

Request for Quotation

Delivery of training for the All-Age Mental Health and Suicide Prevention Training Framework

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# **SECTION 1: INTRODUCTION**

## **General Information**

* 1. This Request for Quotation (RfQ) contains instructions and key information about the procurement process. This RfQ constitutes the conditions of the procurement process and by participating, suppliers agree to these conditions.
	2. This procurement is conducted in accordance with the Procurement Act 2023.
	3. Detailed requirements are defined in the Specification (Section 2).
	4. The Authority proposes to enter into contract for an initial period of 12 months with the preferred supplier.
	5. Suppliers must:
		1. Only submit one (1) quotation response per lot.
		2. Submit only information requested by the Authority. Additional information which has not been requested will not be considered as part of the quotation.
		3. Submit any attachments in requested formats e.g. MS Word, WS Excel, JPEG or any other format specified in the question.
		4. Take sole responsibility for any costs and expenses incurred in connection with the participation in this quotation, including but not limited to the preparation and submission of their quotation response.
	6. No publicity regarding this procurement or the award of any contract will be permitted unless and/or until the Authority has given express written consent to such publicity.
	7. This RfQ is made available on conditions that its contents are kept strictly confidential by the supplier and shall not be copied, reproduced, distributed, passed or disclosed to any third party, other than for the purpose of developing their proposal and enabling the Supplier to submit a complete and compliant quotation response.
	8. The Authority reserves the right to:
		1. Waiver or change requirements of this RfQ at any time during the procurement process without any notice given by the Authority.
		2. Abandon the procurement process at any stage without liability to the Authority.
		3. Choose not to award any contract as a result of this procurement.
		4. Not to award the contract until the Authority if fully satisfied with any further checks and due diligence.
	9. The Authority reserves the right to reject any quotation response and or the supplier, where supplier or quotation response:
		1. Fails to submit their quotation response by the RfQ submission deadline;
		2. Exceeds the capped budget;
		3. Contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the ITT provided;
		4. Does not reflect and confirm full and unconditional compliance with all of the documents and requirements issued by the Authority forming part of this RfQ;
		5. Contains any alterations or additions to any documents issued by the Authority forming part of this RfQ;
		6. Due diligence findings reveal a serious concern or risk for the Authority that cannot be remedied in a reasonable time prior award.

## **Procurement Timetable**

* 1. The RFQ process is intended to follow the timetable set out in Table A, below.

**Table A**

|  |  |
| --- | --- |
| Activity | Time and Date (as appropriate) |
| End of the RfQ Clarification Period for suppliers | 12:00 noon on Monday 11th August 2025 |
| RfQ Submission Deadline | 12:00 noon on Monday 1st September 2025 |
| Anticipated issue of Assessment Summaries and Contract Award notification | Monday 8th September 2025 |
| Anticipated Contract Start | Monday 15th September 2025 |

* 1. The Authority reserves the right to amend this timetable. Dates and times are provided for guidance only and are subject to change at short notice.
	2. Suppliers must submit their full quotation responses by sending it to the email address provided in Table B by no later than the “RfQ Submission Deadline”. Responses submitted after the “RfQ Submission Deadline” or sent via any other way will not be considered.

## **Clarification Questions**

* 1. Any clarification questions relating to this RfQ must be submitted via publichealth@westnorthants.gov.uk to the Officer detailed in Table B, below, no later than the RfQ Clarification Period for suppliers date in Table A.

**Table B**

|  |  |
| --- | --- |
| Name | Kate Houghton |
| Job Title | Training Co-ordinator for Mental Health and Wellbeing |

# **SECTION 2: SPECIFICATION**

**1. Introduction and Background**

* 1. The All-Age Mental Health and Suicide Prevention Training Framework is designed to support volunteers and staff working in health and social care, voluntary, community, faith and social enterprise (VCFSE) organisations, as well as Local Authorities across Northamptonshire.
	2. The framework supports:
* Promotion of the value of mental health and wellbeing;
* Reduction of inequalities;
* Encouragement and enablement of members of the public to identify the things that are affecting their mental health, now and in the future, and the things they can do to improve it;
* The implementation of the Prevention Concordat for Better Mental Action Plan;
* The implementation of the Northamptonshire Suicide Prevention Strategy 2022-25;
* The implementation of ‘Live your Best Life’ ambitions and Integrated Care Northamptonshire Strategy.
	1. The objectives for the Training Framework overall are as follows:
* The Training Framework contributes to an increased awareness and knowledge of mental health and suicide prevention and increased competence and confidence in supporting others;
* The people of Northamptonshire have clarity over where to access mental health support in terms of signposting and referrals, and mental health and suicide prevention training and the level of training they require.
* There is a reduction in barriers for groups less engaged to access relevant training that meets their needs.
* The overall training programme and modules developed are co-produced and developed with members of the public and key professionals to ensure it is meeting local training needs;
* An increase in the understanding and use of self-care tools and techniques to support learner’s mental health and wellbeing.
	1. West Northamptonshire Council’s Public Health Team are managing this project, with funding from the Mental Health, Learning Disability and Autism (MHLDA) Collaborative's Population Health and Prevention Pillar. Training will take place across the North and the West of the county.
	2. This project needs to be delivered by October 2026.

**2. Scope**

2.1 West Northamptonshire Council want to commission one Supplier per lot to undertake the delivery of:

 **LOT 1**

Mental Health First Aid (2-day)

 Youth Mental Health First (2-day)

 **LOT 2**

Suicide First Aid (1-day): Understanding Suicide Intervention

Suicide First Aid (1-day): Children and Young People

2.2 Quotations are invited from reputable organisations with experience of delivering

Mental Health First Aid Training and/ or Suicide First Aid Training, who can meet our timeframe requirement and provide flexibility of course delivery. If a Supplier would like to apply for both Lot 1 and 2, they must submit two quotations on separate Request for Quotation forms.

* 1. The Supplier is asked to state how many courses they will deliver in a 12-month period (October 2025 – September 2026) and how many learners can be reached. Ideally, approximately 75% of the delivery will be in-person and 25% will be online. The maximum budget is as follows:

Lot 1: £38,000.00

Lot 2: £22,000.00.

* 1. An outline of requirements is given below. Quotes should include how your organisation would deliver the training to best meet the Council’s requirements and deliver the objectives outlined above within the required timeframe.
	2. The following must be itemised within the quote:

- Trainer fees, inclusive of travel;

- All required administrative tasks;

- Preparation time;

- Required resources including any postage;

- Venue hire\* (for in-person courses);

- Refreshments (for in-person courses);

- All other costs associated with the delivery of the service to be provided.

\*Please see Appendix 3.

1. **Business Continuity and Disaster Recovery**

3.1 The Supplier will have considered and anticipated problems that may occur and be prepared for how to deal with them. The Supplier has a responsibility to prevent or reduce the risk of incidents however should any incidents occur, a response plan is ready to put into action followed by a recovery plan.

3.2 If operational disruptions occur with the training programme, the Supplier will seek suitable replacement instructors so that courses can still go ahead and there is minimal disruption. Any disruptions must be communicated to the Council.

3.3 If operational disruptions occur with the administrative functions of the project, the Supplier will ensure that these functions are still managed efficiently. For example, if staff sickness occurs, other members of the team will have the required knowledge to continue the required tasks.

1. **Statement of Requirements**

* 1. A combination of online and in-person training will be provided (approximately 75% in-person and 25% online).
	2. The supplier shall provide high quality training that meets the following criteria:

- Creation of a safe learning environment where effective learning will take place within each course;

- Ability to bring individuals together from a range of settings, welcoming the opportunities while managing the complexities that may come with this;

- Be professional at all times, discerning the appropriateness of sharing opinions or expressing personal views;

- Demonstrate awareness and understanding of the impact of inequalities on mental health, a strong commitment to being actively inclusive and a deep recognition of the effect of stigmatising behaviours and attitudes. If behaviours need to be challenged within courses, they are challenged appropriately and effectively. Challenging questions and/or comments are handled calmly and safely using professional judgement;

- Mindfulness of own personal safety and a supportive network in place for instructors to access should they need to;

- A commitment from instructors to reflect on each course delivery, embracing

learner feedback and actively improving and progressing their delivery and skills;

- The Supplier will have solid local knowledge of Northamptonshire, keeping up-to-date on current services and provision in relation to mental health. There is a genuine desire held by the Supplier to play a part in creating a more mental health and suicide prevention aware Northamptonshire;

- Whether the Supplier has a pool of instructors or chooses to use sub-contractors, it is vital that quality assurance processes are in place and suitable instructors are used at all times. All instructors must meet the credentials outlined throughout this specification;

- Delivering the courses with the aim of sparking meaningful conversations and drawing, as well as building, upon the experiences of those in the training space;

- Proficient IT skills and confidence in online delivery, proactively managing and problem-solving technical issues that may arise;

- For online delivery, Mental Health First Aid courses will be delivered through MHFA England’s Online Learning Hub and a suitable platform will be agreed for the online delivery of Suicide First Aid courses.

- Capture the views of the course participants about their experience, satisfaction, and how they will use the learning they have gained through a suitable mechanism agreed with the Council before the courses begin.

- The in-person courses shall be distributed in venues across Northamptonshire. Please refer to Appendix 3.

* 1. In terms of implementation, the Supplier shall provide the following:

- Upon being awarded the contract, the Supplier shall put together a Delivery Plan, including the distribution of courses across Northamptonshire, which involves settings dates for the entire year and booking suitable venues;

- Delivery of courses will start within 6 weeks of the contract being awarded;

- It will be a requirement to attend monthly meetings with the Council initially (for 3 months), followed by quarterly meetings throughout the remainder of the contract and other meetings if and when required;

- There will be a training session at the start of the contract led by the Training Co-ordinator for Mental Health and Wellbeing at West Northamptonshire Council. Please note, all planning, training and meetings are to be covered within the overall contract cost.

* 1. The Council will take responsibility for the following:

- Marketing and promotion of courses;

- Managing the booking process;

- Providing the Supplier with the list of learners in adequate time.

* 1. The Supplier shall be highly efficient with excellent organisational skills, actively responding to queries and communication in a timely manner.
	2. The Supplier will be proficient in navigating the MHFA England instructor dashboard and may be required to liaise with MHFA England so that an Administrator account can be created. Setting up and managing courses on the Online Learning Hub will also be a required task.
	3. The Supplier will act as an ambassador and have sound working knowledge and understanding of the All-Age Mental Health and Suicide Prevention Training Framework and its vision and mission. Although it is recognised that the Supplier has its own vision and mission, in this capacity the Supplier is representing and promoting the Training Framework and this must be always communicated clearly.
	4. The Supplier shall establish and maintain a positive, collaborative, and professional relationship with West Northamptonshire Council, based on mutual respect and trust.
	5. The Key Performance Indicators for the Suppliers are as follows:

- Consistently high-quality training is delivered with overall course rating as Good

or above;

- Learners identify that the training is impactful and can articulate how they will

use their training, both in the short and long term;

- The agreed number of courses are delivered, and minimum learner numbers are consistently met (16 per course);

- Courses are accessible and the Supplier takes a proactive approach to engaging

learners who may be under-represented, marginalised or disadvantaged and

overcoming barriers that learners may face;

- The Supplier works effectively with the Training Co-ordinator for Mental Health

and Wellbeing from West Northamptonshire Council and provides post-course data as requested.

* 1. The Supplier will provide a monthly report detailing the following performance indicators baselined to the providers proposal and agreed outputs/outcomes prior to commencement:

- Number of courses planned;

- Number of courses delivered;

- Number of learner spaces;

- Number of learner spaces filled;

- Reasons for learner non-attendance;

- A summary of learner satisfaction;

- Progress against delivery plan, any issues and their mitigation;

- Other comments as relevant.

* 1. It is recognised that certain factors are outside the Supplier’s control in terms of reaching minimum numbers (for example, non-attendance due to sickness on the day of a course). However, the Supplier will try to ensure that minimum numbers are being consistently met. The Supplier also ensures that maximum numbers are not exceeded.
	2. Courses are delivered by instructors who have the required instructor certification:

For Lot 1:

Mental Health First Aid

Youth Mental Health First Aid (2024 update)

For Lot 2:

Suicide First Aid: Understanding Suicide Intervention

Suicide First Aid: Children and Young People.

* 1. The Supplier will ensure the required processes are followed to generate certificates for each learner in a timely manner.
	2. Each instructor must have an active Instructor Membership and will comply with their quality assurance framework:

For Lot 1: Mental Health First Aid England

For Lot 2: The National Centre for Suicide Prevention Education and Training (NCSPET).

* 1. The Supplier is required to keep up-to-date safeguarding training certification and safeguarding policies and procedures. It is the responsibility of the Supplier to manage any safeguarding concerns that may arise and this may involve contacting the relevant safeguarding board at either North Northamptonshire Council or West Northamptonshire Council. Whilst respecting confidentiality, any concerns are logged with the Training Co-ordinator for Mental Health and Wellbeing within 48 hours of any incident with an overview of the steps taken to ensure policies and procedures have been followed.
	2. The Supplier must have the required insurances in place, ensuring that if sub-contractors are being used, they also have up-to-date insurance at all times.
	3. The Supplier takes responsibility for health and safety and shall ensure there is a risk assessment in place to safely deliver the sessions.

1. **Data Management / General Data Protection Regulation (GDPR)**

* 1. The Authority takes the processing of data seriously and applies security and privacy policies and procedures to ensure that all personal data within, or passing through the Authority, will be handled in accordance with the provisions of the appropriate UK GDPR, the Data Protection Act 2018, or any other legislation, regulation or other statutory instrument (the Data Protection Legislation).
	2. Any Bidder who wishes to enter into a contract for the provision of goods, works or services with the Authority in which the processing of personal data is involved, must be able to demonstrate that they are fully compliant with the provisions of the Data Protection Legislation.
	3. Any Bidder required to comply with the provisions of the Data Protection Legislation may incur costs in doing so, especially where new systems or processes are required to be adopted. Bidders are reminded these costs are attributable to conducting business in the EU, and not supplying the UK public sector, and all Bidders are accordingly required to manage their own costs in relation to compliance.
	4. The Authority will not accept any liability clause in any Contract that seeks to indemnify the Bidder, as data processor, against fines under the provisions of the Data Protection Legislation. The legal penalty regime under the Data Protection Legislation has been extended directly to data processors to ensure better performance and enhanced protection for personal data, and any indemnification of Bidders as data processors for any Data Protection Legislation breaches resulting in fines or court claims undermines these principles.
	5. Any data sharing and processing requirements will be agreed in the contract Terms and Conditions. This may include The Authority sharing names and contact details of individuals with the Provider to enable the inviting of members of the public and other stakeholders to workshops. The findings from the workshop will be shared with The Authority but it is not envisioned that this data will include personal identifying information. The necessity for sharing data will be agreed by both parties.

# **SECTION 3: EVALUATION OF QUALITY AND PRICE**

## **Pricing Schedule**

4.1. Fully completed copy of the Pricing Schedule must be included in the RfQ submission.

4.2. Suppliers should satisfy themselves of the accuracy of all fees, rates and prices quoted, since they will be required to hold these or withdraw their quotation response in the event of errors being identified after the RfQ submission deadline.

4.3. All prices quoted must exclude VAT.

4.4. Any additional costs not included in Pricing Schedule will not be accepted by the Authority either before or during the contract.

4.5. Where the Authority considers a price to be abnormally low, or high, it may seek clarification and/or an explanation from the supplier, and the Authority may reject any RFQ Response, at its absolute discretion, if it appears to be unreliable.

4.6. Supplier’s RFQ Response will be rejected if it exceeds the capped budget for this procurement exercise, which is £38,000.00 (Lot 1) and £22,000.00 (Lot 2).

## **5. Evaluation**

5.1. Supplier’s responses to the quality questions will be evaluated against the Specification and scored a maximum of 3 points using the below criteria:

|  |  |
| --- | --- |
| **Score**  | **Criteria to Award Score**   |
| 0 | Irrelevant or no response provided.  |
| 1 | Response partially meets requirements.  |
| 2 | Response meets requirements but lacks clear and detailed evidence. |
| 3 | Response meets requirements with clear and detailed evidence.  |

5.2. The evaluated scores will be divided by 3 and multiplied by the weight of the question, to Achieve a final score (%) for each question.

For example, if the weighting for the question is 20% and the supplier is evaluated to score “2”, their final score (%) for that question will be:

2/3 X 20 = 13.33%

5.3. The total of all quality questions will be then summed up to achieve Total weighted quality score.

5.4. The Most Advantageous Tender (MAT) response is established by dividing submitted quotation price by total weighted quality score giving a final quotation Score.

$$=\left(\frac{Your submitted quotation price}{total weighted quality score}\right)$$

An example is provided at Example 1, below.

**Example 1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier** | **Submitted quotation Price** | **Total weighted quality score (%)** | **Final quotation Score (MAT)** |
| Supplier 1 | £75,000 | 88 | £75,000/88 = 852.7 |
| Supplier 2 | £55,000 | 75 | £55,000/75 = 733.3 |
| Supplier 3 | £50,000 | 65 | £50,000/65 = 769.2 |
| Supplier 4 | £45,000 | 21 | £45,000/21 = 2142.8 |

5.5. The **lowest** achieved score shall be the Most Advantageous Tender (MAT) as the lowest score means that the Authority is paying less for each point of quality scored. In this example the preferred supplier will be the Supplier 2 whose submission will cost £733.3 per each of quality point awarded.

# **SECTIONS TO BE COMPLETED BY THE SUPPLIER:**

# **SECTION 4: SUPPORTING INFORMATION**

Please complete all parts of the accompanying spreadsheets, Appendix 2 and 3.

| 1. **General Information**
 |
| --- |
| 1.1. | Supplier Name | Click to enter text. |
| 1.2. | Registered office address | Click to enter text. |
| 1.3. | Trading Status | Choose an item. |
| 1.3 (a) | \*If you selected ‘**Other\***’, please specify | Click to enter text. |
| 1.4. | Company registration number | Click to enter text. |
| 1.5. | Charity registration number | Click to enter text. |
| 1.6.  | Are you a Small, Medium or Micro Enterprise (SME)? | Choose an item. |

| 1. **Contact Details**
 |
| --- |
| 2.1. | Contact name | Click to enter text. |
| 2.2. | Name of organisation | Click to enter text. |
| 2.3. | Role in organisation | Click to enter text. |
| 2.4. | Phone number | Click to enter text. |
| 2.5. | E-mail address | Click to enter text. |
| 2.6.  | Postal address including post code | Click to enter text. |

# **SECTION 5: PASS/FAIL QUESTIONS**

Please note that responding “No” to any of the below questions will result in disqualification from further evaluation.

| **3.1. Insurance Cover** |
| --- |
| Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below: |
|  | Employer’s (Compulsory) Liability Insurance at no less than £5,000,000Public Liability Insurance at no less than £5,000,000 | **Choose an item.** |

| * 1. **Requirements under Modern Slavery Act 2015**
 |
| --- |
|  | Please confirm that within your business and its supply chain, there is no servitude or forced labour, slavery, human trafficking, arranging or facilitating the travel of another person with a view that a person is being exploited or conducting any activities that contain violation of human rights.Please also confirm that your supply chain with regards to this quotation response complies with the Modern Slavery Act 2015? | **Choose an item.** |

| * 1. **UK General Data Protection Regulation (UK GDPR)**
 |
| --- |
|  | Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects. | **Choose an item.** |

| * 1. **SMEs (Small & Medium sized Enterprises)**
 |
| --- |
|  | Please confirm that your organisation is a SME (small or medium sized enterprise) as defined in the Procurement Act 2023.  | **Choose an item.** |

| * 1. **Service delivery**
 |
| --- |
| Please confirm that your organisation can delivery all aspects of the service requirements set out in this request for quotation document for the Lot that is being quoted upon. | **Choose an item.** |

# **SECTION 6: QUALITY QUESTIONS**

This quote is being submitted for:

Lot 1: Mental Health First Aid training [ ]

Lot 2: Suicide First Aid training [ ]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question 4.1:** | **Max Score Available:** | 25% | **Word Limit:** | 750 words |
| Please explain why you are a suitable provider for this lot and why you are confident that you can effectively implement a high-quality training programme. Please provide details of the training team and their qualifications and experience in delivering Mental Health First Aid training (Lot 1) or Suicide First Aid training (Lot 2).  |
| **Answer:** |
| Click to enter text. |
| **Word Count:** | Enter no. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question 4.2:** | **Max Score Available:** | 30% | **Word Limit:** | 1000 words |
| Please describe your proposed delivery model. How many courses will be delivered in a 12-month period (October 2025 – September 2026) and how many learners will be reached? Will training be facilitated by a lead trainer or a team of trainers and how will this be structured? What quality assurance processes will be implemented? If you are using sub-contractors, how will they be managed to ensure quality delivery?  |
| **Answer:** |
| Click to enter text. |
| **Word Count:** | Enter no. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question 4.3:** | **Max Score Available:** | 17.5% | **Word Limit:** | 500 words |
| Please demonstrate an understanding of the impact of inequalities in relation to mental health and how the training programme could make a positive impact in relation to inequalities. Please evidence your understanding of the impact of stigmatising language and behaviour and how the training can play a positive role in challenging this. How will you ensure accessibility to a broad range of audiences? |
| **Answer:** |
| Click to enter text. |
| **Word Count:** | Enter no. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question 4.4:** | **Max Score Available:** | 27.5% | **Word Limit:** | 750 words |
| In terms of mobilisation, please provide details of the organisation’s delivery plan, including how you will deliver against the timeline and ensure the specifications are met. Effective local signposting will be a core part of each course, please detail how you will incorporate this into the training. |
| **Answer:** |
| Click to enter text. |
| **Word Count:** | Enter no. |

# **SECTION 7: FREEDOM OF INFORMATION**

As we are a Local Authority, and therefore subject to scrutiny of transparency as a wholly taxpayer funded service, your quotation submission may be subject to potential requests for disclosure under the Freedom of Information Act 2000.

If you consider any specific parts of your quotation submission to be commercially sensitive, please provide a detailed explanation in the text box below specifying the sections or parts this relates to and explain what commercial harm could be caused to a party, if the information was disclosed into the public domain as part of a response to a Freedom of Information request.

The Authority will endeavour to maintain privacy where information is identified as being commercially sensitive, however, we may be required to disclose such information regardless in accordance with the Freedom of Information Act 2000 (FOI), the Environmental Information Regulations 2004 (EIR) or the Government Transparency agenda. In particular, the Authority is required to form an independent judgement concerning whether the information is exempt from disclosure under the FOI or the EIR and whether the public interest favours disclosure or not. Finally, the Authority cannot guarantee that any information marked ‘confidential’ or ‘commercially sensitive’ will not be disclosed and as such will always take into account the current Government guidance on commercial interests prior to making any such disclosure.

If you do not object to the disclosure of your quotation submission please state ‘I do not object to the disclosure of this information’.

# **SECTION 8: DECLARATIONS**

|  |
| --- |
|  Please confirm by answering ‘Yes’ that you have read the statements listed below, understand, and agree that:1. I declare that to the best of my knowledge the answers submitted in this Request for Quotation are correct and accurate.
2. I understand that the information will be used in the process to assess my organisation’s suitability for the Authority’s requirement and I am signing on behalf of my organisation.
3. I understand that the Authority may reject this submission in its entirety if there is a failure to answer all relevant questions fully or if I provide false/misleading information or content is provided in any section.

 **Choose an item.**Suppliers who answer 'No' will be eliminated from this procurement process. |

Appendix 1: Terms and conditions

Lot 1: Mental Health First Aid training

**DATED**

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[Contract Name]

between

West Northamptonshire Council

and

[NAME OF SUPPLIER]

West Northamptonshire Council

[ADDRESS]

IKEN REF:

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This agreement is dated [DATE]

Parties

1. West Northamptonshire Council of [ADDRESS] (Authority)
2. [FULL COMPANY NAME] incorporated and registered in England and Wales with company number [NUMBER] whose registered office is at [REGISTERED OFFICE ADDRESS] (Supplier)

BACKGROUND

1. The Authority has, through a competitive process, selected the Supplier to provide these services and the Supplier is willing and able to provide the services in accordance with the terms and conditions of this agreement.

Agreed terms

1. Definitions and Interpretation
	1. The following definitions and rules of interpretation in this clause apply in this agreement.
2. Authorised Representatives: the persons respectively designated as such by the Authority and the Supplier.
3. Best Industry Practice: the standards which fall within the upper quartile in the relevant industry for the provision of comparable services which are substantially similar to the Services or the relevant part of them, having regard to factors such as the nature and size of the parties, the KPIs, the term, the pricing structure and any other relevant factors.
4. Bribery Act: the Bribery Act 2010 together with any guidance or codes of practice issued by the relevant government department concerning the legislation.
5. Catastrophic Failure: any action by the Supplier, whether in relation to the Services and this agreement or otherwise, which in the reasonable opinion of the Authority's Authorised Representative has or may cause significant harm to the reputation of the Authority;
6. Change: any change to this agreement including to any of the Services.
7. Change Control Note: the written record of a Change agreed or to be agreed by the parties pursuant to the Change Control Procedure.
8. Change Control Procedure: the procedure for changing this agreement, as set out in Schedule 3.
9. Charges: the charges which shall become due and payable by the Authority to the Supplier in respect of the Services in accordance with the provisions of this agreement, as such charges are set out in the Supplier’s Tender.
10. Commencement Date: the date of this agreement.
11. Commercially Sensitive Information: the information listed in the Suppliers Tender comprising the information of a commercially sensitive nature relating to the Supplier, its intellectual property rights or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss.
12. Confidential Information: means all confidential information (however recorded or preserved) disclosed by a party or its Representatives to the other party and that party's Representatives in connection with this agreement, including but not limited to:
	1. any information that would be regarded as confidential by a reasonable business person relating to: (i) the business, affairs, customers, suppliers or plans of the disclosing party; and (ii) the operations, processes, product information, know-how, designs, trade secrets or software of the disclosing party;
	2. any information developed by the parties in the course of carrying out this agreement;
	3. Personal Data;
	4. any Commercially Sensitive Information.
13. Contracts Finder: the government's publishing portal for public sector procurement opportunities.
14. Contract Year: any 12-month period starting on the Commencement Date and on each anniversary of the Commencement Date.
15. Controller: as defined in the Data Protection Legislation.
16. Data Protection Legislation: all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (*SI 2003/2426*) as amended and the guidance and codes of practice issued by the Information Commissioner or other relevant regulatory authority and applicable to a party.
17. Data Subject: as defined in the Data Protection Legislation.
18. Default**:** any breach of the obligations of the relevant party (including abandonment of this agreement in breach of its terms, repudiatory breach or breach of a fundamental term) or any other default, act, omission, negligence of statement:
	1. in the case of the Authority, of its employees, servants, agents;
	2. in the case of the Supplier, of its Sub-contractors or any Supplier Personnel,
19. in connection with or in relation to this agreement and in respect of which such party is liable to the other.
20. Default Notice: is defined in clause 5.2.
21. Dispute Resolution Procedure: the procedure set out in clause 14.
22. Domestic Law: the law of the United Kingdom or a part of the United Kingdom.
23. EIRs: the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.
24. Extension period: shall have the meaning given to it in clause 3.1.
25. FOIA: the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.
26. Force Majeure: any circumstance not within a party's reasonable control including, without limitation:
	1. acts of God, flood, drought, earthquake or other natural disaster;
	2. epidemic or pandemic;
	3. terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
	4. nuclear, chemical or biological contamination or sonic boom;
	5. any law or action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition;
	6. collapse of buildings, fire, explosion or accident; and
	7. any labour or trade dispute, strikes, industrial action or lockouts (excluding any labour or trade dispute, strike, industrial action or lockout confined to the Supplier's workforce or the workforce of any Subcontractor of the Supplier).
27. Health and Safety Policy: the health and safety policy of the Authority as provided to the Supplier on or before the Commencement Date and as subsequently provided to the Supplier from time to time except any provision of any such subsequently provided policy that cannot be reasonably reconciled to ensuring compliance with applicable Law regarding health and safety.
28. Information: has the meaning given under section 84 of FOIA.
29. Initial Term: the period commencing on the Commencement Date and ending on the [NUMBER] anniversary of the Commencement Date.
30. Insolvency Event: where:
	1. the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or [(being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 **OR** (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 **OR** (being a partnership) has any partner to whom any of the foregoing apply];
	2. the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors;
	3. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the Supplier (being a company, limited liability partnership or partnership);
	4. an application is made to court, or an order is made, for the appointment of an administrator, or a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Supplier (being a company, partnership or limited liability partnership);
	5. the holder of a qualifying floating charge over the assets of the Supplier (being a company or limited liability partnership) has become entitled to appoint or has appointed an administrative receiver;
	6. a person becomes entitled to appoint a receiver over the assets of the Supplier or a receiver is appointed over the assets of the Supplier;
	7. [the Supplier (being an individual) is the subject of a bankruptcy petition or order;]
	8. a creditor or encumbrancer of the Supplier attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
	9. any event occurs, or proceeding is taken, with respect to the Supplier in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in (a) to (h) (inclusive);
	10. the Supplier suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;
	11. the Supplier (being an individual) dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.
31. Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.
32. Law: the laws of England and Wales and the European Union and any other laws or regulations, regulatory policies, guidelines or industry codes which apply to the provision of the Services or with which the Supplier must comply.
33. Necessary Consents: all approvals, certificates, authorisations, permissions, licences, permits, regulations and consents necessary from time to time for the performance of the Services.
34. Personal Data: as defined in the Data Protection Legislation.
35. Processor: as defined in the Data Protection Legislation.
36. Prohibited Act: the following constitute Prohibited Acts:
	1. to directly or indirectly offer, promise or give any person working for or engaged by the Authority a financial or other advantage as an inducement or reward for any improper performance of a relevant function of activity;
	2. to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this agreement;
	3. committing any offence: (i) under the Bribery Act; (ii) under legislation or common law concerning fraudulent acts; or (iii) of defrauding, attempting to defraud or conspiring to defraud the Authority;
	4. any activity, practice or conduct which would constitute one of the offences listed under (c) above, if such activity, practice or conduct had been carried out in the UK.
37. Relevant Requirements: all applicable law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010.
38. Remediation Notice: a notice served by the Authority in accordance with clause 24.1(a).
39. Replacement Services: any services that are identical or substantially similar to any of the Services and which the Authority receives in substitution for any of the Services following the termination or expiry of this agreement, whether those services are provided by the Authority internally or by any Replacement Supplier.
40. Replacement Supplier: any third party supplier of Replacement Services appointed by the Authority from time to time.
41. Representatives: means, in relation to a party, its employees, officers, contractors, subcontractors, representatives and advisors.
42. Request for Information: a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the EIRs.
43. Services: the services to be delivered by or on behalf of the Supplier under this agreement, as more particularly described in Schedule 1.
44. Supplier Party: the Supplier's agents and contractors, including each Sub-Contractor.
45. Supplier Personnel: all employees, staff, other workers, agents and consultants of the Supplier and of any Sub-Contractors who are engaged in the provision of the Services from time to time.
46. Supplier's Tender: the tender submitted by the Supplier and other associated documentation set out in Schedule 2.
47. Sub-Contract: any contract or agreement, or proposed contract or agreement, between the Supplier and a third party pursuant to which that third party agrees to provide to the Supplier the Services or any part of the Services.
48. Sub-Contractor: the third parties that enter into a Sub-Contract with the Supplier.
49. Term: the period of the Initial Term as may be varied by:
	1. any Extension Period; or
	2. the earlier termination of this agreement in accordance with its terms.
50. Termination Date: the date of expiry or termination of this agreement.
51. UK GDPR: has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.
52. **Working** Day: Monday to Friday, excluding any public holidays in England and Wales.
	1. Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.
	2. A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
	3. The schedules form part of this agreement and shall have effect as if set out in full in the body of this agreement and any reference to this agreement includes the schedules.
	4. A reference to a **company** shall include any company, corporation or other body corporate, wherever and however incorporated or established.
	5. Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
	6. Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
	7. Unless expressly provided otherwise in this agreement, a reference to legislation or a legislative provision is a reference to it as amended, extended or re-enacted and includes any subordinate legislation made under it, in each case from time to time.
	8. A reference to **writing** or **written** includes fax and e-mail.
	9. Any obligation in this agreement on a person not to do something includes an obligation not to agree or allow that thing to be done.
	10. A reference to this agreement or to any other agreement or document is a reference to this agreement or such other agreement or document as varied from time to time.
	11. References to clauses and schedules are to the clauses and schedules of this agreement and references to paragraphs are to paragraphs of the relevant schedule.
	12. Any words following the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
	13. If there is any conflict or inconsistency between the provisions in the main body of this agreement and the schedules, such conflict or inconsistency shall be resolved according to the following order of priority:
		1. the clauses of the agreement;

* + 1. Schedule 1 to this agreement;
		2. the remaining schedules to this agreement other than Schedule 2;

* + 1. Schedule 2 to this agreement.
* Commencement and duration
1. Term
	1. This agreement shall take effect on the Commencement Date and shall continue for the Term.
2. Extending the initial term
	1. The Authority may extend this agreement beyond the Initial Term by a further period or periods of up to [NUMBER] years (each such extension together with any such extensions, being the "**Extension Period**"). If the Authority wishes to extend this agreement, it shall give the Supplier at least [NUMBER] months' written notice of such intention before the expiry of the Initial Term or Extension Period.
	2. If the Authority gives such notice then the Term shall be extended by the period set out in the notice.
	3. If the Authority does not wish to extend this agreement beyond the Initial Term this agreement shall expire on the expiry of the Initial Term and the provisions of clause 28 shall apply.
3. Due diligence and Supplier's warranty
	1. The Supplier acknowledges and confirms that:
		1. the Authority has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this agreement;
		2. it has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied or made available to it by or on behalf of the Authority pursuant to clause 4.1(a);
		3. it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Authority before the Commencement Date) of all relevant details relating to the performance of its obligations under this agreement (including without limitation the suitability of Authority Premises); and
		4. it has entered into this agreement in reliance on its own due diligence.
	2. Save as provided in this agreement, no representations, warranties or conditions are given or assumed by the Authority in respect of any information which is provided to the Supplier by the Authority and any such representations, warranties or conditions are excluded, save to the extent that such exclusion is prohibited by law.
	3. The Supplier:
		1. warrants and represents that all information and statements made by the Supplier as a part of the procurement process, including without limitation the Supplier's Tender or response to any pre-qualification questionnaire (if applicable), remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the agreement; and
		2. shall promptly notify the Authority in writing if it becomes aware during the performance of this agreement of any inaccuracies in any information provided to it by the Authority during such due diligence which materially and adversely affects its ability to perform the Services.
	4. The Supplier shall not be entitled to recover any additional costs from the Authority which arise from, or be relieved from any of its obligations as a result of, any matters or inaccuracies notified to the Authority by the Supplier in accordance with clause 4.3(b), save where such additional costs or adverse effect on performance have been caused by the Supplier having been provided with fundamentally misleading information by or on behalf of the Authority and the Supplier could not reasonably have known that the information was incorrect or misleading at the time such information was provided. If this exception applies, the Supplier shall be entitled to recover such reasonable additional costs from the Authority or shall be relieved from performance of certain obligations as shall be determined by the Change Control Procedure.
	5. Nothing in this clause 4 shall limit or exclude the liability of the Authority for fraud or fraudulent misrepresentation.
* The services
1. Supply of services
	1. The Supplier shall provide the Services to the Authority with effect from the Commencement Date and for the duration of this agreement in accordance with the provisions of this agreement, including without limitation Schedule 1 and Schedule 2.
	2. In the event that the Supplier does not comply with the provisions of clause 5.1 in any way, the Authority may serve the Supplier with a notice in writing setting out the details of the Supplier's default (a Default Notice).
2. Service standards
	1. The Supplier shall provide the Services, or procure that they are provided:
		1. with reasonable skill and care and in accordance with Best Industry Practice;
		2. in all respects in accordance with the Authority's policies set out in Schedule 1; and
		3. in accordance with all applicable Law.
3. Compliance
	1. The Supplier shall ensure that all Necessary Consents are in place to provide the Services and the Authority shall not (unless otherwise agreed in writing) incur any additional costs associated with obtaining, maintaining or complying with the same.
	2. Where there is any conflict or inconsistency between the provisions of this agreement and the requirements of a Necessary Consent, then the latter shall prevail, provided that the Supplier has made all reasonable attempts to obtain a Necessary Consent in line with the requirements of the Services and the Supplier has notified the Authority in writing.
	3. The Supplier shall (and shall procure that the Supplier Personnel shall) perform its obligations under this agreement (including those in relation to the Services) in accordance with:
		1. all applicable Law regarding health and safety; and
		2. the Health and Safety Policy whilst at the Authority Premises.
	4. Each Party shall notify the other as soon as practicable of any health and safety incidents or material health and safety hazards at the Authority’s premises of which it becomes aware and which relate to or arise in connection with the performance of this agreement. The Supplier shall instruct the Supplier Personnel to adopt any necessary associated safety measures in order to manage any such material health and safety hazards.
	5. Without limiting the general obligation set out in clause 6, the Supplier shall (and shall procure that the Supplier Personnel shall):
		1. perform its obligations under this agreement (including those in relation to the Services) in accordance with:
			1. all applicable equality law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise);
			2. the Authority's equality and diversity policy as provided to the Supplier from time to time;
			3. any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality law;
		2. take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation); and
		3. at all times comply with the provisions of the Human Rights Act 1998 in the performance of this agreement. The Supplier shall also undertake, or refrain from undertaking, such acts as the Authority requests so as to enable the Authority to comply with its obligations under the Human Rights Act 1998.
4. Payment
	1. In consideration of the provision of the Services by the Supplier in accordance with the terms and conditions of this agreement, the Authority shall pay the Charges to the Supplier.
	2. The Charges:
		1. shall remain fixed during the Term; and
		2. are the entire price payable by the Authority to the Supplier in respect of the Services and include, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses and the cost of Supplier Personnel.
	3. The Supplier shall invoice the Authority for payment of the Charges. All invoices shall be directed to the Authority's Authorised Representative and shall contain such information as the Authority may inform the Supplier from time to time.
	4. The Authority shall accept and process for payment an electronic invoice submitted by the Supplier, where it complies with the standard on electronic invoicing and is undisputed. For these purposes, an electronic invoice complies with the standard of electronic invoicing where it complies with the standard and any of the syntaxes published in the UK version of Commission Implementing Decision (EU) 2017/1870 as it forms part of English law under the European Union (Withdrawal) Act 2018.
	5. Where the Supplier submits an invoice to the Authority in accordance with clause 8.3, the Authority will consider and verify that invoice in a timely fashion.
	6. The Authority shall pay the Supplier any sums due under such an invoice no later than a period of 30 days from the date on which the Authority has determined that the invoice is valid and undisputed.
	7. Where the Authority fails to comply with clause 8.5, and there is an undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purposes of clause 8.6 after a reasonable time has passed from the date on which it is received by the Authority.
	8. Where the Supplier enters into a Sub-Contract, the Supplier shall include in that Sub-Contract:
		1. terms having the same effect as clauses 8.5 to 8.7 of this agreement; and
		2. a term requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards terms having the same effect as clauses 8.5 to 8.7 of this agreement.

In this clause 8.8, "Sub-Contract" means a contract between two or more suppliers, at any stage of remoteness from the Authority in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this agreement.

* 1. Where any party disputes any sum to be paid by it then a payment equal to the sum not in dispute shall be paid and the dispute as to the sum that remains unpaid shall be determined in accordance with clause 14. Provided that the sum has been disputed in good faith, interest due on any sums in dispute shall not accrue until 7 days after resolution of the dispute between the parties.
	2. Subject to clause 8.9, interest shall be payable on the late payment of any undisputed Charges properly invoiced under this agreement in accordance with clause 9. The Supplier shall not suspend the supply of the Services if any payment is overdue.
	3. The Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Authority following delivery of a valid VAT invoice. The Supplier shall indemnify the Authority against any liability (including any interest, penalties or costs incurred) which is levied, demanded or assessed on the Authority at any time in respect of the Supplier's failure to account for, or to pay, any VAT relating to payments made to the Supplier under this agreement.
	4. The Supplier shall maintain complete and accurate records of, and supporting documentation for, all amounts which may be chargeable to the Authority pursuant to this agreement. Such records shall be retained for inspection by the Authority for 6 years from the end of the Contract Year to which the records relate.
	5. The Authority may at any time, set off any liability of the Supplier to the Authority against any liability of the Authority to the Supplier, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under this agreement. Any exercise by the Authority of its rights under this clause shall not limit or affect any other rights or remedies available to it under this agreement or otherwise.
	6. All amounts due under this agreement from the Supplier to the Authority shall be paid in full without any set-off, counterclaim, deduction or withholding (other than deduction or withholding tax as required by law).
1. Interest
	1. Each party shall pay interest on any sum due under this agreement, calculated as follows:
		1. Rate. 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.
		2. Period. From when the overdue sum became due, until it is paid.
* Staff
1. Personnel used to provide the services
	1. At all times, the Supplier shall ensure that:
		1. each of the Supplier Personnel is suitably qualified, adequately trained and capable of providing the applicable Services in respect of which they are engaged;
		2. there is an adequate number of Supplier Personnel to provide the Services properly;
		3. only those people who are authorised by the Supplier (under the authorisation procedure to be agreed between the parties) are involved in providing the Services; and
		4. all of the Supplier Personnel comply with all of the Authority's policies including those that apply to persons who are allowed access to the applicable Authority's Premises.
	2. The Authority may refuse to grant access to, and remove, any of the Supplier Personnel who do not comply with any such policies, or if they otherwise present a security threat.
	3. The Supplier shall replace any of the Supplier Personnel who the Authority reasonably decides have failed to carry out their duties with reasonable skill and care. Following the removal of any of the Supplier Personnel for any reason, the Supplier shall ensure such person is replaced promptly with another person with the necessary training and skills to meet the requirements of the Services.
	4. The Supplier shall maintain up-to-date personnel records on the Supplier Personnel engaged in the provision of the Services and shall provide information to the Authority as the Authority reasonably requests on the Supplier Personnel. The Supplier shall ensure at all times that it has the right to provide these records in compliance with the applicable Data Protection Legislation.
	5. The Supplier shall use its reasonable endeavours to ensure continuity of personnel and to ensure that the turnover rate of its staff engaged in the provision or management of the Services is at least as good at the prevailing industry norm for similar services, locations and environments.
* Contract management
1. Reporting and meetings
	1. The Authorised Representatives shall meet on [a monthly basis] to discuss the requirements of the Service.
2. Monitoring
	1. The Authority may monitor the performance of the Services by the Supplier.
	2. The Supplier shall co-operate, and shall procure that its Sub-Contractors co-operate, with the Authority in carrying out the monitoring referred to in clause 12.1 at no additional charge to the Authority.
3. Change control and continuous improvement
	1. Any requirement for a Change shall be subject to the Change Control Procedure.
	2. The Supplier shall have an ongoing obligation throughout the Term to identify new or potential improvements to the Services. As part of this obligation the Supplier shall identify and report to the Authority's Authorised Representative quarterly in the first Contract Year and once every six months for the remainder of the Term on:
		1. the emergence of new and evolving relevant technologies which could improve the Services;
		2. new or potential improvements to the Services including the quality, responsiveness, procedures, benchmarking methods, performance mechanisms and customer support services in relation to the Services;
		3. new or potential improvements to the interfaces or integration of the Services with other services provided by third parties or the Authority which might result in efficiency or productivity gains or in reduction of operational risk; and
		4. changes in ways of working that would enable the Services to be delivered at lower costs and/or bring greater benefits to the Authority.
	3. Any potential Changes highlighted as a result of the Supplier's reporting in accordance with clause 13.2 shall be addressed by the parties using the Change Control Procedure.
4. Dispute resolution
	1. If a dispute arises out of or in connection with this agreement or the performance, validity or enforceability of it (**Dispute**) then the parties shall follow the procedure set out in this clause:
		1. either party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, the Authorised Representatives shall attempt in good faith to resolve the Dispute;
		2. if the Authorised Representatives are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Authority's Assistant Director and the Supplier's [SENIOR OFFICER TITLE] who shall attempt in good faith to resolve it; and
		3. if the Authority's Assiostant Director and the Supplier's [SENIOR OFFICER TITLE] are for any reason unable to resolve the Dispute within 30 days of it being referred to them, the parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR. To initiate the mediation, a party must serve notice in writing (ADR notice) to the other party to the Dispute, requesting a mediation. The mediation will start not later than [NUMBER] days after the date of the ADR notice.
	2. The commencement of mediation shall not prevent the parties commencing or continuing court proceedings in relation to the Dispute under clause 37 which clause shall apply at all times.
5. Sub-Contracting and assignment
	1. Subject to clause 15.3, neither party shall assign, novate, subcontract or otherwise dispose of any or all of its rights and obligations under this agreement without the prior written consent of the other party, neither may the Supplier sub-contract the whole or any part of its obligations under this agreement except with the express prior written consent of the Authority, such consent not to be unreasonably withheld.
	2. In the event that the Supplier enters into any Sub-Contract in connection with this agreement it shall:
		1. remain responsible to the Authority for the performance of its obligations under the agreement notwithstanding the appointment of any Sub-Contractor and be responsible for the acts omissions and neglects of its Sub-Contractors;
		2. impose obligations on its Sub-Contractor in the same terms as those imposed on it pursuant to this agreement and shall procure that the Sub-Contractor complies with such terms; and
		3. provide a copy, at no charge to the Authority, of any such Sub-Contract on receipt of a request for such by the Authority's Authorised Representative.
	3. The Authority shall be entitled to novate (and the Supplier shall be deemed to consent to any such novation) the agreement to any other body which substantially performs any of the functions that previously had been performed by the Authority.
	4. Without prejudice to the generality of this clause 22, the Supplier shall:
		1. subject to clause 22.6, advertise on Contracts Finder all subcontract opportunities arising from or in connection with the provision of the Services above a minimum threshold of £25,000 that arise during the Term;
		2. within 90 days of awarding a Subcontract, update the notice on Contracts Finder with details of the Subcontractor;
		3. promote Contracts Finder to its suppliers and encourage those organisations to register on Contracts Finder.
	5. Each advert referred to at clause 22.4(a) shall provide a full and detailed description of the subcontract opportunity with each of the mandatory fields being completed on Contracts Finder by the Supplier.
	6. The obligation at clause 22.4 shall only apply in respect of subcontract opportunities arising after the Commencement Date.
	7. Notwithstanding clause 22.4, the Authority may by giving its prior written approval agree that a subcontract opportunity is not required to be advertised on Contracts Finder.
* Liability
1. Indemnities
	1. The Supplier shall indemnify and keep indemnified the Authority against all liabilities, costs, expenses, damages and losses incurred by the Authority arising out of or in connection with:
		1. the Supplier's breach or negligent performance or non-performance of this agreement;
		2. any claim made against the Authority arising out of or in connection with the provision of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this agreement by the Supplier or Supplier Personnel;
		3. the enforcement of this agreement.
	2. The indemnity under clause 16.1 shall apply except insofar as the liabilities, costs, expenses, damages and losses incurred by the Authority are directly caused (or directly arise) from the negligence or breach of this agreement by the Authority or its Representatives.
2. Limitation of liability
	1. Neither party shall be liable to the other party, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect or consequential loss arising under or in connection with this agreement.
	2. The Supplier assumes responsibility for and acknowledges that the Authority may, amongst other things, recover:
		1. sums paid by the Authority to the Supplier pursuant to this agreement, in respect of any services not provided in accordance with the agreement;
		2. wasted expenditure;
		3. additional costs of procuring and implementing replacements for, or alternatives to, the Services, including consultancy costs, additional costs of management time and other personnel costs and costs of equipment and materials;
		4. losses incurred by the Authority arising out of or in connection with any claim, demand, fine, penalty, action, investigation or proceeding by any third party (including any Subcontract, Supplier Personnel, regulator or customer of the Authority) against the Authority caused by the act or omission of the Supplier; and
		5. any anticipated savings.
	3. Each party shall at all times take all reasonable steps to minimise and mitigate any loss or damage arising out of or in connection with this agreement, including any losses for which the relevant party is entitled to bring a claim against the other party pursuant to the indemnities in this agreement.
	4. Notwithstanding any other provision of this agreement neither party limits or excludes its liability for:
		1. fraud or fraudulent misrepresentation;
		2. death or personal injury caused by its negligence (or the negligence of its personnel, agents or subcontractors);
		3. breach of any obligation as to title implied by statute; or
		4. any other liability for which may not be limited under any applicable law.
3. Insurance
	1. The Supplier shall at its own cost effect and maintain with a reputable insurance company a policy or policies of insurance providing as a minimum the following levels of cover:
		1. [public liability insurance with a limit of indemnity of not less than £[INSERT AMOUNT] in relation to any one claim or series of claims;]
		2. [employer's liability insurance with a limit of indemnity of not less than £[INSERT AMOUNT] **OR** in accordance with any legal requirement for the time being in force in relation to any one claim or series of claims;]
		3. [professional indemnity insurance with a limit of indemnity of not less than £[INSERT AMOUNT] in relation to any one claim or series of claims and shall ensure that all professional consultants or Sub-Contractors involved in the provision of the Services hold and maintain appropriate cover;]

(the Required Insurances). The cover shall be in respect of all risks which may be incurred by the Supplier, arising out of the Supplier's performance of the agreement, including death or personal injury, loss of or damage to property or any other loss. Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Supplier.

* 1. The Supplier shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the Required Insurances are in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
	2. If, for whatever reason, the Supplier fails to give effect to and maintain the Required Insurances, the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Supplier.
	3. The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the agreement.
	4. The Supplier shall hold and maintain the Required Insurances for a minimum of six years following the expiration or earlier termination of the agreement.
* Information
1. Freedom of information
	1. The Supplier acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
		1. provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its obligations under the FOIA and EIRs;
		2. transfer to the Authority all Requests for Information relating to this agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
		3. provide the Authority with a copy of all Information belonging to the Authority requested in the Request For Information which is in its possession or control in the form that the Authority requires within 5 Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
		4. not respond directly to a Request For Information unless authorised in writing to do so by the Authority.
	2. The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Authority shall take reasonable steps to notify the Supplier of a Request For Information (in accordance with the Cabinet Office's Freedom of Information Code of Practice issued under section 45 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this agreement) the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.
	3. Notwithstanding any other term of this agreement, the Supplier consents to the publication of this agreement in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA and EIRs.
	4. The Authority shall, prior to publication, consult with the Supplier on the manner and format of publication and to inform its decision regarding any redactions but shall have the final decisions in its absolute discretion. The Supplier shall assist and co-operate with the Authority to enable the Authority to publish this agreement.
2. Data processing
	1. Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 20 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.
	2. The parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Supplier is the Processor. Schedule 4 sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of Personal Data and categories of Data Subject.
	3. Without prejudice to the generality of clause 20.1, the Authority will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the duration and purposes of this agreement.
	4. Without prejudice to the generality of clause 20.1, the Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this agreement:
		1. process that Personal Data only on the documented written instructions of the Authority which are set out in Schedule 4, unless the Supplier is required by Domestic Law to otherwise process that Personal Data. Where the Supplier is relying on Domestic Law as the basis for processing Personal Data, the Supplier shall promptly notify the Authority of this before performing the processing required by Domestic Law unless the Domestic Law prohibits the Supplier from so notifying the Customer;
		2. ensure that it has in place appropriate technical and organisational measures (as defined in the Data Protection Legislation), reviewed and approved by the Authority, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);
		3. not transfer any Personal Data outside of the UK unless the prior written consent of the Authority has been obtained and the following conditions are fulfilled:
			1. the Authority or the Supplier has provided appropriate safeguards in relation to the transfer;
			2. the Data Subject has enforceable rights and effective remedies;
			3. the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
			4. the Supplier complies with the reasonable instructions notified to it in advance by the Authority with respect to the processing of the Personal Data;
		4. notify the Authority immediately if it receives:
			1. a request from a Data Subject to have access to that person's Personal Data;
			2. a request to rectify, block or erase any Personal Data;
			3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation (including any communication from the Information Commissioner);
		5. assist the Authority in responding to any request from a Data Subject and in ensuring compliance with the Authority's obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
		6. notify the Authority without undue delay on becoming aware of a Personal Data breach including without limitation any event that results, or may result, in unauthorised access, loss, destruction, or alteration of Personal Data in breach of this agreement;
		7. at the written direction of the Authority, delete or return Personal Data and copies thereof to the Customer on termination or expiry of the agreement unless required by Law to store the Personal Data;
		8. maintain complete and accurate records and information to demonstrate its compliance with this clause 20 and allow for audits by the Authority or the Authority's designated auditor pursuant to clause 22 and immediately inform the Customer if, in the opinion of the Supplier, an instruction infringes the Data Protection Legislation.
	5. The Supplier shall indemnify the Authority against any losses, damages, cost or expenses incurred by the Authority arising from, or in connection with, any breach of the Supplier's obligations under this clause 20.
	6. Where the Supplier intends to engage a Sub-Contractor pursuant to clause 15 and intends for that Sub-Contractor to process any Personal Data relating to this agreement, it shall:
		1. notify the Authority in writing of the intended processing by the Sub-Contractor;
		2. obtain prior written consent from the Authority to the processing;
		3. enter into a written agreement incorporating terms which are substantially similar to those set out in this clause 20.
	7. Either party may, at any time on not less than 30 Working Days' written notice to the other party, revise this clause 20 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this agreement).
	8. The provisions of this clause shall apply during the continuance of the agreement and indefinitely after its expiry or termination.
3. Confidentiality
	1. Subject to clause 21.2, each party shall keep the other party's Confidential Information confidential and shall not:
		1. use such Confidential Information except for the purpose of performing its rights and obligations under or in connection with this agreement; or
		2. disclose such Confidential Information in whole or in part to any third party, except as expressly permitted by this clause 21.
	2. The obligation to maintain confidentiality of Confidential Information does not apply to any Confidential information:
		1. which the other party confirms in writing is not required to be treated as Confidential Information;
		2. which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;
		3. which a party is required to disclose by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable law, including the FOIA or the EIRs;
		4. which is in or enters the public domain other than through any disclosure prohibited by this agreement;
		5. which a party can demonstrate was lawfully in its possession prior to receipt from the other party; or
		6. which is disclosed by the Authority on a confidential basis to any central government or regulatory body.
	3. A party may disclose the other party's Confidential Information to those of its Representatives who need to know such Confidential Information for the purposes of performing or advising on the party's obligations under this agreement, provided that:
		1. it informs such Representatives of the confidential nature of the Confidential Information before disclosure; and
		2. it procures that its Representatives shall, in relation to any Confidential Information disclosed to them, comply with the obligations set out in this clause as if they were a party to this agreement,
		3. and at all times, it is liable for the failure of any Representatives to comply with the obligations set out in this clause 21.3*.*
	4. The provisions of this clause 21 shall survive for a period of 6 years from the Termination Date.
4. Audit
	1. During the Term and for a period of 6 years after the Termination Date, the Authority (acting by itself or through its Representatives) may conduct an audit of the Supplier, including for the following purposes:
		1. to verify the accuracy of Charges (and proposed or actual variations to them in accordance with this agreement) and/or the costs of all suppliers (including Sub-Contractors) of the Services;
		2. to review the integrity, confidentiality and security of any data relating to the Authority or any service users;
		3. to review the Supplier's compliance with the Data Protection Legislation, the FOIA, in accordance with clause 20 (Data Protection) and clause 19 (Freedom of Information) and any other legislation applicable to the Services;
		4. to review any records created during the provision of the Services;
		5. to review any books of account kept by the Supplier in connection with the provision of the Services;
		6. to carry out the audit and certification of the Authority's accounts;
		7. to carry out an examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
		8. to verify the accuracy and completeness of the Management Reports delivered or required by this agreement.
	2. Except where an audit is imposed on the Authority by a regulatory body or where the Authority has reasonable grounds for believing that the Supplier has not complied with its obligations under this agreement, the Authority may not conduct an audit under this clause 22 more than twice in any calendar year.
	3. The Authority shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services.
	4. Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Authority and any relevant regulatory body (and/or their agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:
		1. all information requested by the above persons within the permitted scope of the audit;
		2. reasonable access to any sites and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services; and
		3. access to the Supplier Personnel.
	5. The Authority shall endeavour to (but is not obliged to) provide at least 14 Working Days' notice of its intention or, where possible, a regulatory body's intention, to conduct an audit.
	6. The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause, unless the audit identifies a material failure to perform its obligations under this agreement in any material manner by the Supplier in which case the Supplier shall reimburse the Authority for all the Authority's reasonable costs incurred in the course of the audit.
	7. If an audit identifies that:
		1. the Supplier has failed to perform its obligations under this agreement in any material manner, the parties shall agree and implement a remedial plan. If the Supplier's failure relates to a failure to provide any information to the Authority about the Charges, proposed Charges or the Supplier's costs, then the remedial plan shall include a requirement for the provision of all such information;
		2. the Authority has overpaid any Charges, the Supplier shall pay to the Authority the amount overpaid within 20 days. The Authority may deduct the relevant amount from the Charges if the Supplier fails to make this payment; and
		3. the Authority has underpaid any Charges, the Authority shall pay to the Supplier the amount of the under-payment less the cost of audit incurred by the Authority if this was due to a default by the Supplier in relation to invoicing within 20 days.
5. Intellectual property
	1. In the absence of prior written agreement by the Authority to the contrary, all Intellectual Property Rights created by the Supplier or Supplier Personnel:
		1. in the course of performing the Services; or
		2. exclusively for the purpose of performing the Services,

shall vest in the Authority on creation.

* 1. The Supplier shall indemnify the Authority against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability of the Services, except to the extent that they have been caused by or contributed to by the Authority's acts or omissions.
* Termination
1. Termination for breach
	1. The Authority may terminate this agreement in whole or part with immediate effect by the service of written notice on the Supplier in the following circumstances:
		1. if the Supplier is in breach of any material obligation under this agreement provided that if the breach is capable of remedy, the Authority may only terminate this agreement under this clause 24.1 if the Supplier has failed to remedy such breach within 28 days of receipt of notice from the Authority (a Remediation Notice) to do so;
		2. if a Catastrophic Failure has occurred;
		3. if there is an Insolvency Event.
		4. if there is a change of control of the Supplier within the meaning of section 1124 of the Corporation Tax Act 2010.
		5. the Authority reasonably believes that the circumstances set out in regulation 73(1) of the Public Contracts Regulations 2015 apply.
	2. The Authority may terminate this agreement in accordance with the provisions of clause 26 and clause 27.
	3. If this agreement is terminated by the Authority pursuant to this clause 24, such termination shall be at no loss or cost to the Authority and the Supplier hereby indemnifies the Authority against any such losses or costs which the Authority may suffer as a result of any such termination.
2. Termination on notice
* Without affecting any other right or remedy available to it, the Authority may terminate this agreement at any time by giving 3 months' written notice to the Supplier.
1. Force majeure
	1. Provided it has complied with the remaining provisions of this Clause 26, if a party is prevented, hindered or delayed in or from performing any of its obligations under this agreement by a Force Majeure Event (**Affected Party**), the Affected Party shall not be in breach of this agreement or otherwise liable for any such failure or delay in the performance of such obligations.
	2. The corresponding obligations of the other party will be suspended to the same extent as those of the Affected Party.
	3. The Affected Party shall:
		1. as soon as reasonably practicable after the start of the Force Majeure Event but not later than 7 days from its start, notify the other party in writing of the Force Majeure Event, the date on which it started, its likely potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations under the agreement; and
		2. use all reasonable endeavours to mitigate the effect of the Force Majeure Event.
	4. An Affected Party cannot claim relief if the Force Majeure Event is attributable to the Affected Party's wilful act, neglect or failure to take reasonable precautions against the relevant Force Majeure Event. The Supplier cannot claim relief if the Force Majeure Event is one which, in accordance with Best Industry Practice, the Supplier should have foreseen and provided for the cause in question.
	5. The Affected Party shall notify the other party in writing as soon as practicable after the Force Majeure Event ceases or no longer causes the affected party to be unable to comply with its obligations under this agreement. Following such notification, this agreement shall continue to be performed on the terms existing immediately before the occurrence of the Force Majeure Event unless agreed otherwise by the parties.
	6. If the Force Majeure Event prevents, hinders or delays the Affected Party's performance of its obligations for a continuous period of more than 4 weeks, the party not affected by the Force Majeure Event may terminate this agreement by giving 1 weeks' notice to the Affected Party.
2. Prevention of bribery
	1. The Supplier represents and warrants that neither it, nor any Supplier Personnel:
		1. has committed a Prohibited Act;
		2. to the best of its knowledge has been or is subject to an investigation, inquiry or enforcement proceedings by a governmental, administrative or regulatory body regarding any Prohibited Act or alleged Prohibited Act; or
		3. has been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.
	2. The Supplier shall promptly notify the Authority if, at any time during the Term, its circumstances, knowledge or awareness changes such that it would not be able to repeat the warranties set out in clause 27.1 at the relevant time.
	3. The Suppler shall (and shall procure that its Supplier Personnel shall) during the Term:
		1. not commit a Prohibited Act; and/or
		2. not do or omit to do anything that would cause the Authority or any of the Authority's employees, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
		3. have and maintain in place its own policies and procedures to ensure compliance with the Relevant Requirements and prevent occurrence of a Prohibited Act;
		4. notify the Authority (in writing) if it becomes aware of any breach of clause 27.3(a) or clause 27.3(b), or has reason to believe that it or any person associated with it has received a request or demand for any undue financial or other advantage in connection with performance of this agreement.
	4. The Supplier shall maintain appropriate and up to date records showing all payments made by the Supplier in connection with this agreement and the steps taken to comply with its obligations under clause 27.3.
	5. The Supplier shall allow the Authority and its third party representatives to audit any of the Supplier's records and any other relevant documentation in accordance with clause 22.
	6. If the Supplier is in Default under this clause 27 the Authority may by notice:
		1. require the Supplier to remove from performance of this agreement any Supplier Personnel whose acts or omissions have caused the Default; or
		2. immediately terminate this agreement.
	7. Any notice served by the Authority under clause 27.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this agreement shall terminate).
3. Consequences of termination or expiry
	1. On termination or expiry of this agreement the Supplier shall procure that all data and other material belonging to the Authority (and all media of any nature containing information and data belonging to the Authority or relating to the Services), shall be delivered to the Authority forthwith and the Supplier Authorised Representative shall certify full compliance with this clause.
	2. Any provision of this agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry, including clause 16 (Indemnities), clause 17 (Limitation of Liability), clause 18 (Insurance), clause 19 (Freedom of Information), clause 20 (Data Processing), clause 21 (Confidentiality), clause 22 (Audit), clause 24 (Termination for Breach) and this clause 28 (Consequences of termination), shall remain in full force and effect.
	3. Termination or expiry of this agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the agreement which existed at or before the Termination Date.
* General provisions
1. Waiver
* No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
1. Rights and remedies
* The rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.
1. Severability
	1. If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement.
	2. If any provision or part-provision of this agreement is deemed deleted under clause 31.1, the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.
2. Partnership or agency
	1. Nothing in this agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.
	2. Each party confirms it is acting on its own behalf and not for the benefit of any other person.
3. Third party rights
	1. This agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement. This does not affect any right or remedy of a third party which exists, or is available, apart from that Act.
4. Publicity
* The Supplier shall not:
	+ 1. make any press announcements or publicise this agreement or its contents in any way; or
		2. use the Authority's name or logo in any promotion or marketing or announcement of orders,

except as required by law, any government or regulatory authority, any court or other authority of competent jurisdiction, without the prior written consent of the Authority, which shall not be unreasonably withheld or delayed.

1. Notices
	1. Any notice given to a party under or in connection with this contract shall be in writing marked for the attention of the party's Authorised Representative and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case).
	2. Any notice shall be deemed to have been received:
		1. if delivered by hand, at the time the notice is left at the proper address;
		2. if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Working Day after posting; or
	3. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.
	4. A notice given under this agreement is not valid if sent by email.
2. Entire agreement
	1. This agreement and the documents referred to in it constitute the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
	2. Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.
3. Governing law
* This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
1. Jurisdiction
* Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

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

|  |  |  |
| --- | --- | --- |
| Signed by [NAME OF CHIEF OFFICER] for and on behalf of WEST NORTHAMPTONSHIRE COUNCIL |  | ....................Chief Officer |
|  |
|  |
| Signed by [NAME OF DIRECTOR] for and on behalf of [NAME OF SUPPLIER] |  | ....................Director |
|  |
|  |
|  |
|  |

1. Specification
2. Supplier's Tender
3. Change control
4. General principles
	1. Where the Authority or the Supplier sees a need to change this agreement, the Authority may at any time request, and the Supplier may at any time recommend, such Change only in accordance with the Change Control Procedure set out in paragraph 2of this Schedule 3.
	2. Until such time as a Change is made in accordance with the Change Control Procedure, the Authority and the Supplier shall, unless otherwise agreed in writing, continue to perform this agreement in compliance with its terms before such Change.
	3. Any discussions which may take place between the Authority and the Supplier in connection with a request or recommendation before the authorisation of a resultant Change shall be without prejudice to the rights of either party.
	4. Any work undertaken by the Supplier and the Supplier Personnel which has not been authorised in advance by a Change, and which has not been otherwise agreed in accordance with the provisions of this Schedule 3, shall be undertaken entirely at the expense and liability of the Supplier.
5. Procedure
	1. Discussion between the Authority and the Supplier concerning a Change shall result in any one of the following:
		1. no further action being taken; or
		2. a request to change this agreement by the Authority; or
		3. a recommendation to change this agreement by the Supplier.
	2. Where a written request for a Change is received from the Authority, the Supplier shall, unless otherwise agreed, submit two copies of a Change Control Note signed by the Supplier to the Authority within three weeks of the date of the request.
	3. A recommendation to amend this agreement by the Supplier shall be submitted directly to the Authority in the form of two copies of a Change Control Note signed by the Supplier at the time of such recommendation. The Authority shall give its response to the Change Control Note within three weeks.
	4. Each Change Control Note shall contain:
		1. the title of the Change;
		2. the originator and date of the request or recommendation for the Change;
		3. the reason for the Change;
		4. full details of the Change, including any specifications;
		5. the price, if any, of the Change;
		6. a timetable for implementation, together with any proposals for acceptance of the Change;
		7. a schedule of payments if appropriate;
		8. details of the likely impact, if any, of the Change on other aspects of this agreement including:
			1. the timetable for the provision of the Change;
			2. the personnel to be provided;
			3. the Charges;
			4. the Documentation to be provided;
			5. the training to be provided;
			6. working arrangements;
			7. other contractual issues;
		9. the date of expiry of validity of the Change Control Note;
		10. provision for signature by the Authority and the Supplier; and
		11. if applicable, details of how costs incurred by the parties if the Change subsequently results in the termination of this agreement under clause 24.1(e) will be apportioned.
	5. For each Change Control Note submitted by the Supplier the Authority shall, within the period of the validity of the Change Control Note:
		1. allocate a sequential number to the Change Control Note; and
		2. evaluate the Change Control Note and, as appropriate:
			1. request further information;
			2. accept the Change Control Note by arranging for two copies of the Change Control Note to be signed by or on behalf of the Authority and return one of the copies to the Supplier; or
			3. notify the Supplier of the rejection of the Change Control Note.
	6. A Change Control Note signed by the Authority and by the Supplier shall constitute an amendment to this agreement.
6. Data processing
7. Processing by the Supplier
	1. Scope [Why the Data is being transferred to the Supplier]
	2. Nature [How the data will be transferred and how it will be used]
	3. Purpose of processing [what will be achieved by processing the Data]
	4. Duration of processing [how long does the Supplier need to process the Data]
8. Types of Personal Data [names, addreses, DOB, email addresses etc.]
9. Categories of Data Subject [Home owners, residents, members of a specific group etc]

Lot 2: Suicide First Aid training

The terms and conditions associated with this contract are detailed on the Council’s website, and can be found via this link, [Conditions of contract for purchase orders below £25,000 | West Northamptonshire Council](https://www.westnorthants.gov.uk/working-us/conditions-contract-purchase-orders-below-ps25000)

Appendix 2: Pricing schedule

[See accompanying spreadsheet].

Appendix 3: Guidance on Venues

**Background**

As outlined in the Request for Quotation (RfQ) for the All-Age Mental Health and Suicide Prevention Training Framework, the majority of courses will require in-person delivery. Since the Supplier will be responsible for booking venues, this document has been developed to provide guidance to support accurate budget preparation.

**Considerations**

As this is a countywide programme, a variety of venues across the county of Northamptonshire will be required. Please consider the following:

* Is the venue accessible?
* Is there adequate parking, including disabled parking spaces?
* Is the training room a suitable size for the number of learners?
* Will the space enable a positive learning environment to be created?
* Are various locations across the county covered?
* Do you have an equal split of venues in North Northamptonshire and West Northamptonshire?

**Geographical coverage**

In terms of geographical coverage, an equal number of courses will take place across the following areas:

North Northamptonshire

* Wellingborough/ Irthlingborough/ Irchester/ Rushden or Raunds
* Kettering
* Corby

West Northamptonshire

* Northampton town centre/ Far Cotton/ St James
* Moulton
* Towcester or Daventry
* Duston

**Examples of venues**

Below are some examples of suitable venues, along with current pricing. However, Suppliers are welcome to use alternative venues they are familiar with or have used previously, that meet the accessibility criteria.

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| **Venue name** | **Area** | **Current pricing** |
| Wellingborough Museum –  | Wellingborough | Room hire – £25 per hourProjector – free of chargeRefreshments - £1 per person |
| Victoria Centre | Wellingborough | Room hire – approximately up to £26 per hour (various rooms available)Refreshments – use of kitchen, bring along supplies |
| Corn Market Hall | Kettering | Room hire, use of projector and refreshments - £262.50 per day |
| Barton Seagrave Village Hall\*availability likely in school holidays however not during termtime unless half days\* | Kettering | Room hire - £20 per hourProjector - £10Refreshments – Approximately £1 per person |
| Pen Green Centre | Corby | Room hire - £250 per dayRefreshments – Free use of an urn, bring along supplies |
| Far Cotton Recreational Centre | Far Cotton (West Northamptonshire) | Room hire - £25 per hourProjector - £20 per dayRefreshments - £1.50 per person per day |
| Moulton Community Centre | Moulton | Room hire - £20 per hourTV screen – free of chargeRefreshments - £1.50 per person per day (or free use of the kitchen and bring along supplies) |
| Tove Valley Centre  | Towcester (West Northamptonshire) | Room hire - £16.50 per hourTV screens - free of chargeRefreshments – free use of kitchen, bring your own supplies |
| Duston Community Centre (Community Room 1 or 2) | Duston (West Northamptonshire) | Room hire - £15 per hourTV/ projector - £15 per dayRefreshments - £1.50 per person per day |