ranked basis i.e. one preferred Framework Provider with two contingent Framework Provider(s) , the NPS reserves the right to alter the final ranking position at any time should there be sufficient reason regarding the quality and management of the service provided by Framework Provider that is ranked first position. This will be undertaken utilising the terms and conditions of the Framework Agreement.

