

**SUPPLIER AGREEMENT FOR THE PROVISION  
OF VOLUNTEERING SERVICES**

**between**

**THE MAYOR AND BURGESSES OF THE LONDON BOROUGH OF HARINGEY**

**-and-**

**THE SERVICE PROVIDER**

**WHEREAS: -**

- A. The Council is a London Borough Council constituted under the London Government Act 1963 and enters into this Supplier Agreement pursuant to its powers under the Local Government Contracts Act 1997.
  - A. The Council placed a Contract Notice on 15/02/2021 (“the Contract Notice”) in the Find a Tender Service to establish a Dynamic Purchasing System (“DPS”) for the procurement of Greenspace Volunteering services (“the Services”).
  - B. The Council has established this DPS in accordance with Regulation 34 of the Public Contracts Regulations and has been admitting and will continue to admit to the DPS service providers which satisfy the Council’s Selection Criteria.
  - C. The Council has contracted with a third party, *adam* HTT Limited trading as *adam* (“*adam*”), to provide a web-based software system, namely AdamProcure.co.uk or such other technology as may be agreed between the Council and *adam* from time to time (the “Application”), to enable the Council to procure Services via the DPS in compliance with the Public Contract Regulations.
  - D. The purpose of this Supplier Agreement is to set out the process by which the Council may, from time to time, award to the Service Provider, once it is admitted to the DPS, Agreements for any Services the Council requires and to set out terms and conditions applicable to those Agreements.
  - E. The parties acknowledge that the Council shall be under no obligation to award any Agreements under this Supplier Agreement.
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**NOW IT IS HEREBY AGREED AS FOLLOWS: -**

**1 DEFINITIONS AND INTERPRETATION**

**1.1 In this Supplier Agreement:**

- (a) “Accreditation and Enrolment” means the process of approval of service providers for admission to the DPS via the evaluation of the Entry Submissions received from service providers to ensure these fulfil the Council’s Selection Criteria for delivery of the Services.

- (b) "*adam*" means *adam* HTT Limited trading as *adam* (registered company #07718565) which is the provider of the Application and shall also act as the Council's payment agent.
- (c) "Application" the proprietary web-based software called AdamProcure.co.uk, which is owned and operated by *adam*, or such other technology as may be agreed between the parties.
- (d) "Authorised Officer" means the person appointed by the Council under Clause 14.1 of this Supplier Agreement whose details are set out in Schedule 1 to this Supplier Agreement or such other person as may be nominated by the Council from time to time and whose details are notified in writing to the Service Provider.
- (e) "Award Criteria" means the criteria that the Council will apply to rank Offers submitted by service providers participating in a tender to determine to which service provider an Agreement should be awarded.
- (f) "Best Value" means any method by which the maximum benefit can be derived from relevant resources.
- (g) "CCA" means the Civil Contingencies Act 2004.
- (h) "Charges" means the sums the Council is to pay the Service Provider for the provision of Services under Agreements awarded to the Service Provider as calculated in accordance with the Pricing Details of the relevant Agreements.
- (i) "Commencement Date" means the start date for delivery of Services as set out in an Agreement.
- (j) "Completion Date" means the end date for delivery of Services as set out in a Agreement.
- (k) "Contract Manager" means a representative appointed by the Service Provider under Clause 14.2 of this Supplier Agreement from time to time who will receive and act on any instructions given by the relevant Authorised Officer and whose details are notified in writing to each Customer.
- (l) "Council Data" means any information provided by, obtained, or created on behalf of the Council in delivering the services specified in this Agreement.
- (m) "Customer" means the Council or any Third-Party Customer.
- (n) "Data Protection Act (DPA)" means the Data Protection Act 1998 and with effect from 25th May 2018, the Data Protection Act 2018.

- (o) “Data Protection Officer” means the role as defined under Chapter IV, Section 4 of GDPR.
- (p) “Dispute Resolution Procedure” means the procedure set out in Clause 32.2.
- (q) “Dynamic Purchasing System” or “DPS” means the dynamic purchasing system operated via the Application, which applies the procurement methodology provided for by Regulation 34 of the Public Contract Regulations.
- (r) “DPS Entry and Operation Guide” means the guide made available by the Council on <http://demand.sproc.net/ClientDetails> consisting of the DPS Entry and Operation Guide Part 1 and the DPS Entry and Operation Guide Part 2 and which details the general operation of the DPS;
- (s) “DPS Entry and Operation Guide Part 1” means that part of the DPS Entry and Operation Guide which gives an overview of the operation of the DPS, details the Selection Criteria for suppliers entering the DPS and the methodology for evaluating those criteria.
- (t) “DPS Entry and Operation Guide Part 2” means that part of the DPS Entry and Operation Guide which details the process by which the Council will issue Requirements and award Agreements for the Requirements as well as other aspects of how the Council will operate the DPS.
- (u) “Entry Submission” means the Accreditation and Enrolment information and documents which the Council requires a service provider to submit via the Application as part of the Accreditation and Enrolment process.
- (v) “Environmental Information Regulations (EIR)” means the Environmental Information Regulations 2004.
- (w) “Evaluation Methodology” means the methodology the Council will use to evaluate Entry Submissions and Offers, including the Selection Criteria and the Award Criteria, and which is set out in the DPS Entry and Operation Guide.

- (x) "Exempt Information" means information that potentially falls within an exemption under the FOIA including, but not limited to, confidentiality (section 41 FOIA), trade secrets (section 43 FOIA) and prejudice to commercial interests (section 43 FOIA).
- (y) "FOIA" means the Freedom of Information Act 2000.
- (z) "General Data Protection Regulation (GDPR)" means the General Data Protection Regulation (2016), Regulation (EU) 2016/679 as amended or re-enacted from time to time and any United Kingdom Act or European Union Regulation recognised in UK law substantially replacing the same.
- (aa) "Good Industry Practice" means the exercise of the degree of skill, diligence, prudence, and foresight which would reasonably and ordinarily be expected from a skilled and experienced provider engaged in the same type of undertaking under the same or similar circumstances as are contemplated by this Agreement.
- (bb) "Information" has the meaning given under Section 84 of the Freedom of Information Act 200 (FOIA), which shall include (but not limited to) information in any form whether relating to the past, present or future and may in particular consist of data, documentation, programmes, (including the source code of any programmes which the Council has the right to use), computer output, voice transmissions, correspondence, calculations, plans, reports, graphs, charts, statistics, records, projections, maps, drawings, vouchers, receipts, and accounting records and may consist of or be stored in any form including paper, microfilm, microfiche, photographic negative, computer software and any electronic medium and references herein to information shall include reference to the medium in which it is stored;
- (cc) "Information Legislation" means the DPA, FOIA, GDPR and the EIR
- (dd) "Intellectual Property Rights" or "IPR" shall mean intellectual property rights whether vested or contingent and whether currently in existence or otherwise including (without limitation) patents, inventions, trademarks, service marks, logos, design rights, registered designs, copyright, database rights, domain names, trade or business names, moral rights, trade secrets, the right to sue for passing off and all similar rights whether registered or not (in any country) and all extensions revivals reversions and renewals of any of the above. The above shall include in relation to registrable rights any applications made in respect of such rights.

- (ee) “Law” means any applicable Act of Parliament, sub-ordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the Royal Prerogative and any enforceable community right within the meaning of Section 2 of the European Communities Act 1972 as applied pursuant to the EU (Withdrawal Agreement) Act 2018 (as modified by the EU (Withdrawal Act) 2020), in each case in the United Kingdom.
- (ff) “Legislation” means all Law and in particular the Information Legislation.
- (gg) “Offer” means the Service Provider’s tender in response to a Requirement confirming that the Service Provider is able to deliver the Services and the Service Provider’s proposed Pricing Details.
- (hh) “London Living Wage” means the basic hourly wage set by the Greater London Authority (before tax, other deductions, and any increase for overtime) as may be updated from time to time by the Greater London Authority.
- (ii) “Open for Offers Period” means the period during which a service provider participating in a tender for a Requirement may submit Offers.
- (jj) “Other Information Law” means any applicable legislation or codes governing access to information other than FOIA.
- (kk) “Personal Data” means personal data as defined in Section 1(1) of the DPA and Article 4(2) of the GDPR, which is supplied to the Provider by the Council or obtained by the Provider in the course of performing their obligations under this Contract.
- (ll) “Public Contract Regulations” means the Public Contract Regulations 2015 as amended from time to time.
- (mm) “Pricing Details” means the Service Provider’s costs for carrying out the Requirement referred to in an Agreement as contained in the Offer referred to in the Agreement.
- (nn) “Relevant Employees” means the employees who are subject to a Relevant Transfer.
- (oo) “Relevant Transfer” means a relevant transfer for the purposes of TUPE.

- (pp) “Replacement Services” means services that are identical or substantially similar to any of the Services provided by the Service Provider under this Supplier Agreement which the Council receives, following the termination or expiry of an Agreement awarded to the Supplier, in substitution for Services so provided by the Supplier.
- (qq) “Replacement Service Provider” means a third party appointed by the Council from time to time to provide Replacement Services.
- (rr) “Requirement” means a request issued by the Council on the Application from time to time identifying specific Services for which the Council is seeking to award an Agreement, and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in this Supplier Agreement.
- (ss) “Selection Criteria” means the criteria that a service provider must meet and maintain throughout the duration of the DPS in order to successfully complete and to retain their Accreditation and Enrolment in the DPS.
- (tt) “Self-Billing Invoice” means an invoice generated through the Application on the Service Provider’s behalf in accordance with the Self-Billing Procedure.
- (uu) “Self-Billing Procedure” means the arrangements agreed between the Service Provider and the Council and set out in Schedule 2 under which invoices billing the Council for Services provided to it by the Service Provider are generated at regular intervals through the Application and payment in respect of the invoices is processed.
- (vv) “Agreement” means a contract awarded by the Council accepting an Offer by the Service Provider and which is substantially in the form referred to in Schedule 3.
- (ww) “Service Category” means a category of service listed in the Specification and / or the DPS Entry and Operation Guide Part 1 in relation to which a service provider may be admitted to the DPS to provide Services.
- (xx) “Service Receipt” means a record of Services delivered over a stated period and of the Charges for them, uploaded by the Service Provider onto the

- Application for agreement by the Council.
- (yy) "Services" means the park maintenance services and any ancillary supplies that the Service Provider agrees to provide where required by the Council from time to time pursuant to an Agreement awarded in accordance with this Supplier Agreement as more fully described in the Specification and further detailed by the Requirement associated with the relevant Agreement.
  - (xx) "Specification" means the outline description by the Council of Services which the Council may procure via the DPS as set out in Schedule 4.
  - (yy) "Staff" includes employees, and where the context permits any sub-contractors, agents, and volunteers, employed or otherwise engaged by the Service Provider in the provision of the Services.
  - (zz) "Sub-contractor" means a person to whom the Service Provider subcontracts any of its obligations under this Supplier Agreement.
  - (aaa) "Subject Access Request" means a request for Personal Data falling within the provisions of Section 7 of the DPA and Article 11, 12 & 15 of the GDPR
  - (bbb) "Supplier Agreement" means this overarching agreement, consisting of these terms and conditions and any schedules to them, setting out the process that will apply when the Council wishes to award Agreements via the DPS and the terms and conditions applicable to the carrying out of Agreements.
  - (ccc) "TUPE" means the Transfer of Undertakings (Protection of Employment) Regulation 2006.
    - 1.2 The headings of these clauses shall not affect the interpretation thereof.
    - 1.3 The masculine includes the feminine and vice versa.
    - 1.4 The singular includes the plural and vice versa.
    - 1.5 Reference to any enactment, order, regulation, or other similar instrument, shall be construed as a reference to the enactment, order, regulation, or



instrument as amended by any subsequent enactment, order, regulation or instrument.

1.6 The documents listed in clause 1.7 (the Contract Documents) together constitute the entire agreement between the parties relating to the provision of the Services. The Contract Documents supersede any representations, documents, negotiations, or understandings, whether oral or written, made, carried out or entered into before the date this Supplier Agreement is accepted by the Supplier, except that this clause shall not exclude liability in respect of any fraudulent misrepresentation.

1.7 In the event of any inconsistency or conflict between the provisions of different documents forming part of the Contract Documents, the provisions of the document ranking higher in the following order of priority of documents shall prevail over the provisions of the documents ranking lower:

1.7.1 Any Agreement awarded under this Supplier Agreement.

1.7.2 The Clauses of this Supplier Agreement; 1.7.3 The Schedules of this Supplier Agreement.

1.7.4 The DPS Entry and Operation Guide.

1.8 None of the provisions of this Supplier Agreement are intended to relate to any non-commercial matter within the meaning of Section 17(5) of the Local Government Act 1988, except to the extent that its inclusion is permitted by Section 18(2) of that Act.

## **2. SCOPE OF SUPPLIER AGREEMENT**

2.1 The purpose of this Supplier Agreement is to set out the process which will apply to the awarding of Agreements by the Council via the DPS for the provision of Services by the Service Provider and the terms and conditions which will apply to any such Agreements.

2.2 The Council may from time to time procure Services from the Service Provider via the DPS in accordance with the procedure set out in the DPS Entry and Operation Guide and this Supplier Agreement but the

Council shall not be obliged to award any Agreements via the DPS to the Service Provider and even where the Council has followed the procedures in the DPS Entry and Operation Guide and this Supplier Agreement leading up to the award of an Agreement it may decline to award an Agreement.

2.3 The Service Provider shall provide the Council with any Services required in accordance with an Agreement which shall be deemed to incorporate the terms and conditions of this Supplier Agreement relating to the provision of Services and may include additional terms and conditions.

2.3.1 shall be deemed to incorporate the terms and conditions of this Supplier Agreement relating to the provision of Services, including the Specification to the extent that it applies to the specific Service Category under which the Agreement is awarded; and

2.3.2 may include additional terms and conditions.

2.4 The Service Provider shall provide the Services in a professional and prompt manner using reasonable skill, care and diligence and suitably qualified Staff in sufficient numbers.

2.5 The parties shall work together and individually, in accordance with this Supplier Agreement, to achieve a transparent and co-operative exchange of information in all matters relating to this Supplier Agreement.

2.6 The Council may update the DPS Entry and Operation Guide at any time throughout the duration of the DPS, provided that the Council provides all suppliers with fair and open access to such updates with reasonable advance notice.

2.9 The Service Provider acknowledges that once awarded by the Council and accepted by the Service Provider, an Agreement shall be a legally binding agreement between the Service Provider and the Council.

## 2A INTERMISSION

2A.1 In such circumstances as a Customer reasonably considers appropriate, the Customer may serve notice on the Service Provider (an "**Intermission Notice**") that it will be exercising its rights under this Clause 2A to require a suspension of the provision of the Services under any specified Agreement (an "**Intermission**"). The Intermission Notice shall set out the date upon which the Intermission shall commence and the Council's estimate of the duration of the Intermission. The Customer shall serve the Intermission Notice as soon as reasonably practicable.

2A.2 Following the service of an Intermission Notice, the Service Provider shall co-operate with the reasonable instructions of the Customer in respect of the Intermission.

2A.3 For so long as the Intermission is continuing, then:

2A.3.1 the Service Provider shall not be obliged to provide the Services; 2A.3.2 no Charges shall be payable to the Service Provider in respect of the period of the Intermission; and

2A.3.3 the Customer shall use reasonable endeavours to keep the Service Provider updated regarding the likely duration of the Intermission.

2A.4 At such time as the Customer reasonably considers appropriate the Customer may serve notice on the Service Provider (a "**Recommencement Notice**") to require the recommencement of the Services following an Intermission (a "**Recommencement**"). The Recommencement Notice shall specify the date on which the Services shall be recommenced.

2A.5 The Service Provider shall recommence the provision of the Services in accordance with the Recommencement Notice and shall co-operate with the reasonable instructions of the Customer in respect of the Recommencement.

2A.4 For the avoidance of doubt the Service Provider shall bear its own costs in relation to any Intermission and Recommencement except to the extent expressly set out to the contrary in the relevant Agreement.

### **3. DURATION OF THIS SUPPLIER AGREEMENT**

3.1 This Supplier Agreement shall be for the period commencing on the date the Supplier enters into an Agreement with the Council to which this Supplier Agreement applies and ending when the DPS expires, subject to earlier termination under this Supplier Agreement or at law.

3.2 For the removal of doubt, the termination of this Supplier Agreement shall not by itself terminate any Agreement issued under it.

#### **4. AGREEMENT AWARD PROCEDURE**

4.1 Where the Council requires specific Services for which it seeking to award an Agreement under the DPS, unless an exception in section 4.3 of the DPS Entry and Operation Guide Part 2 applies, it shall:

- (a) identify the relevant Service Category which the Services required fall into.
- (b) issue a Requirement via the Application to all service providers who have been admitted to the DPS in relation to that Service Category notifying them of the opportunity to submit an Offer for the Requirement and of the Open for Offers Period.
- (c) detail within the Application the amount of time provided to the Service Provider to submit an Offer in response to a Requirement.
- (d) conduct a tender via the Application among the service providers to whom the Requirement has been issued.
- (e) allow each service provider participating in the tender to submit revised costings of its Offers up to the close of the Open for Offers Period and to see the ongoing ranking of its Offer among the service providers submitting Offers.
- (f) subject to clause 4.1(g), award the Agreement for the Requirement to the service provider which has, at the close of the Open for Offers Period, submitted the top-ranked Offer in accordance with the Evaluation Methodology.

- (g) despite having issued a Requirement and followed the procedure under this clause 4.1, be entitled at all times prior to making an award of an Agreement for the Requirement to opt not to do so.

4.2 Where the costing of an Offer received by the Council in the course of a tender conducted under clause 4.1 appears abnormally low, the Council may reject the Offer provided it:

- (a) requests in writing from the service provider submitting the Offer details of the constituent elements of the costing of the Offer which are considered to contribute to it being abnormally low.
- (b) takes account of the evidence supplied by the service provider.
- (c) verifies those constituent elements with the service provider; and
- (d) concludes that the Service Provider would not be able to carry out the Services to the required standards.

## **5. WARRANTIES AND REPRESENTATIONS**

5.1 The Service Provider warrants and represents to the Council that:-

- (a) it has full capacity and authority and all necessary consents to enter into and perform its obligations under this Supplier Agreement and any Agreement awarded under it.
- (b) the Supplier Agreement has been entered into by a duly authorised representative of the Service Provider.
- (c) as at the date of entering into this Supplier Agreement, all information, contained in the Service Provider's Entry Submission (including statements made in relation to the selection criteria referred to in Regulations 57 and 58 of the Public Contract Regulations) are true, accurate and not misleading save as may have been specifically disclosed in writing to the Council prior to the

Service Provider entering into this Supplier Agreement and it will promptly advise the Council of any fact, matter or circumstance of which it may become aware which would render any such information, statement or representation to be false or misleading.

## **6. PAYMENT AND VAT**

- 6.1 In consideration of the Service Provider undertaking to provide any Services required by the Council under an Agreement awarded under this Supplier Agreement, the Council undertakes to pay the Service Provider the Charges for such Services.
- 6.2 The parties acknowledge that *adam* shall act as the Council's payment agent for making payments to the Service Provider in respect of Charges that have become payable.
- 6.3 Subject to the correction of any errors in a Self-Billing Invoice, within 30 days of a Self-Billing Invoice having been raised in accordance with the Self-Billing Procedure, the Charges in the Self-Billing Invoice shall be payable by the Council.
- 6.4 The Service Provider shall not suspend the provision of the Services if any payment is overdue unless it is entitled to terminate this Supplier Agreement or the relevant Agreement awarded under it pursuant to clause 31.2 for failure to pay the Charges.
- 6.6 For the avoidance of doubt the Charges shall be deemed to be fully inclusive of:
- (a) the value of the Services as specified in Schedule 4 of this Supplier Agreement subject to any further details in the Requirement referred to in the Agreement to which the Charges relate; and

(b) all traveling expenses, insurance costs and all other miscellaneous expenses incurred by the Service Provider in the organisation and provision of the Services to which the Charges relate.

6.7 The Charges are exclusive of VAT which shall be added at the prevailing rate as applicable and paid by the Council following delivery of a valid VAT invoice.

6.8 If the Council and the Service Provider fail to reach agreement on any VAT matter pursuant to this Supplier Agreement, the Council and the Service Provider may refer the matter to Her Majesty's Revenue and Customs or a VAT tribunal for determination.

6.9 The Service Provider shall indemnify the Council against any liability (including any interest, penalties or costs incurred) which is levied, demanded, or assessed on the Council at any time in respect of the Service Provider's failure to account for, or to pay, any VAT relating to payments made to the Service Provider under this Supplier Agreement.

## **7. RECOVERY OF SUMS DUE**

7.1 Wherever under this Supplier Agreement any sum of money is recoverable from or payable by the Service Provider to the Council, that sum may be deducted from any sum then due, or which at any later time may become due to the Service Provider under this Supplier Agreement or any other agreement which the Service Provider has with the Council.

7.2 The Service Provider shall make any payments due to the Council without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise, unless the Service Provider has a valid court order requiring an amount equal to such deduction to be paid by the Council to the Service Provider.

## **8. EURO PAYMENTS**

- 8.1 Any legislative requirement to account for the goods or services in Euros instead of and/or in addition to Sterling shall be implemented by the Service Provider at nil charge to the Council.
- 8.2 The Council shall provide all reasonable assistance to facilitate such changes.

## **9. SUFFICIENCY OF INFORMATION**

- 9.1 The Service Provider will be deemed to have satisfied itself as regards the nature and extent of the Services required by the Council and as to the accuracy and sufficiency of the Charges provided for by the Pricing Details of an Agreement awarded under this Supplier Agreement prior to agreeing to undertake the provision of Services. The Service Provider will be deemed to have obtained for itself all necessary information as to the risks, contingencies and any other circumstances which might reasonably influence or affect the Service Provider in the provision of Services.

## **10. CONTRACTUAL RELATIONSHIP**

- 10.1 The Service Provider is not an employee or an agent of the Council. Neither the Service Provider nor its employees or agents shall in any circumstances hold themselves out as being the employee or agent of the Council nor are, they authorised to enter into any contract on behalf of the Council or in any other way to bind the Council to the performance, variation, release, or discharge of any obligation.
- 10.2 The Service Provider is responsible for the acts and omissions of its employees and agents and the Council is not responsible, and cannot be held liable, for any act or omission of any person engaged by the Service Provider in relation to the Services.



10.3 The Service Provider is responsible for the payment of all taxes, National Insurance contributions, and levies of any kind which it is obliged by law to pay. The Service Provider is also responsible for the payment of all fees/wages, income taxes, National Insurance contributions, and levies of any kind, relating to or arising out of the engagement of any person employed or contracted by the Service Provider in relation to the provision of the Services.

## **11. ADVERTISING**

11.1 Save to the extent that this Supplier Agreement indicates otherwise, no advertisement of any description indicating that the Service Provider is acting for the Council is permitted on premises, equipment, materials or consumables utilised in the provision of the Services without the prior written consent of the Authorised Officer which shall not be unreasonably withheld. Any advertisement which is placed on the Council's premises with consent shall be promptly removed on the termination or expiry of any Agreement awarded under this Supplier Agreement to which the advertisement relates.

## **12. BEST VALUE**

12.1 The Council has a statutory duty to provide Best Value pursuant to the provisions of the Local Government Act 1999 which includes the need for continuous improvement in the standard of the Services and quality within financial restrictions. The Service Provider shall work with the Council to identify develop and deliver Best Value services under the terms and conditions of this Supplier Agreement within available resources.

12.2 Types of requirements of the Service Provider by the Council shall include but not necessarily be restricted to provision of Services that are cost effective, efficient, timely, reliable, responsive, consistent, courteous and that give effect to the Council's priorities.

12.3 The Service Provider shall facilitate periodical and regular inspections and reviews by the Council of performance standards and shall, where possible, suggest improvements in the way the Services are provided.

## **13 STATUTORY AND OTHER REGULATIONS**

13.1 The Service Provider shall at its own expense comply with all statutory and other provisions to be performed and observed in connection with the Services and shall indemnify the Council against any claims, actions, proceedings, loss, liability, penalties, costs, or expense made or incurred as a result of any failure in compliance.

13.2 The Service Provider shall comply with any national Minimum Wage Regulations introduced as a consequence of the National Minimum Wages Act 1998 duty of Service Provider to pay National Minimum Wage.

13.3 It is a fundamental term of the Contract that the Service Provider pays the National Minimum Wage under the National Minimum Wage Act 1998 to all eligible employees and ensures that its sub-providers pay the National Minimum Wage under the National Minimum Wage Act 1998 to all eligible employees.

13.4 Where applicable and without prejudice to any other provisions of this Contract, the Service Provider shall:

13.4.1 pay all of its employees engaged in the provision of the Services an hourly wage (or equivalent of an hourly wage) no less than the current London Living Wage as published by the Living Wage Foundation from the commencement of the Contract. Any annual increases of the London Living Wage must be applied no later than the 1st of April for each and every subsequent year for the term of this Contract.

13.4.2 provide to the Council such information demonstrating the payment of the London Living Wage to its employees engaged in the provision of the Services as the Council may reasonably require from time to time (this

may include copies of pay slips if required, redacted as necessary to remove all identifying information and other information not directly required to evidence payment of the London Living Wage (for example tax, pension and national insurance contributions); and

13.4.3 co-operate and provide all reasonable assistance to the Council in monitoring the impact of the London Living Wage on the quality of the Services provided under this Contract.

13.5 The Council will increase the hourly rate payable to the Service Provider in line with any London Living Wage increases annually from 1st April for each and every subsequent year of the term of this Contract.

13.6 For the avoidance of doubt, the Service Provider's failure to pay the London Living Wage to employees engaged in the provision of the Services will be a serious default of this Contract.

## **14. MONITORING**

14.1 The Council shall appoint an Authorised Officer who will have responsibility for managing and issuing instructions to the Service Provider in respect of the provision of the Services.

14.2 The Service Provider shall appoint a Contract Manager who will have responsibility on behalf of the Service Provider for the management of the provision of the Services under any Agreements awarded to the Service Provider.

14.3 The Service Provider's provision of the Services shall be monitored by the Authorised Officer, who shall be entitled to make recommendations to the Service Provider for improving the standard of the Service Provider's performance in providing the Services.

- 14.4 The Contract Manager will meet regularly with the Authorised Officer ("the Liaison Meeting") to discuss the Services being provided and to provide the Council with progress reports. Upon receiving a request to do so the Service Provider shall attend any meeting(s) arranged by the Authorised Officer (or his representative) for the purpose of reviewing the Service Provider's performance.
- 14.5 At Liaison Meetings the Authorised Officer and Contract Manager will review, among other things, issues relating to the day-to-day provision of the Services, and any Supplier Agreement monitoring systems detailed in the Service Specification, including but not limited to, such things as user feedback.
- 14.6 The Contract Manager shall keep minutes of all Liaison Meetings.
- 14.7 The Service Provider shall permit the Council access to its premises for contract compliance visits. Site visits may be announced or unannounced. The Council will supply the Service Provider with a copy of any report compiled following a contract compliance visit.
- 14.8 The Service Provider shall provide the Council with monitoring information in accordance with its requirements and within any timescales communicated to it by the Authorised Officer. Further monitoring requirements may be contained in the Service Specification.
- 14.9 The Service Provider shall maintain proper records and accounts in relation to the provision of the Services. The financial accounts held in respect of the Services must be separate from the Service Provider's other accounts and all documents relevant to the Services and this Supplier Agreement must be made available for inspection by the Authorised Officer.
- 14.10 If following a review of the Services it is apparent to the Council that the Services are not being carried out to the satisfaction of the Council the parties will agree a plan and timescale for corrective action. If this is not achieved to the Council's satisfaction, the Council may issue a Default

Notice in accordance with the provisions of Clause 30 of this Supplier Agreement.

## **15 THE SERVICE PROVIDER'S INDEMNITIES AND INSURANCES**

15.1 The Service Provider shall indemnify the Council against all claims, demands, proceedings, actions, damages, costs, expenses and any other liabilities in respect of, or arising out of, the provision of the Services in relation to the injury to or death of any person, or loss of or damage to any property including property belonging to the Council or financial loss arising from any advice given or omitted to be given by the Service Provider or any other loss which is caused directly or indirectly by any act or omission of the Service Provider. This does not apply to the extent that such injury, death, loss, or damage arises out of the act, default, or negligence of the Council, its employees, or agents not being the Service Provider or persons engaged by the Service Provider.

15.2 The Service Provider's liability under Clause 15.1 for losses relating to death or personal injury or for any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982 shall be unlimited.

15.3 The Service Provider shall effect and maintain as a minimum a policy or policies of insurance of the type set out in Clause 15.4. The Service Provider shall also ensure that any of its sub-contractors who are providing any or all of the Services on its behalf maintain equivalent insurances as a minimum.

15.4 The insurances referred to in Clause 15.3 are as follows:

15.4.1 public liability insurance that covers the Service Provider's liabilities under Clause 15.1 in a sum of not less than £5,000,000 (five million pounds) for any one occurrence or series of occurrences arising out of any one event.

15.4.2 employer's liability insurance in a sum of not less than £10,000,000.00 (ten million pounds) for any one occurrence or series of occurrences arising out of any one event and which complies with the Employers' Liability (Compulsory Insurance) Act 1969 and the Road Traffic Act 1988.

15.4.3 professional indemnity insurance that covers the risk of professional negligence on the part of the Service Provider and persons engaged by it in a sum of not less than £2,000,000.00 (two million pounds) for any one occurrence or series of occurrences arising out of any one event.

15.5 The Service Provider shall supply to the Council upon request a copy of the insurance policies or a certificate from its insurers or brokers confirming the policies which it is required to maintain under this Clause 15.

15.6 If, for whatever reason, the Service Provider fails to give effect to and maintain the insurances required by this Supplier Agreement the Council may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Service Provider.

## **16 EQUAL OPPORTUNITIES**

16.1 In providing the Services, the Service Provider shall to the same extent as if it were a public authority within the meaning of the Equality Act 2010 ("the 2010 Act") (or any European equivalent) comply with the 2010 Act together with all applicable amendments, regulations and Codes of Practice or any future or other legislation which concerns discrimination in employment and service delivery (the "Equalities Provisions") and shall in particular comply with the public sector equality duty under Section 149 and shall have due regard to the need to:

- (a) eliminate discrimination (whether direct or indirect), harassment, victimisation and any other conduct that is prohibited by or under the 2010 Act.

- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

16.2 The Service Provider shall take all reasonable steps to ensure that the servants, employees, or agents of the Service Provider and of its Sub-contractors engaged in the provision of the Services shall provide the Services in accordance with the obligations imposed on the Service Provider by Clause 16.1.

16.3 The Service Provider shall notify the Council immediately in writing upon becoming aware of any investigation or proceedings brought against the Service Provider under the Equalities Provisions in connection with the Service Provider's provision of the Services.

16.4 If requested to do so by the Council, the Service Provider shall fully cooperate with the Council at its own expense in connection with any legal proceedings, ombudsman inquiries or arbitration in which the Council may become involved arising from any breach of the Council's duties under the Equalities Provisions due to the alleged acts or omissions of the Service Provider or of the servants or employees or agents of the Service Provider and of its Sub-contractors engaged in the provision of the Services.

## **17. HUMAN RIGHTS**

17.1 The Service Provider shall ensure that it provides the Services in compliance with the provisions of the Human Rights Act 1998 ("HRA").

17.2 The Service Provider shall indemnify the Council in respect of any cost claim for damages that the Council may incur in respect of any breach or contravention of the HRA arising out of any act or omission on the part of the Service Provider its employees' agents or subcontractors in providing the Services under this Supplier Agreement.

## **18. HEALTH AND SAFETY AT WORK**

18.1 The Service Provider shall observe the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all other regulations, approved Codes of Practice and amendments thereto pertaining to the health and safety of employees and members of the public and shall ensure that its agents, employees, and sub-contractors are competent to carry out their respective tasks with due regard to the Service Provider's obligations under these Acts and other instruments.

18.2 The Service Provider shall provide and maintain and make available for inspection by the Council's Authorised Officer all records reasonably requested by the Council relating to the Service Provider's compliance with clause 18.1.

18.3 The Service Provider shall promptly notify the Authorised Officer of any health and safety hazards which may arise in connection with the provision of the Services.

## **19. CONFIDENTIALITY AND PROTECTION OF INFORMATION**

19.1 "Confidential All confidential information (however recorded or preserved) disclosed by a Party or its Employees, Officers, Representatives or Advisers (together it's Representatives) to the other Party and that Party's Representatives in connection with this Agreement concerning:

19.1.1 the terms of this Agreement.

19.1.2 any information that would be regarded as confidential by a reasonable businessperson relating to:

- i. the business, affairs, Clients, Service Providers, plans, intentions, or market opportunities of the disclosing Party.
- ii. the operations, processes, product information, know-how, designs, trade secrets or software of the disclosing Party (or of any member of the group of companies to which the disclosing



- iii. Party belongs); and any information developed by the Parties in the course of carrying out this Agreement shall be deemed as Confidential Information and may only be disclosed subject to the provisions of this Agreement.

19.2 The Service Provider acknowledges that the confidentiality, integrity and availability of information and the security provided in relation to information is a material element of this Agreement.

19.3. The Service Provider shall and shall at all times provide a level of security which

19.3.1 is in accordance with Legislation and this Agreement.

19.3.2 is in accordance with compliance regimes representing Good Industry Practice; and

19.3.3 meets any specific security threats identified from time to time by the Council.

19.4. The Service Provider shall ensure that it provides comparable technical and policy coverage of security to Information as if it were being processed directly by the Council. This shall include but not limited to the following:

19.4.1 All mobile storage systems and hardware shall be encrypted to at least industrial standards.

19.4.2 All employees shall be appropriately vetted before use in the services, which are the subject of this Agreement.

19.4.3 All employees shall receive adequate information governance training which shall be annually refreshed.

19.4.4 All buildings and physical environments shall be subject to appropriate physical security and protection.

19.4.5 The Service Provider shall permit access to Information by employees of the Council only as may be specifically designated by the Council.

19.4.6 The Service Provider shall securely destroy all Information provided or created under this Agreement and no longer required to be retained in accordance with this Agreement.

- 19.5. The Service Provider will have in place fully tested and effective business continuity plans.
- 19.6. The Service Provider shall observe the following principles when handling personal data for the purpose of carrying out the Service Provider's obligations under this Agreement:
- 19.6.1 Every proposed processing of Personal Data within or outside the Service Provider's organisation should be clearly defined and regularly risk assessed and approved by an appropriate information governance role holder.
- 19.6.2 Personal Data must not be processed unless it is absolutely necessary. Personal Data should not be used unless there is no alternative.
- 19.6.3 The minimum necessary Personal Data is to be used. Where use of Personal data is considered necessary, each individual item of information should be justified with the aim of reducing the need for processing personally indefinable information.
- 19.6.4 Access to Personal Data should be on a strict to know basis. Employees should only have access to the data that they need to see and should only receive the access and functionality permissions required to undertake their roles.
- 19.6.5 The Service Provider must ensure that its employees are aware of their responsibility to comply with the common law duty of confidentiality.
- 19.6.6 All persons handling Personal Data must understand and comply with the DPA. All processing of Personal Data must be lawful.
- 19.7. Any information received by the Service Provider from the Council under this Agreement or generated by the Service Provider pursuant to this Agreement shall remain at all times the property of the Council. It shall be identified, clearly marked, and recorded as such by the Service Provider on all media and in all documentation.
- 19.8. The Service Provider shall not, save as required by this Agreement, without the prior written consent of the Council disclose to any other person any information provided by the Council under this Agreement.

- 19.9. Where processing personal data, the Service Provider shall not procure the services of any other agent or sub-provider in connection with this Agreement without the explicit written consent of the Council.
- 19.10. The Service Provider shall take all necessary precautions to ensure that all information obtained from the Council under or in connection with this Agreement, is given only to such of the Service Provider's employees and professional advisors or consultants engaged to advise the Service Provider in connection with this Agreement as is strictly necessary for the performance of this Agreement, and is treated as confidential and not disclosed (without prior written approval) or used by any such employees or such professional advisors or consultants otherwise than for the purposes of this Agreement.
- 19.11. The Service Provider shall not use any information it receives from the Council otherwise than for the purpose of this Agreement.
- 19.12. With regards to Council's Data:
- 19.12.1 the Service Provider shall not delete or remove any proprietary notices contained within or relating to Council Data.
- 19.12.2 the Service Provider shall not store, copy, disclose or use the Council Data except as necessary for the performance of the Service Provider's obligations under this Agreement or as otherwise expressly authorised in writing by the Council.
- 19.12.3 to the extent that Council Data is held and/or processed by the Service Provider, the Service Provider shall supply that Council Data to the Council as requested by the Council in the format specified by the Council.
- 19.12.4 the Service Provider shall take responsibility for preserving the integrity of Council Data and preventing the corruption or loss of same.
- 19.12.5 the Service Provider shall perform secure back-ups of all Council Data and shall ensure that up-to-date back-ups are stored off-site. The Service Provider shall ensure that such back-ups are available to the Council at all times upon request.
- 19.12.6 if the Council Data is corrupted, lost or sufficiently degraded as a result of the Service Provider's default so as to be unusable, the Council may:
- 19.12.6.1 require the Service Provider (at the Service Provider's expense) to restore or procure the restoration of Council Data in full and not later than three (3) days (subject to any agreed business continuity plan); and/or
- 19.12.6.2 in default thereof itself restore or procure the restoration of Council Data and shall be repaid by the Service Provider any reasonable expenses incurred in doing so.

- 19.13. if at any time the Service Provider suspects or has reason to believe that Council Data has or may become corrupted, loss or sufficiently degraded in any way for the any reason, then the Service Provider shall notify the Council immediately and inform the Council of remedial action the Service Provider proposes to take.
- 19.14. The obligations imposed by this Clause shall apply during the continuance of this Framework Agreement and indefinitely after its expiry or termination.

## **20. INTELLECTUAL PROPERTY RIGHTS**

20.1 The Service Provider hereby grants to the Council an irrevocable non-exclusive royalty-free licence to use any material created by the Service Provider in the provision of the Services in which, but for this sub-clause 20.1, the Service Provider would own the IPR (including but not limited to data, working papers and the contents of any report). The Service Provider agrees that the Council may without let or hindrance publish, alter, release, license or otherwise exploit and deal with such material as it thinks fit, via any medium.

20.2 The Service Provider undertakes to do all such acts or things and execute and /or procure the execution of all such documents the Council may request from time to time in order to perfect or confirm the Council's licence or use of the material referred to in sub-clause 20.1.

20.3 The Service Provider agrees to waive all moral rights in respect of the material referred to in sub-clause 20.1.

20.4 Where the IPR in material used in the provision of the Services or forming a material part of any report or data prepared for use by the Council are owned by a third party the Service Provider shall obtain the necessary licence for use of such material by the Council.

20.5 The Service Provider shall keep the Council fully indemnified against all losses and all actions claims proceedings costs and damages (including any damages or compensation paid by the Council on the advice of its legal advisor and after consultation with the Service Provider to compromise or settle any claim and all legal costs or other expenses) arising out of any breach of IPR of a third party in material supplied by the Service Provider in the provision of the Services.

## **21. DATA PROTECTION**

- 21.1 The Council is and will remain the Data Controller in relation to the personal information processed under this Agreement, and the Service Provider will act as Data Processor with respect to such personal information. As such, the Service Provider must follow the direction of the Council as to how Personal Data is processed.
- 21.2 All Personal Data acquired by the Service Provider from the Council shall only be used for the purposes of this Agreement and shall not be further processed or disclosed without the prior written consent of the Council.
- 21.3. If and when applicable the Service Provider shall comply with the GDPR requirements with regards to appointing a Data Protection Officer.
- 21.4. The Service Provider shall comply with all relevant code of practice issued under the DPA (and GDPR when in force).
- 21.5. The Service Provider shall assist the Council in safeguarding the legal rights of the Data Subject.
- 21.6. The Service Provider will have in place at all times appropriate technical and organisational security measures to safeguard Council Data in compliance with DPA and the National Cyber Security Centre (NSNC) guidance (and the GDPR when in force).
- 21.7. The Service Provider shall indemnify the Council against loss, destruction or processing contrary to Information Legislation by itself, its employees, contractors, or agents.
- 21.8. The Service Provider shall ensure the reliability and training of all its relevant employees to ensure awareness of and compliance with the Service Provider's obligations under the DPA (and GDPR when in force).

- 21.9. The Council shall respond to all Subject Access Request (SAR), whether received by the Service Provider or the Council, and therefore the Service Provider shall provide to the Council the personal data requested by the Data Subject (as defined in the DPA) within 10 working days of receipt of instruction by the Council for supply of the data.
- 21.10. The Service Provider shall immediately notify the Authorised Officer if it receives:
- 21.10.1. a request from any person whose Personal Data it holds to access his Personal Data; or
  - 21.10.2. a complaint or request relating to the Council's obligations under the DPA (and the GDPR when in force).
- 21.11. The Service Provider will assist and co-operate with the Council in relation to any complaint or request received, including:
- 21.11.1. providing full details of the complaint or request.
  - 21.11.2. providing the Council with any information relating to a SAR within 10 working days of receipt of the request.
  - 21.11.3. promptly providing the Authorised Officer with any Personal Data and other information requested by him.
- 21.12. The Service Provider shall not process information outside of the EEA as defined by the DPA and GDPR without full prior written consent from the Council.
- 21.13. The Service Provider shall cooperate with Data Protection Compliance Audits as and when requested.
- 21.14. When in force, the Service Provider shall comply with GDPR requirements for maintaining accurate, current, and comprehensive Records of Processing Activities.
- 21.15. The Service Provider shall be liable for and shall indemnify the Council against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees and disbursements) and demands

incurred by the Council which arise directly from a breach by the Service Provider of its obligations under the DPA, including without limitation those arising out of any Third Party demand, claim or action, or any breach of Agreement, negligence, fraud, wilful misconduct, breach of statutory duty or non-compliance with any part of the DPA (and GDPR when in force) by the Service Provider or its Employees, servants, agents, or Sub-Provider



## 22. FREEDOM OF INFORMATION

22.1 The Service Provider recognises that the Council is subject to legal duties which may require the release of information under FOIA or any Other Information Law and that the Council may be under an obligation to provide information on request. Such information may include matters relating to, arising out of or under, this Supplier Agreement in any way.

22.2 Notwithstanding anything in this Supplier Agreement to the contrary, in the event that the Council receives a request for information under the FOIA or any Other Information Law, the Council shall be entitled to disclose all information and documentation (in whatever form) as is necessary to respond to that request in accordance with the FOIA or Other Information Law, save that in relation to any such information that the Council believes is Exempt Information, the Council shall use reasonable endeavours to consult the Service Provider as soon as practicable after receipt of such a request and shall not:

- (a) confirm or deny that the information in question is held by the Council; or
- (b) disclose the information requested,

to the extent that in the Council's opinion (having taken into account the views of the Service Provider) that exemption is or may be applicable in accordance with the relevant section of FOIA in the circumstances to all or any of the information requested.

22.3 Where the Council consults with the Service Provider in accordance with Clause 22.2 above, the Service Provider shall make its written representations as to whether it believes the information falls within an exemption under the FOIA to the Council within 14 days of receiving the Council's request for consultation.

- 22.4 The Service Provider shall indemnify the Council for any costs that the Council incurs, including but not limited to external legal costs, in seeking to maintain the withholding of information arising out of or under the Supplier Agreement in any way that the Service Provider wishes it to withhold, including but not limited to responding to information notices or lodging appeals against a decision of the Information Commissioner in relation to disclosure.
- 22.5 In any event the Council shall not be liable for any loss, damage, harm, or other detriment however caused arising from the disclosure of any Exempt Information or other information relating to this Supplier Agreement under FOIA or Other Information Law.
- 22.6 The Service Provider will at all times assist the Council to enable the Council to comply fully with its obligation under FOIA governing access to information or Other Information Law or related guidelines or codes of practice. In particular it acknowledges that the Council is entitled to any and all information relating to or arising in the course of the performance of this Supplier Agreement. In the event that the Council receives a request for information under the FOIA or Other Information Law and requires the Service Provider's assistance in obtaining all or any such information, the Service Provider will respond to any such request for assistance at its own cost and promptly and in any event within 10 days of receiving the Council's request (or other reasonable time period specified by the Council when making the request).

22.7 Other than as set out above the Council shall have no obligation to consult the Service Provider where any request for information, whether under the FOIA or otherwise, touches or concerns this Supplier Agreement.

22.8 In no event shall the Service Provider respond directly to a request for information unless expressly authorised to do so by the Council.

## **23. CORRUPTION**

23.1 The Service Provider shall not offer or give, to any employee, agent, servant or representative of the Council any gift or consideration of any kind as an inducement or reward for doing or refraining from doing or for having done or having refrained from doing any act in relation to the obtaining or execution of this or any other contract with the Council, or for showing or refraining from showing favour or disfavour to any person in relation to this or any other contract with the Council. The Service Provider warrants that it has not otherwise done anything contrary to the Bribery Act 2010 or incited any breach of section 117(2) of the Local Government Act 1972.

23.2 Where the Service Provider or the Service Provider's employees, servants, sub-contractors, suppliers or agents or anyone acting on the Service Provider's behalf, engages in conduct prohibited by clause 23.1 in relation to this or any other contract with the Council, the Council has the right to:

- (a) terminate the Supplier Agreement and any Agreement awarded under it and recover from the Service Provider the amount of any loss suffered by the Council resulting from the termination; or
- (b) recover in full from the Service Provider any other loss sustained by the Council in consequence of any breach of this clause, whether or not the Supplier Agreement or any Service

Agreement awarded under it has been terminated.

## **24. ILLEGALITY**

24.1 If any provision or term of the Supplier Agreement or any part of it or Agreement awarded under it shall become unenforceable for any reason whatsoever, including but without limitation by reason of the provisions of any legislation, Regulation, Order, Direction of the Secretary of State or other provision having the force of law or by reason of any decision of any Court of competent jurisdiction, the validity and enforceability of the remainder of the Supplier Agreement or Agreement awarded under it shall not be affected thereby and shall remain in full force and effect. Where any such provision or decision substantially affects or alters the ability of either of the parties to comply fully with its contractual obligations the parties shall negotiate in good faith to amend and modify the provisions and terms of the Supplier Agreement or of any Agreement awarded under it as may be necessary or desirable in the circumstances.

## **25. FORCE MAJEURE**

25.1 Neither party to this Supplier Agreement shall be liable to the other nor held in breach of the Supplier Agreement or of any Agreement awarded under it if either party is prevented, hindered or delayed in the performance of its obligations under the Supplier Agreement by any act of God, war, riot, civil commotion, explosion, fire, radiation, accident, government action, interruption in the supply of power, labour dispute other than a dispute concerning the Service Provider's employees or the employees of its sub-contractors, epidemic or other circumstances beyond the control of the parties which prevents a party from, or hinders or delays a party in, performing its obligations under this Supplier Agreement (and which the application of due diligence and foresight could not have prevented).

25.2 If due to any of the circumstances listed in Clause 25.1 either party is prevented, hindered, or delayed in the performance of their obligations under this Supplier Agreement that party shall as soon as reasonably

practicable notify the other in writing of such prevention, hindrance or delay and the reasons therefor whereupon the operation of this Supplier Agreement or of any Agreement awarded under it that is affected shall be suspended. The Council shall not be liable to make payment to the Service Provider during such suspension.

25.3 The suspension of the operation of this Supplier Agreement or of any Agreement awarded under it shall continue during the period (and only during the period) that such prevention, hindrance or delay due to the circumstances listed in Clause 25.1 continues to affect it. Upon those circumstances ceasing to prevent, hinder or delay the performance of the obligations of the party relying upon it that party shall give written notice to the other party of this fact.

25.4 If either party is prevented from performing their obligations due to any of the circumstances listed in Clause 25.1 for longer than one month either party may immediately terminate the Supplier Agreement or the Order, whichever may be affected, upon service of one month's written notice to the other party.

## **26. BUSINESS CONTINUITY**

26.1 The Service Provider acknowledges and accepts that the Council has obligations under the CCA and upon the award of an Agreement under this Supplier Agreement and prior to the commencement of the Agreement shall carry out a risk assessment of the issues that could prevent its provision of the Services.

26.2 The Service Provider undertakes during and after the subsistence of an Agreement awarded under this Supplier Agreement to provide any information, documentation and assistance the Council may reasonably require in order to enable the Council to comply with its obligations under section 2 of the CCA (Duty to assess, plan and advise).

26.3 In the event of an Emergency (as defined in Part 1 or Part 2 of the CCA), the Service Provider shall use its best endeavours to comply with any instructions whatsoever of the Council in relation to such Emergency, notwithstanding that such instructions may be given by an officer of the Council other than the officer(s) the Service Provider would usually deal with in respect of this Supplier Agreement.

26.4 The Council shall remunerate and indemnify the Service Provider for any claims, costs and losses that the Service Provider may suffer as a direct consequence of compliance with the Council's instructions during and in respect of an Emergency.

26.5 The Council shall use all reasonable endeavours to ensure that any instruction given to the Service Provider pursuant to sub-clause 26.3 shall be:

- (i) reasonably necessary for the prevention or mitigation of the Emergency.
- (ii) reasonably within the power and ability of the Service Provider to comply with, having regard to the nature of the Service Provider's business and its obligations to the Council under this Supplier Agreement.

26.6 Notwithstanding Clause 25, during the subsistence of each Agreement awarded under this Supplier Agreement the Service Provider shall have in place such measures as may be reasonably practicable and sufficient so that as far as reasonably possible it is able to continue to perform its obligations under each such Agreement in the event of an Emergency or a Disruptive Event ("Business Continuity Measures").

26.7 A Disruptive Event means any event falling outside the definition of an Emergency that may result from:

- (i) Inability by the Service Provider to access the premises from which it provides the Services.
- (ii) General failure of the Service Provider's Staff to attend work or perform their functions.

- (iii) Failure of or disruption to the IT and communications systems, or the loss of data and/or records of, the Service Provider.
- (iv) Loss of or damage to equipment, resources or materials of the Service Provider.
- (v) A disruption in provision of goods or services to the Service Provider by any third party.

26.8 Within 1 month of the Commencement Date of an Agreement awarded under this Supplier Agreement, the Service Provider shall ensure that its Business Continuity Measures are recorded in a document entitled a Business Continuity Plan and shall submit a copy of the Business Continuity Plan for the Council's approval.

26.9 If at any time during the subsistence of an Agreement awarded under this Supplier Agreement after receipt of a Business Continuity Plan, the Council reasonably considers that changes to the Business Continuity Plan are required, the Service Provider shall upon notification by the Council of these changes record the changes in the Business Continuity Plan and implement them.

26.10 The Service Provider shall use its best endeavours to ensure that its contracts with its Sub-contractors engaged in or about the execution of an Agreement awarded under this Supplier Agreement contain provisions similar to those in this Clause 26 as far as necessary to allow the Service Provider to perform its obligations under this Clause 26.

26.11 The Service Provider shall indemnify and keep indemnified the Council for any claims, loss or damage incurred by the Council as a result of the Service Provider's breach of this Clause 26.

## **27. ASSIGNMENT AND SUB-CONTRACTING**

27.1 The Service Provider shall not assign, sub-contract, or delegate in whole or in part any of its duties in relation to provision of the Services under this Supplier Agreement without the prior written consent of the Council, which

may be given or withheld in the Council's sole discretion and subject to any conditions which the Council sees fit to impose.

27.2 In the event that the Council agrees to any part of provision of the Services being sub-contracted, the Service Provider shall ensure that the Service Provider enters into a legally binding contract with the sub- contractor in a form approved in writing by the Authorised Officer prior to the commencement of that sub-contract. A copy of each subcontract will be sent by the Service Provider to the Council immediately.

27.3 It shall be a condition of any sub-contract entered into by the Service Provider that the Sub-Contractor shall not enter into a further sub- contract in respect of the Services or any part of the Services under the sub-contract without notifying and obtaining the written consent of the Service Provider. Upon receipt of any such notification from the Sub- Contractor and before giving the Sub-contractor its consent, the Service Provider shall inform the Council of the Sub-Contractor's intention to further sub-contract the Services or part of the Services and shall obtain the Council's written consent thereto, which consent may be given or withheld at the Council's sole discretion and subject to any conditions the Council may see fit to impose.

27.4 Nothing in this Clause 27 shall alleviate the Service Provider of its obligations in relation to the provision of the Services under this Supplier Agreement generally. In particular, notwithstanding the grant of consent or imposition of conditions by the Council under Clause 27.1, the Service Provider shall remain ultimately responsible for any choice of sub- contractors and for the provision of the Services in all respects.

## **28. WAIVER**

28.1 Failure by the Council at any time to enforce the provisions of and applicable under this Supplier Agreement or to require performance by the Service Provider of any of the provisions of and applicable under this Supplier Agreement shall not be construed as a waiver of or as creating an estoppel



in connection with any such provision and shall not affect the validity of this Supplier Agreement or any part thereof or the right of the Council to enforce any provision in accordance with its terms.

## **29. VARIATION**

29.1 A variation to this Supplier Agreement or of any Agreement awarded under it shall only be valid if it has been agreed by the Council and the Service Provider in written form.

## **30. PERFORMANCE DEFAULT**

30.1 Without prejudice to the Council's right to terminate this Supplier Agreement or any Agreement awarded under it in accordance with these terms and conditions and without prejudice to any other claim or remedy the Council may have against the Service Provider, the Council may in the event that the Service Provider in the reasonable opinion of the Council's Authorised Officer: -

- (a) fails to provide the Services or any part of them; or
- (b) fails to provide the Services to a reasonable standard.

issue the Service Provider with a written notice (a "Default Notice") detailing the default, the actions (if any) to be taken to rectify the default and the timeframe for doing so.

30.2 If the Service Provider fails to comply with the Default Notice or if the breach is incapable of remedy, the Council shall be entitled to deduct from any monies that may be due to the Service Provider such sums to reflect the actual loss to the Council arising out of the breach including administration costs.

30.3 If the Service Provider complies with a Default Notice to the reasonable satisfaction of the Council, the Service Provider may be charged the Council's reasonable costs (if any) arising from the breach.

30.4 Without prejudice to the remedies available to the Council under Conditions 30.2 and 30.3, if the Service Provider is issued with three Default Notices under Condition 30.1:

30.4.1 in respect of the provision of the Services regardless of the Agreement to which the Default Notices relate, the Council shall have the right to treat this as a persistent breach of this Supplier Agreement for the purposes of Condition 31.3.

30.4.2 in respect of a specific Agreement, the Council shall have the right to treat this as a persistent breach of that Agreement for the purposes of Condition 31.3.

## **31. TERMINATION OF SUPPLIER AGREEMENT OR AGREEMENT**

31.1 Notwithstanding any other provision of this Supplier Agreement the Council may terminate any Agreement awarded under this Supplier Agreement on a no-fault basis at any time by giving the Service Provider 120 days' notice in writing. The Council may extend the period of notice at any time before it expires subject to agreement on the level of services to be provided by the Service Provider during the period of extension.

31.2 If either party commits a fundamental breach of its obligations under this Supplier Agreement including in relation to an Agreement awarded under it then the other party may, without prejudice to any accrued rights or remedies, terminate this Supplier Agreement or the Agreement concerned by notice in writing having immediate effect.

31.3 The Council may terminate this Supplier Agreement, or an Agreement awarded under it by notice in writing having immediate effect, without prejudice to any accrued rights or remedies, if any one or more of the following occurs:

- 31.3.1 the Service Provider has committed a persistent breach of the Supplier Agreement or a persistent breach of the Agreement respectively under Condition 30.4 of this Contract.
- 31.3.2 any information provided by the Service Provider during the process of selection of the Service Provider for the award of this Supplier Agreement or of an Agreement proves materially untrue or incorrect.
- 31.3.3 the Service Provider has obtained or received by whatever means any information which has given or was intended or likely to give the Service Provider any unfair advantage over any other participant in relation to the process for the award of this Supplier Agreement or the award of any Agreement under it.
- 31.3.4 an event described in Clause 23 (Corruption).
- 31.3.5 the Service Provider's directors become bankrupt or the Service Provider makes a composition or arrangement with its creditors or has a proposal in respect of its company for voluntary arrangement for a composition of debts, or scheme of arrangement approved in accordance with the Insolvency Act 1986.
- 31.3.6 the Service Provider has an application made under the Insolvency Act 1986 to the Court for the appointment of an administrative receiver or has an administrative receiver appointed.
- 31.3.7 the Service Provider has a provisional liquidator, receiver, or manager of its business or undertaking duly appointed.
- 31.3.8 the Service Provider has possession taken, by or on behalf of the holder of any debentures secured by a floating charge, of any property comprised in, or subject to, the floating charge.
- 31.3.9 the Service Provider is in circumstances that entitle the Court or a creditor to appoint, or have appointed, a receiver, a manager, or administrative receiver or which entitle the Court to make a winding-up order.
- 31.3.10 if there is a change of control in the shareholding of the Service Provider.

31.3.11 where the Council has, on grounds of breach of contract, terminated a contract between itself and the Service Provider other than this Supplier Agreement.

31.3.12 where the Service Provider or any of its employees or sub-contractors becomes embroiled in matters attracting significant negative publicity liable to reflect adversely on the Council, including but not limited to any occasion on which any of these persons is convicted of an arrestable offence.

31.3.13 where the Service Provider is an individual if he shall die or be adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983 or any amendment thereto.

31.4 If the Council terminates this Supplier Agreement or an Agreement awarded under it under this Clause 31 or any other clause the Council shall:

31.4.1 cease to be under any obligation to make further payment to the Service Provider until all costs and damage resulting from or arising out of termination of this Supplier Agreement or an Agreement awarded under it have been calculated; and

31.4.2 be entitled to deduct such costs from any sum or sums which would have been due to the Service Provider and/or be entitled to recover the costs from the Service Provider as a debt; and

31.4.3 be entitled to carry out this Supplier Agreement or any Service Agreement awarded under it itself in whole or in part or engage any other person to provide the Services.

31.5 Where the Supplier Agreement or an Agreement awarded under it shall terminate for whatsoever reason the Service Provider shall within 21 days from termination (or such reasonable period specified by the Council) provide the Council with sufficient information, material, and documentation necessary to enable the Council or a third party to continue or to re-procure the provision of the Service(s). Without prejudice to the Council's other remedies, failure to comply with this Clause 31 may result in the Council withholding any payment due until reasonable compliance by the Service Provider.

31.6 In addition and without prejudice to this Clause 31 if the Council terminates the Supplier Agreement or an Agreement awarded under it in accordance with 31.2 or 31.3 the Service Provider shall fully indemnify the Council in respect of any loss or damage suffered as a consequence of termination including the cost of providing the Services for the remainder of the period of the Supplier Agreement or Agreement awarded under it to the extent that such cost exceeds the payment that otherwise would have been payable to the Service Provider.

31.7 The rights of the Council under this clause are in addition to, and without prejudice to, any other rights that the Council may have at law or under this Supplier Agreement.

31.8 Clauses 19 (Confidentiality and Protection of Information), 20 (IPR), 21 (Data Protection) and 22 (FOIA) shall survive the termination of this Supplier Agreement and of any Agreement awarded under it.

## **32. DISPUTE RESOLUTION**

32.1 In the event of a disagreement or dispute between the parties in relation to the Services or in relation to the interpretation of the terms of and applicable under this Supplier Agreement, the parties shall, in the first instance, endeavour to resolve the disagreement or dispute themselves (or through their representatives).

32.2 In the event of a failure to reach an agreement in accordance with Clause 32.1 above within a reasonable time then the disagreement or dispute shall be referred to any mediation or conciliation procedure either within the Council or by reference to a third independent party agreed by the parties or failing agreement, appointed by the Authorised Officer. Any such mediation or conciliation will not be binding on the parties.

32.3 If such dispute or difference is not resolved within twenty-one days of the dispute being referred to mediation or conciliation under Clause 32.2

above then such dispute or difference shall if so agreed by the parties be referred to an arbitrator agreed between the parties or in default of such agreement to be nominated by the President of the Chartered Institute of Arbitrators and such a referral to arbitration shall be deemed to be a referral in accordance with the Arbitration Act 1996 and any statutory modification or re-enactment thereof for the time being in force.

32.4 The costs of mediation, conciliation and/or the appointment of the arbitrator shall be shared equally between the parties and the arbitrator shall determine which party shall pay any costs subsequently incurred.

### **33. NOTICES**

33.1 All notices served under this Supplier Agreement including in respect of any Agreement awarded under it shall be in writing and shall be delivered by hand or sent by pre-paid first class recorded delivery post or by facsimile, in the case of the Council to the Authorised Officer's address stated in Schedule 1 or, in the case of the Service Provider to its address as stated above (which addresses may themselves be amended by notice in accordance with this Clause 33). Notices sent by post shall be deemed to have been received by the addressee 2 days after the day on which they were posted (excluding weekends and public holidays).

Notices sent by facsimile during normal business hours shall be deemed to have been received on the date of despatch (or on the next working day if sent after normal business hours). All facsimile notices shall be confirmed by post.

### **34. CONTRACTS (RIGHTS OF THIRD PARTIES)**

34.1 The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Supplier Agreement and no person who is not a party to this Supplier Agreement shall be entitled to enforce any of the provisions of this Supplier Agreement pursuant to that Act.

### **35. GOVERNING LAW**

35.1 The terms applicable under this Supplier Agreement are governed by, and are to be construed in accordance with, the law of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

### **36. CONTRACT EXECUTION COSTS**

36.1 Each party shall bear its own costs of and incidental to the preparation and execution of this Supplier Agreement and of any Agreement awarded under it.

### **37. SERVICE PROVIDER STAFF - RECRUITMENT, VETTING AND TRAINING**

37.1 The Service Provider shall select, train, and engage in and about the provision of the Services only such persons as are of good character and who are appropriately skilled and experienced.

37.2 The Service Provider shall ensure that it complies with its statutory duties under the Asylum and Immigration Act 1996 in relation to the engagement of Staff.

37.3 The Service Provider must operate an equal opportunities policy with regard to all aspects of the engagement of Staff.

37.4 The Service Provider shall comply with any statutory requirements in relation to the recruitment of persons who have a criminal record and to disclosures under the Police Act 1997. The Service Provider shall ensure that all Staff who may be required to come into contact with children or vulnerable adults have, before they are so engaged, appropriate levels of Disclosure and Barring Service checks done having regard to the nature of the work they are required to do.

37.5 The Service Provider shall upon reasonable request produce evidence to the Council that the checks done in accordance with clause 37.4 are satisfactory.

37.6 The Service Provider shall ensure that all Staff who may be required to come into contact with children or vulnerable adults in the provision of the Services are appropriately trained and up to date with current practice and perform their duties in accordance with the requirements of any child and vulnerable adult protection procedures laid down by the Haringey Local Safeguarding Children or Adults Boards and any other relevant statutory requirements and government guidance relating to safeguarding children and vulnerable adults and have an understanding of their roles and responsibilities with regards to safeguarding their welfare as appropriate.

37.7 The Service Provider shall ensure that managers in charge of recruitment, vetting and monitoring of Staff are adequately trained.

37.8 The Service Provider shall provide training on a continuing basis for all Staff.

37.9 The Council reserves the right to visit the Service Provider's organisation to audit, inspect and monitor the Service Provider's compliance with this clause 37.

## **38. TUPE COMPLIANCE ON TERMINATION**

### **38.1 Handover on termination**

38.1.1 During the 12 months preceding the expiry of this Supplier Agreement or of an Agreement awarded under it or after the Council has given notice to terminate this Supplier Agreement or such Agreement or at any other time as directed by the Council, and within 15 working days of being so requested by the Council, the Service Provider shall fully and accurately disclose to the Council any and all information in relation to all Staff who are Relevant Employees as the Council may request, in particular but not necessarily restricted to any of the following:

- (a) a list of employees employed by the Service Provider.



- (b) a list of agency workers, agents and independent contractors engaged by the Service Provider.
- (c) the total payroll bill (i.e., total taxable pay and allowances including employer's contributions to pension schemes) of those Staff.
- (d) the terms and conditions of employment of the Relevant Employees, their age, salary, date continuous employment commenced and (if different) the commencement date, enhancement rates, any other factors affecting their redundancy entitlement and any outstanding claims arising from employment.

38.1.2 The Service Provider shall warrant the accuracy of all the information provided to the Council pursuant to Clause 38.1.1 and authorises the Council to use any and all the information as it may consider necessary for the purposes of its business or for informing any tenderer for any services which are substantially the same as the Services (or any part thereof).

38.1.3 During the 12 months preceding the expiry of this Supplier Agreement or of any Agreement awarded under it where notice to terminate this Supplier Agreement or such Agreement for whatever reason has been given, the Service Provider shall allow the Council, or such other persons as may be authorised by the Council to communicate with and meet the Relevant Employees and their trade union or employee representatives as the Council may reasonably request.

38.1.4 During the 12 months preceding the expiry of this Supplier Agreement or of an Agreement awarded under it or where notice to terminate this Supplier Agreement or such Agreement for whatever reason has been given, the Service Provider shall not without the prior written consent of the Council unless bona fide in the ordinary course of business:

- (a) vary or purport or promise to vary the terms and conditions of employment of any employee employed in connection with the Services.
- (b) materially increase or decrease the number of employees employed in connection with the Services; or
- (c) assign or redeploy any employee employed in connection with the Services to other duties unconnected with the Services.

### **38.2 Indemnities**

The Service Provider shall indemnify the Council and any Replacement Service Provider and keep the Council and any Replacement Service Provider indemnified in full from and against all direct, indirect or consequential liability, loss, damages, injury, claims, costs and expenses (including legal expenses), which the Council and any Replacement Service Provider shall take all reasonable steps to mitigate, awarded against or incurred or paid by the Council or any Replacement Service Provider as a result of or in connection with the employment or termination of employment of any employee of the Service Provider during any period prior to the date of expiry or termination of this Supplier Agreement or of an Agreement awarded under it.

### **38.3 Sub-contractors**

In the event that the Service Provider enters into any sub-contract in connection with this Supplier Agreement or an Agreement awarded under it, it shall impose obligations on its Sub-Contractor in the same terms as those imposed on it pursuant to this Clause 38 and shall procure that the Sub-Contractor complies with such terms. The Service Provider shall indemnify the Council and keep the Council indemnified in full from and against all direct, indirect or consequential liability, loss, damages, injury, claims, costs and expenses (including legal expenses) awarded against or

incurred or paid by the Council as a result of or in connection with any failure on the part of the Sub-Contractor to comply with such terms.

## **SCHEDULES**

- 1. AUTHORISED OFFICER'S DETAILS**
  - 2. SELF-BILLING PROCEDURE**
  - 3. SAMPLE AGREEMENT**
  - 4. SERVICE SPECIFICATION**
-

**SCHEDULE 1**  
**AUTHORISED OFFICER'S DETAILS**

**NAME:** Simon Farrow

**POSITION:** Head of Direct Services

**ADDRESS:** Haringey Council / Parks and Leisure Services  
Alexandra House Level 6  
10 Station Road, Wood Green  
London N22 &TR

**TELEPHONE:** 020 8489 3639

**EMAIL:** Simon.Farrow@haringey.gov.uk

## SCHEDULE 2

### SELF-BILLING PROCEDURE

1. The Service Provider agrees:
  - i. to complete and submit on the Application, at such regular (e.g., weekly or monthly) intervals as shall be determined by the Council, a Receipt relating to the period preceding its submission.
  - ii. to accept the electronic delivery of Self-Billing Invoices raised on its behalf by the Council in respect of Services provided to the Council based on the Receipts submitted under paragraph (i).
  - iii. not to issue VAT invoices in respect of the Services.
  - iv. where for internal compliance reasons the Service Provider raises dummy invoices, that it will reconcile such dummy invoices against the Self-Billing Invoices.
  - v. to reconcile its accounts with any factoring company as may be applicable from time to time.
  - vi. to only submit a paper-copy Receipt where pre-agreed in writing with the Council.
  - vii. subject to (vi) above, to ensure the Application's Receipt submission system is used to capture all hours worked in the provision of the Services.
  - viii. to ensure that hours, hour types, rates and expenses are verified prior to submission of Receipts.
  - ix. to raise any discrepancies between a Self-Billing Invoice raised by the Council and invoicing data in its internal records within seven (7) days of its receipt of such Self-Billing Invoice.
  - x. to notify the Council immediately if it changes its VAT registration number, ceases to be VAT registered or sells or otherwise disposes of all or part of its business.
  - xi. to respond to any request for confirmation of its VAT registration details within seven (7) days of receipt of the request.
2. The Service Provider agrees and acknowledges that:
  - i. the Council's obligations under this Self-Billing Procedure may be carried out on its behalf via the Council's third-party payment agent, adam.

*ii.* where there is a material breach of paragraph 1 above, the Council may in its sole discretion delay processing payment of the Charges due to the Service Provider under the Self-Billing Invoice that the breach pertains to until or unless the breach is remedied.

3. The Service Provider warrants the accuracy of the information it completes and uploads within the Application including but not limited to the bank details it submits and undertakes to inform the Council immediately of any changes to this information.
4. The Council agrees:
  - i. to only raise a Self-Billing Invoice on behalf of the Service Provider once an appropriate Receipt has been created and agreed between the parties within the Application.
  - ii. wherever reasonably possible, to deliver a valid Self-Billing Invoice electronically to the Service Provider at regular (e.g., weekly, or monthly) intervals.
  - iii. to include on each such invoice the Service Provider's name, address and VAT registration number, invoice total and details of applicable VAT at the prevailing rate.
  - iv. to inform the Service Provider of any relevant changes to the Council's VAT registration status and to agree a new Self-Billing Procedure with the Service Provider should this be necessary as a result.
5. The Council will not accept any liability for payment of any of the Service Provider's services where the Service Provider does not hold a valid signed/approved Receipt, as applicable, or where the Receipt has not been authorised via the Application's online Receipt system, AdamProcure.co.uk, or such other application as directed by the Council from time to time.
6. For the avoidance of doubt, any payment properly due to the Service Provider will be made in accordance with the terms and conditions of this Supplier Agreement.
7. The parties shall, without limitation to the foregoing, comply at all times with all conditions imposed by HM Revenue and Customs in respect of self-billing invoicing procedures.
8. For the avoidance of doubt, this Self-Billing Procedure shall be conterminous with the duration of this Supplier Agreement but shall be subject to annual review by the parties.

# SCHEDULE 3

## SAMPLE AGREEMENT

**Service Agreement - # SA65155 (Status: Active)**



Service Agreement #: SA65155  
 Service Template: Homes for Haringey  
 Supplier: 765 testing - 765 testing  
 Client: London Borough of Haringey - Parks and Leisure  
 Client Location: Alexandra House  
 Status: Active  
 Requirement #: RQ75858  
 Offer #: OF162977

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Supplier Contact: HaringeyParks Supplier  
 Client Owner: Sarah Jones  
 Client Manager: Sarah Jones

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Start Date: 19/05/2016  
 End Date:

This Service Agreement is subject to the terms and conditions of the Council's Supplier Agreement accepted by the supplier on Friday 1st April 2016 as supplemented by the further service details and the Pricing details set out respectively in the Requirement and the Offer referred to below.

**Other Items:**

- ▶ Activity
- ▶ Documents 0
- ▶ Notifiers 0
- ▶ Rate Ranges 0
- ▶ Adjustment Receipt Approvers 7
- ▶ Report Map
- ▶ Subjective Codes 1
- ▶ Cost Codes 1
- ▶ Notes 0
- ▶ Permissions 0
- ▶ Receipt Approvers 7
- ▶ Receipt Questions 0
- ▶ Requirement Questions 0
- ▶ All Intermissions 0

**Links**

- ▶ Printable Detail

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## **SCHEDULE 4 The London Borough of Haringey Specification**

See a copy of the Specifications stored at <http://demand.sproc.net/ClientDetails>

