



**Invitation to Tender (ITT)
for the service provision of
Cleaning Services**

Issue Date: 22/03/2021

Closing Date: 21/04/2021, 10am

The Heights Primary School
82 Gosbrook Rd
Caversham
Reading
Berkshire
RG4 8BH
Company Number: 08334593

Tel: 01183570123
E-Mail: finance@theheightsprimary.co.uk

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Note to supplier - All pages, as issued must be returned within your Tender submission. Please do not remove any pages from this tender document as all pages, method statements, supporting documents and appendices will form the final contract.

1 Preamble

GENERAL REQUIREMENTS

Tenders are invited for the supply of Cleaning Services.

The School's detailed requirements are defined in the Specification.

BACKGROUND TO THE BUSINESS REQUIREMENT

The Heights Primary School (The Employer) is a new and outstanding school that opened its doors to the children of Caversham Heights in September 2014. The school opened on a temporary site on Gosbrook Road in Lower Caversham, approximately 2 miles from its catchment area. This was always intended to be a short-term arrangement, while a permanent site for the school was identified and a new building constructed.

The Department for Education, in partnership with a building contractor, are now in the process of constructing a new building and school site for the school at Mapledurham Playing Fields (The Heights Primary School, 129 Upper Woodcote Road, Caversham, RG4 7LB).

The school plans to open at the new building on Wednesday 9th June 2021, following a move from its temporary site over the May half term holiday.

The prospect of a move to a new home has prompted a review of major service contracts and the school has decided to tender for its cleaning contract in order to ensure best value for money and to fulfil its obligations under the Academies Financial Handbook.

While the construction programme is continuing well and is on target for a June opening, this programme is not, in the current circumstances of the Covid-19 pandemic, without risk. As such the Employer wishes to tender for cleaning services in a manner that does not link the appointment of the contractor to delivery of the new building.

This tender contains supplementary documents that detail both the temporary and permanent sites in plan form, so that the contractor can be appointed as soon as possible. The bulk of the works undertaken through this contract will be completed at the new permanent building, but some few weeks will/may be undertaken on the temporary site, prior to the move, so all submissions should include appropriate information for both sites.

The Employer seeks to maintain a high standard and quality of cleaning that enhances the Employer's reputation for cleanliness and supports a clean and safe learning environment. The Contractor must carry out the works adopting the best cleaning practice including rigorous standards of discipline, cleanliness and tidiness. All operatives will be required to have Enhanced DBS Checks and to receive an appropriate level of Safeguarding, Health and Safety and practical training prior to working unsupervised within the school environment.

The Employer asks that the Contractor provides method statements and pricing for regular daily cleaning in term-time. The Employer further asks for method statements for deep cleans and a proposed schedule for these along with costings for a number of ad hoc cleaning tasks (including tasks outside and at height) and provision of some consumables.

SUBMISSION OF TENDER

Tenders should be received **by post** or **by electronic upload** no later than **10am on 21st April 2021**, with any queries, submitted via email to finance@theheightsprimary.co.uk by no later than **midday on 14th April 2021**.

Caroline Hoyle	01183570123
Business Manager	finance@theheightsprimary.co.uk
The Heights Primary School 82 Gosbrook Rd Caversham Reading Berkshire RG4 8BH	

Submission by Post

In addition to one paper copy of the tender documentation you should include an electronic version (Memory Stick), based in Microsoft Word or Excel, within your tender return envelope. The Supplier's attention is specifically drawn to the date and time for receipt of tenders and no submission submitted after the closing date will be considered.

Paperless Submission by Electronic Upload

If you wish to supply your ITT documentation via electronic upload please submit a request for login details and instructions to finance@theheightsprimary.co.uk by no later than midday on 20th April 2021.

You may seek clarification on any of the points contained in the Tender documents, by contacting the named person via e-mail; The named staff member responsible for this procurement is **Caroline Hoyle**.

Any queries must be raised via email to finance@theheightsprimary.co.uk by no later than midday on 14th April 2021.

When returning your Tender please ensure that:

- all documentation is properly completed and enclosed with your Tender.
- the deadline by which the Tender must be returned is complied with.

NO TENDER WILL BE CONSIDERED WHICH IS LATE OR INCOMPLETE - FOR WHATEVER REASON.

N.B. TENDERS, CANNOT BE OPENED UNTIL AFTER THE DEADLINE HAS EXPIRED, THEREFORE THERE IS NO DISADVANTAGE IN RETURNING A TENDER RESPONSE

BEFORE THE DEADLINE. THIS INCLUDES TENDERS SUBMITTED VIA PAPERLESS ELECTRONIC UPLOAD.

All Suppliers shall keep their respective Tender valid and open for acceptance by the Employer until the expiry of 90 calendar days from the deadline for the receipt of Tenders.

PROCUREMENT TIMETABLE

This procurement is intended to follow the time-line below:

Stage	Date(s)and time(s)
Issue of Invitation to Tender	22nd March 2021
Last date for request of documents	7 th April 2021
Last date for Clarification questions	14 th April 2021, 1pm
Response to Clarification questions	15 th April 2021, 1pm
Submission of Tenders	21 st April 2021
Evaluation of Tenders	5 th May 2021
Tenderer interviews/clarification meetings	Morning of 3 rd May 2021 and morning of 4 th May 2021
Notification of result of evaluation	13 th May 2021
Standstill period	23rd May 2021
Expected date of award of Contract(s)	23 rd May 2021
Contract commencement	24 th May 2021

Please note the Employer reserves the right to amend this timetable and steps following the Submission of tender are provided for indicative purposes only.

SUPPLIER CHECKLIST

Suppliers should ensure that they have completed the following schedules before returning their Tender responses:

<u>SCHEDULE HEADING</u>	<u>COMPLETED?</u>
Schedule 5 – Business Questionnaire	<input type="radio"/>
Schedule 6 – Legal Obligations	<input type="radio"/>
Schedule 7 – Pricing Schedule	<input type="radio"/>

Schedule 8 – Supporting Information (Parts A, B, C, D & E)	<input type="checkbox"/>
Schedule 9 – Payment Details	<input type="checkbox"/>
Schedule 10 – Declaration	<input type="checkbox"/>
Schedule 11 – Collusive tendering Certificate	<input type="checkbox"/>
Schedule 12 – Form of Tender	<input type="checkbox"/>
Schedule 13 – Contract Conditions Acceptance	<input type="checkbox"/>
Schedule 14 – Articles of Agreement	<input type="checkbox"/>
Schedule 15 – Supplier’s Contact Information	<input type="checkbox"/>
Electronic version of ITT on USB stick (or electronic submission of ITT.)	<input type="checkbox"/>

It is important that all schedules are completed as failure to do so may result in your Tender not being considered.

Suppliers who do not wish to offer a Tender following receipt of this opportunity are requested to advise the Employer’s named contact of this as soon as possible.

2 Conditions of Tender

Note to supplier - All pages, as issued must be returned within your Tender submission. Please do not to remove any pages from this tender document as all pages, method statements, supporting documents and appendices will form the final contract.

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Important notice

The Employer has issued this Invitation to Tender (ITT) to interested Tenderers, to allow them and their professional advisers to prepare a Tender for this Contract and for no other purpose.

The Employer gives this ITT and any other documentation that the Employer sends to Tenderers for this Tender process, on the basis that they remain the Employer's property and Tenderers must treat the contents as confidential. If Tenderers are unable or unwilling to keep to this rule they:

- must destroy this ITT and all associated documents at once; and
- must not keep any electronic or paper copies.

Tenderers must not take part in any publicity activities with any part of the media about the Contract or this ITT process without getting the Employer's written agreement first. This includes the Employer's agreement on the format and content of any publicity.

This ITT is made available in good faith. The Employer gives no warranty as to the accuracy or completeness of the information contained in it. The Employer also disclaims any liability for any inaccuracy or incompleteness. The Employer reserves the right to cancel the Tender process at any point. The Employer is not liable for any costs resulting from any cancellation of this Tender process or for any other

costs that Tenderers may incur by Tendering for this Contract.

Tenderers will be deemed to fully understand the processes that the Employer must follow under relevant UK legislation, particularly The Public Contracts Regulations 2015.

a) BACKGROUND

- 2.9. Further details of our needs under the Contract and other relevant information are given in the Specification.
- 2.10. If Tenderers have any questions or need any clarification, please contact the responsible staff member.
- 2.11. The responsible staff member for this procurement is **Caroline Hoyle, finance@theheightsprimary.co.uk. Any queries must be raised via email by no later than midday on 14th April 2021**
- 2.12. Other than the person or people identified above, no employee of The Heights Primary School has the authority to give any information or make any representation (express or implied) about this ITT or any other matter about the Contract.
- 2.13. Please note that our responses to any queries or clarification requests may, at the Employer's discretion, be circulated to all Tenderers.
- 2.14. The Employer reserves the right to issue extra documentation at any time during the Tendering process to clarify any issue or amend any aspect of the ITT. Any extra documentation that the Employer may issue will form part of the ITT. Also, it will add to and/or supersede any part of the ITT to the extent indicated.
- 2.15. Tenderers must obtain at their own expense all the information that they need for the preparation of their Tender.
- 2.16. Under the Contract Tenderers must keep to the Employer's policies. Tenderers are advised to satisfy themselves that they understand all of the rules of the Contract before submitting their Tender.
- 1.9 The Tender must be received in line with the relevant instructions no later than the time and date shown

2. TENDER SUBMISSION REQUIREMENTS

2.1. Tenders must be written in the English language.

2.2. The Form of Tender must be duly completed and submitted with the Pricing Schedule, Supporting Information, (if required) and annexes duly completed to:

The Heights Primary School
82 Gosbrook Road
Caversham
Reading
Berkshire
RG4 8BH

by no later than 10am on 21st April 2021

The envelope or package should bear the following words in the top left hand corner:

Tender for Cleaning Services.

The diagram shows a rectangular envelope with a 3D effect on the right side. In the top left corner, the text reads: **Tender for Cleaning Services** followed by 10am, 21st April 2021. In the top right corner, there is a rectangular box labeled 'stamp'. In the center of the envelope, the following address is written: Caroline Hoyle, Business Manager, The Heights Primary School, 82 Gosbrook Road, Caversham, Reading, Berkshire, RG4 8BH.

Tender for Cleaning Services
10am, 21st April 2021

Caroline Hoyle
Business Manager
The Heights Primary School
82 Gosbrook Road
Caversham
Reading
Berkshire
RG4 8BH

stamp

or use the label we include with the documents.

When returning the tender please ensure that:

The envelope bears no name or mark indicating the identity of the sender this includes for example franked mail, Post office labels, courier labels or a signature across the seal of the envelope

2.3. Tenders must give responses referring to the numbering format as set out in schedule 8 of this ITT.

2.4. Only one Tender is allowed from each Tenderer. If a Tenderer submits more than one Tender; the Employer will evaluate the one with the latest time of

submission and disregard the other(s).

2.5. The Tender (including price) should remain valid for a minimum period of 90 days.

2.6. The Tender must not be qualified in any way.

2.7. Any signatures must be made by a person who is authorised to commit the Tenderer to the Contract.

2.8. Your full registered business name and main office address must be given on all documents.

3. CONTRACT DOCUMENTS

3.1 Any resulting Contract will consist of:

- the Contract Particulars in the form enclosed (to be filled in with relevant project-specific details following award) but not changed in other respects;
- the Standard Terms and Conditions;
- the successful Tender.
- the Specification
- the Pricing Schedule
- Supporting documents, consisting of:-
 - Schedule 5 – Business Questionnaire
 - Schedule 6 – Legal Obligations
 - Schedule 7 – Pricing Schedule
 - Schedule 8 – TUPE
 - Schedule 9 – TUPE Schedule
 - Schedule 10 - Supporting Information Parts A, B, C, D & E
 - Schedule 11– Payment Details
 - Appendices - Appendix A – Site Plans and Appendix B – Exit Management Plan
- Legal declarations, consisting of:-
 - Schedule 12 – Declaration
 - Schedule 13 – Collusive tendering Certificate
 - Schedule 14 – Form of Tender
 - Schedule 15 – Contract Conditions Acceptance
 - Schedule 16 – Articles of Agreement
 - Schedule 17 – Supplier's Contact Information

The Contract will be subject to English law and the exclusive jurisdiction of the English courts.

- 3.2 The Employer is bound by procurement rules and cannot enter into any negotiations on the Tender or Contract.

3.2 Any contract award will be conditional on the Contract being approved under the Employer's internal procedures and the Employer being generally able to proceed. The Employer will allow the statutory standstill period of a minimum of 10 calendar days to elapse before sending confirmation of contract award to the successful Tenderer.

4. TENDER EVALUATION

- 4.1 The Employer is not bound to accept the lowest or any Tender. The Employer also reserves the right to accept the whole or any part of any Tender submitted.
- 4.2 The Employer will check each Tender initially to make sure it has kept to the rules of the ITT.
- 4.3 The Employer will evaluate Tenders against the award criteria set out below.
- 4.4 The Employer reserves the right to seek clarification from any or all of the Tenderers during the evaluation period. This may be in writing or by means of a clarification meeting. This is to help the Employer to consider the Tenders.
- 4.5 The Employer may decide to interview Tenderers or hold clarification meetings to help in our Tendering process. The Employer will notify Tenderers of this in due course.
- 4.6 The Employer will evaluate Tenders to decide the **most economically advantageous tender** taking into consideration the following award criteria.

5. AWARD CRITERIA AND INFORMATION NEEDED

As part of the tender submission, we are seeking written submissions on how the individual elements of this tender contract will be delivered and as well as a pricing submission. The overall tender will be evaluated against the written response (quality) based on experience, and general approach as well as the tender sum (price). We intend scoring each submission on a 60/40 basis basis 60% of the available scores being awarded for the quality answers and 40% awarded for price

PRICE

The 40% for price will be allocated on the basis of 40 points going to the lowest tender price with each other tender receiving a reduction in the 40 points in relation to how close their tender was (a tender 10 % higher will receive 10% or 4 points less – so 36 points not 40 points).

QUALITY

The quality elements will be scored by a panel and will receive a maximum of 60 marks, it may be possible that all responses are judged equal and receive the same score therefore leaving price as the deciding factor, however it may be that the lowest priced tender is not the chosen tender if the quality questions are judged to be variable in answers. The 60 marks for Quality will be allocated on the basis of 60 points going to the highest scoring tender with each other tender receiving a reduction in the 60 points in relation to how close their tender was (a tender with a quality score of 10 % lower will receive 10% or 6 points points less – 54 points and not 60.)

The following quality questions will form part of your tender submission and count for a total of 60 quality marks available. The table below provides a summary of how marks are broken down across these areas:

Supporting Information Section C – Company Experience	10%
Supporting Information Section D – Method Statement 1 – Regular term-time cleaning	12.5%
Supporting Information Section D – Method Statement 2 – Deep cleaning	12.5%
Supporting Information Section D – Method Statement 3 – Arrangements for Staff Cover	10%
Supporting Information Section D – Method Statement 4 – Staff Wellbeing and Support	10%
Supporting Information Section D – Method Statement 5 – Timely Implementation	10%
Supporting Information Section D – Method Statement 6- Three Main Challenges for implementing contract	5%
Supporting Information Section D – Method Statement 7 – Value for Money	10%
Supporting Information Section E – Environmental Impact	10%
Presentation and Interview	10%

The quality element of supplier's Tenders will be scored using the following scale of awarding marks between 1 and 10:

0-3	Completely unsatisfactory response – limited or no relevant information. Respondent would have serious difficulty delivering the required standard.
4	Fair response – Respondent would only meet some of the requirements of the contract some of the time.
5-6	Acceptable response – Respondent would be likely to meet basic contract standards, but further work required to ensure standards are met consistently.
7-8	Good response – clearly indicating Respondent has fully understood and can apply and deliver all the required contract standards.
9-10	Excellent response - clearly indicating Respondent has fully understood and can apply and deliver all the required contract standards <u>and</u> includes robust and deliverable proposals to provide additional benefit to the Employer.

If a score of 3 or less is given for any method statement the bid will be deemed to be non-compliant, will fail the tendering evaluation and will not be considered further. For any tenders so excluded, that tenderer's price shall be excluded from the 'price' evaluation.

6. PRICING

6.1 Tenderers must fill in the Pricing Schedule set out in Schedule 7 to provide all the obligations under the Contract. Tenderers can add any extra or alternative pricing proposals to the end of the Pricing Schedule with reasons for including these.

6.2 All prices shall be stated in pounds sterling and exclusive of VAT.

6.3 Tenderers must also show all other costs that will be associated with the Contract, for example expenses. The Employer will not consider claims for extra payment for items that have not been specified.

6.4 Abnormally low tenders

If tenders appear to be abnormally low in relation to the specified works and services, the Employer shall, before it may reject those tenders, investigate the elements of the tender which it considers to be unsustainable. If the Employer's investigations determine the bid to be unsustainable, the Employer may reject the tender from the process.

7. STATUTORY AND LEGAL FRAMEWORK AFFECTING THE EMPLOYER

Legally the Employer has to make sure that it keeps to a number of considerations when tendering a contract. The Contractor is working as if it were the Employer when fulfilling the requirements of the

contract and undertaking work for the Employer. Therefore, the Employer needs to make sure that any contractor that is working for it carries out these legal requirements. The Employer is looking for a commitment within Tenders to help it in the following duties. The Employer does not consider that these requirements will be onerous and so pricing should not be affected in keeping to any of these obligations. However, if Tenderers believe there is a pricing impact, they should clearly identify this in the Pricing Schedule.

8. EQUALITY AND DIVERSITY

8.1 The Employer is committed to: Promoting equality, diversity and equality of opportunity at every possibility. The Employer expects the successful Tenderer to be equally committed to equality and diversity in its employment practices and service provision. The Employer also expects that they will keep to all anti-discrimination legislation.

8.2 Expectation of the Tenderer

Tenderers should note that the Employer will ask the successful Tenderer to contract with the Employer to make sure that they keep to these obligations.

8.3 Keeping to equality legislation

The Employer needs service providers to demonstrate that they keep to equality rules in employment legislation. The levels of compliance become more demanding depending on the number of employees employed by the organisation. Organisations employing less than five employees face minimum requirements, whilst organisations employing 50 or more employees need to meet more comprehensive criteria.

Level 1 (less than five employees)

Organisations with less than five directly employed people will be expected to meet the suitable level of compliance for the delivery of the Contract. If recruitment increases the size of the organisation to five or more employees, the organisation will be expected to meet the appropriate level of compliance.

Level 2 (5 to 49 employees)

All organisations with between 5 and 49 employees must achieve criteria 1 – 4 listed below.

- 1 All organisations must have an equality policy for race, gender, disability, age, sexual orientation and religion or belief that covers at least:
 - a) recruitment, selection, training, promotion, discipline, grievance and dismissal;
 - b) discrimination, harassment, and victimisation, making

it clear that these are disciplinary offences within the firm;

- c) identification of the senior position with responsibility for the policy and its effective implementation; and
 - (d) how Tenderers communicate the policy to your employees.
- 2 Effective implementation of the policy in the organisation's recruitment practices, to include open recruitment methods such as the use of job centres, careers service or press advertisements.
- 3 The policy should either be reviewed to reflect changes in legislation or within a three-year period whichever occurs first.
- 4 To monitor the gender, disability and ethnicity of job applicants. The Employer would also encourage organisations to monitor of the age, sexual orientation and religion or belief of staff.

Level 3 (50 or more employees)

All organisations with 50 or more employees must achieve criteria 1-4 in level 2 and the extra criteria 5-10 listed below.

- 5 Give written instructions to managers and supervisors on equality in recruitment, selection, training, promotion, discipline, grievance and dismissal of employees.
- 6 Give equality training to managers and any employees responsible for recruitment and selection.
- 7 As well as criterion 4 (Level 2), carry out monitoring on the number of employees from different gender, disability and ethnic groups by grade when:
- (a) in post;
 - (b) applying for posts;
 - b) taking up training and development opportunities;
 - c) promoted;
 - d) transferred;
 - e) disciplined and dismissed;

- f) a grievance is raised; and

The Employer would also encourage organisations to monitor for age, sexual orientation and religion or belief.

- 8 If the above monitoring reveals inequalities, organisations will be expected to take steps to address imbalances.
- 9 For 7 and 8 above, annual monitoring and reporting is needed about equality issues within the workforce.
- 10 Organisation's recruitment advertisements and publicity literature should state that equal opportunities practices are in place.

9. CLARIFICATION MEETINGS, SITE VISITS AND INTERVIEWS

The Employer reserves the right to hold face to face meetings and interviews as the Employer considers appropriate before and after the Tender submission.

9.1 Site Visits

Due to the ongoing situation with Covid19 it will not be possible to arrange site visits to either the temporary or permanent site.

9.2 Clarification meetings

The Employer does not intend to hold clarification meetings. All questions and requests for clarification should be sent via email to Caroline Hoyle, Business Manager at finance@theheightsprimary.co.uk.

The Employer will share any information, answers or issues raised which are not commercially confidential with the other Tenderers

9.3 Tenderer Interviews

Tenderers will have the opportunity to attend an interview with the Employer to take place in the morning on Monday and Tuesday 3rd and 4th May 2021.

Tenderers should be prepared to make a short presentation about their company and approach to delivery of the contract. Tenderers will need to make key members of their delivery team available who will be responsible for the provision of the Contract. This will be to demonstrate their understanding and approach as outlined in the Tender. It will also allow the Employer an opportunity to clarify any aspect of the Tender.

Presentations should be no more than ten minutes in length.

The interview will be scored in accordance with the Quality evaluation criteria described in this ITT.

Due to the ongoing situation with regard to the Covid 19 pandemic the meetings will be held online via Zoom and will take place during the mornings of 3rd and 4th May 2021.

Tenderers should register attendance, including the names and job titles of those who will be attending with **Caroline Hoyle, Business Manager by midday on Thursday, 29th April**. Tenderers will then be allocated a time slot on either 3rd or 4th May 2021. An appropriate online meeting link will be sent via email to the address provided by the Tenderer in their registration email. This meeting will last no longer than 30 minutes. You may bring no more than three representatives to the meeting.

10. FREEDOM OF INFORMATION ACT AND ENVIRONMENTAL INFORMATION STATEMENT

- 9.1 The Employer is subject to The Freedom of Information Act 2000 (Act) and The Environmental Information Regulations 2004 (EIR).
- 9.2 As part of our duties under the Act or EIR, the Employer may need to disclose information about the procurement process or the Contract to anyone who makes a reasonable request.
- 9.3 If Tenderers think that any of the information given in their Tender is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party); then Tenderers should clearly mark this as '**Not for disclosure to third parties**'. Tenderers should also give valid reasons in support of the information being exempt from disclosure under the Act and the EIR.
- 9.4 The Employer will aim to consult with Tenderers and consider comments and any objections before the Employer releases any information to a third party under the Act and/or the EIR. However the Employer will be entitled to decide in our absolute discretion whether any information is:
- exempt from the Act or the EIR; or
 - to be disclosed in response to a request of information.

The Employer must make its decision on disclosure in line with the provisions of the Act or the EIR and can only withhold information if it is covered by an exemption from disclosure under either.

- 9.5 The Employer will not be held liable for any loss or prejudice caused by the disclosure of information that:
- 9.5.1 has not been clearly marked as 'Not for disclosure to third parties' with supporting reasons (referring to the relevant category of exemption under the Act or EIR where possible);

- 9.5.2 does not fall into a category of information that is exempt from disclosure under the Act or EIR (for example, a trade secret or would be likely to prejudice the commercial interests of any person); or
- 9.5.3 where it is in the public interest to disclose this and there is no legal duty to withhold it.

3 Conditions of Contract

Note to supplier - All pages, as issued must be returned within your Tender submission. Please do not remove any pages from this tender document as all pages, method statements, supporting documents and appendices will form the final contract.

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AGREED TERMS

1. DEFINITIONS AND INTERPRETATION

1.1 The following definitions and rules of interpretation in this clause apply in this agreement.

Abnormally Low Tenders: Tenders that require investigation in regard to their sustainability.

Achieved KPI's: in respect of any Service, in any measurement period, the standard of performance actually achieved by the Supplier in the provision of that Service in the measurement period in question (calculated and expressed in the same way as the KPI for that Service is calculated and expressed in Schedule 4 – Specification).

Bribery Act: the Bribery Act 2010 together with any guidance or codes of practice

issued by the relevant government department concerning the legislation.

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 Employer's Authorised Representative has or may cause significant harm to the reputation of the Employer.

Change: any change to this agreement including to any of the Services.

Change Control Note: the written record of a Change agreed or to be agreed by the parties pursuant to the Change Control Procedure.

Change Control Procedure: the procedure for changing this agreement, as set out in clause 14.1-14.9.

Charges: the charges which shall become due and payable by the Employer to the Supplier in respect of the Services provided in accordance with the provisions of this agreement, as such charges are set out in Schedule 7 – Pricing Schedule.

Commencement Date: the date of this agreement.

Commercially Sensitive Information: the information listed in the Contract Particulars 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 Employer that, if disclosed by the Employer, would cause the Supplier significant commercial disadvantage or material financial loss.

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:

- a. 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;
- b. any information developed by the parties in the course of carrying out this agreement;
- c. Personal Data;
- d. any Commercially Sensitive Information.

Contracts Finder: the government's publishing portal for public sector procurement opportunities.

Contract Year: a period of 12 months, commencing on the 18th May 2021.

Contract Representatives: the persons respectively designated as such by the Employer and the Supplier, the first such persons being set out in the Contract Particulars

Employer policies: The Supplier shall comply with all Employer policies as set out in clause 37.

Data Controller: shall have the same meaning as set out in the Data Protection Legislation.

Data Processor: shall have the same meaning as set out in the Data Protection Legislation.

Data Protection Legislation: the UK Data Protection Act 2018 and the UK GDPR 2020.

Data Subject: shall have the same meaning as set out in the Data Protection Legislation.

Default Notice: is defined in Clause 5.2.

Dispute Resolution Procedure: the procedure set out in Clause 15.

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.

Exit Management Plan: the plan set out in the Contract Particulars

Extension period: shall have the meaning given to it in Clause 3.1.

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.

Force Majeure: any circumstance not within a party's reasonable control including, without limitation:

- a. acts of God, flood, drought, earthquake or other natural disaster;
- b. epidemic or pandemic;
- c. 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;
- d. nuclear, chemical or biological contamination or sonic boom;
- e. any law or action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition;
- f. collapse of buildings, fire, explosion or accident; and
- g. 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).

GDPR: the UK GDPR 2020).

Health and Safety Policy: the health and safety policy of the Employer 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.

Indexation: is defined in clause 38

Information: has the meaning given under section 84 of FOIA.

Initial Term: the period commencing on the Commencement Date of 18th May 2021 and ending on the 17th May 2024.

Insolvency Event: where:

- a. 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];
- b. 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 [other than (being a company) for the sole purpose of a scheme for a solvent amalgamation of the Supplier with one or more other companies or the solvent reconstruction of that other party];
- c. 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) [other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party];
- d. 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);
- e. the holder of a qualifying floating charge over the assets of the Supplier (being a company) has become entitled to appoint or has appointed an administrative receiver;
- f. 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;
- g. the Supplier (being an individual) is the subject of a bankruptcy petition or order;
- h. 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;

- i. 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); [or]
- j. the Supplier suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business[; or]
- k. 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.

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring related rights, moral rights, trademarks 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.

Key Personnel: those personnel identified in the Contract Particulars for the roles attributed to such personnel, as modified pursuant to Clauses 9 and 10.

KPI's: the key performance indicators set out in Schedule 4 - Specification

Law: any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the supplier is bound to comply.

Management Reports: the reports to be prepared and presented by the Supplier in accordance with Schedule 4 - Specification to include a comparison of Achieved KPIs with the Target KPIs in the measurement period in question and measures to be taken to remedy any deficiency in Achieved KPIs

Modern Slavery Act: the Modern Slavery Act 2015 together with any guidance or codes of practice issued by the relevant government department concerning the legislation.

Necessary Consents: all approvals, certificates, authorisations, permissions, licences, permits, regulations and consents necessary from time to time for the performance of the Services.

Payment Plan: the plan for payment of the Charges as set out in Schedule 7 – Pricing Schedule and Schedule 9 – Payment Details of this Contract.

Personal Data: shall have the same meaning as set out in the Data Protection Legislation.

Prohibited Act: the following constitute Prohibited Acts:

- a. to directly or indirectly offer, promise or give any person working for or engaged by the Employer a financial or other advantage to: (i) induce the person to perform improperly a relevant function or activity; or (ii) reward that person for improper performance of a relevant function or activity;
- b. 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;
- c. committing any offence: (i) under the Bribery Act; (ii) under legislation or common law concerning fraudulent acts; or (iii) defrauding, attempting to defraud or conspiring to defraud the Employer;
- d. any activity, practice or conduct which would constitute one of the offences listed under (a) to (c), if such activity, practice or conduct had been carried out in the UK.

Regulated Activity: in relation to children shall have the same meaning as set out in Part 1 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006 and in relation to vulnerable adults shall have the same meaning as set out in Part 2 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006.

Regulated Activity Provider: shall have the same meaning as set out in section 6 of the Safeguarding Vulnerable Groups Act 2006.

Relevant Transfer: a relevant transfer for the purposes of TUPE.

Remediation Notice: a notice served by the Employer in accordance with Clause 25.1(a).

Replacement Services: any services that are identical or substantially similar to any of the Services and which the Employer receives in substitution for any of the Services following the termination or expiry of this agreement, whether those services are provided by the Employer internally or by any Replacement Supplier.

Replacement Supplier: any third party supplier to provide the Replacement of Services appointed by the Employer from time to time.

Representatives: means, in relation to a party, its employees, officers, representatives and advisors.

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.

Services: the services to be delivered by or on behalf of the Supplier under this agreement, as more particularly described in Schedule 4 - Specification.

Service Failure: a shortfall or failure by the Supplier to provide the Services in accordance with any Target KPI, as specified in Schedule 4 – Specification.

Supplier Party: the Supplier's agents and contractors, including each Sub-Contractor.

Supplier's 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.

Supplier's Tender: the tender submitted by the Supplier and other associated documentation as described in Schedule 1 – Preamble – Suppliers Checklist

Sub-Contract: any contract between the Supplier and a third party pursuant to which the Supplier agrees to source the provision of any of the Services from that third party.

Sub-Contractor: the contractors or suppliers that enter into a Sub-Contract with the Supplier.

Target KPI: as specified in Schedule 4 - Specification

Term: the period of the Initial Term as may be varied by:

- a. any Extension Period; or
- b. the earlier termination of this agreement in accordance with its terms.

Termination Date: the date of expiry or termination of this agreement.

TUPE: the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246).

UK Data Protection Legislation: any data protection legislation from time to time in force in the UK including the Data Protection Act 2018 or any successor legislation.

Variations: a request to the Supplier to make any reasonable alteration to the Contract or any Order pursuant thereto (herein referred to as a 'Variation')

Working Day: Monday to Friday, excluding any public holidays in England and Wales.

Working Hours: the period from 08:00 am to 06:00pm on any Working Day.

1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.

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

1.4 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.

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

1.6 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

1.7 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

1.8 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time and includes any subordinate legislation for the time being in force made under it.

1.9 A reference to **writing** or **written** includes delivered by hand or by pre-paid post, emailed and by fax.

1.10 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.

1.11 A reference in this agreement to any other agreement or a document is a reference to such other agreement or document as varied or novated (in each case, other than in breach of the provisions of this agreement) from time to time.

1.12 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.

1.13 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:

- a) the clauses of the agreement; the Services to be supplied and installed by the Supplier to the Employer and any variation or modification issued by the Employer there to Schedule 4 - The Specification;
- b) the remaining schedules to this agreement other than Schedule 7 - Pricing Schedule and Schedule 8 – Supporting Documents.;
- c) Schedule 7 - Pricing Schedule and Schedule 8 – Supporting Documents to this agreement.

COMMENCEMENT AND DURATION

2. TERM

2.1 This agreement shall take effect on the Commencement Date and shall continue for the Term.

3. EXTENDING THE INITIAL TERM

3.1 The Employer may extend this agreement beyond the Initial Term by a further period of up to 12 months. (being the “Extension Period”). If the Employer wishes to extend this agreement, it shall give the Supplier at least six months’ written notice of such intention before the expiry of the Initial Term or Extension Period.

3.2 If the Employer gives such notice then the Term shall be extended by the period set out in the notice.

3.3 If the Employer 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 29 shall apply.

4. DUE DILIGENCE AND SUPPLIER'S WARRANTY

4.1 The Supplier acknowledges and confirms that:

(a) the Employer 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;

(b) 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 Employer pursuant to Clause 4.1(a);

(c) it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Employer before the Commencement Date) of all relevant details relating to the performance of its obligations under this agreement (including without limitation the suitability of Employer Premises); and

(d) it has entered into this agreement in reliance on its own due diligence.

4.2 Save as provided in this agreement, no representations, warranties or conditions are given or assumed by the Employer in respect of any information which is provided to the Supplier by the Employer and any such representations, warranties or conditions are excluded, save to the extent that such exclusion is prohibited by law.

4.3 The Supplier:

(a) 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 Selection questionnaire (if applicable), remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Employer prior to execution of the agreement; and

(b) shall promptly notify the Employer in writing if it becomes aware during the performance of this agreement of any inaccuracies in any information provided to it by the Employer during such due diligence which materially and adversely affects its ability to perform the Services or meet any Target KPIs.

4.4 Nothing in this Clause 4 shall limit or exclude the liability of the Employer for fraud or fraudulent misrepresentation.

THE SERVICES

5. SUPPLY OF SERVICES

5.1 The Supplier shall provide the Services to the Employer 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 4 - Specification.

5.2 In the event that the Supplier does not comply with the provisions of Clause 5.1 in any way, the Employer may serve the Supplier with a notice in writing setting out the details of the Supplier's default (a **Default Notice**).

6. SERVICE STANDARDS

The Supplier shall provide the Services, or procure that they are provided:

- (a) with reasonable skill and care and in accordance with Best Industry Practice;
- (b) in all respects in accordance with the Employer's policies set out in Schedule 4 - Specification; and
- (c) in accordance with all applicable Law.

7. COMPLIANCE

7.1 The Supplier shall (and shall procure that the Supplier's Personnel shall) perform its obligations under this agreement (including those in relation to the Services) in accordance with:

- (a) all applicable Law regarding health and safety; and
- (b) the Health and Safety Policy whilst at the Employer Premises.

7.2 Without limiting the general obligation set out in Clause 6, the Supplier shall (and shall procure that the Supplier's Personnel shall):

- (a) perform its obligations under this agreement in accordance with:
 - (i) all applicable equality law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise);
 - (ii) the Employer's equality and diversity policy (which can be found on the Employer's website <http://www.theheightsprimary.co.uk>)
 - (iii) any other requirements and instructions which the Employer reasonably imposes in connection with any equality obligations imposed on the Employer at any time under applicable equality law;
- (b) take all necessary steps, and inform the Employer 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

(c) 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 Employer requests so as to enable the Employer to comply with its obligations under the Human Rights Act 1998.

CHARGES AND PAYMENT

8. PAYMENT

8.1 The supplier shall supply the Services described in the Specification in accordance with the terms and conditions of this agreement, the Employer shall pay the Charges to the Supplier in accordance with Schedule 7 – Pricing Schedule and Schedule 9 – Payment Details.

8.2 Unless otherwise stated in Schedule 7 – Pricing Schedule, the Charges:

(a) shall remain fixed for a period of 24 months, after which time the Contractor may in discussion with the Employer increase the costs by an amount to be agreed at that time; and

(b) is the entire price payable by the Employer to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses and the cost of Supplier's Personnel.

8.3 The Supplier shall invoice the Employer for payment of the Charges in accordance with Schedule 7 – Pricing Schedule and Schedule 9 – Payment Details. All invoices shall be directed to the Employer's Finance Team and shall contain such information as the Employer may inform the Supplier from time to time.

8.4 The Employer 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 Employer has determined that the invoice is valid and undisputed.

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

(a) provisions having the same effect as Clause 8.1 to Clause 8.4 of this agreement; and

(b) a provision requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards provisions having the same effect as Clause 8.1 to Clause 8.4 of this agreement.

In this Clause 8.5, "Sub-Contract" means a contract between two or more suppliers, at any stage of remoteness from the Employer 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.

8.6 The Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Employer following delivery of a valid VAT invoice. The Supplier shall indemnify the Employer against any liability (including any interest, penalties or costs incurred) which is levied, demanded or assessed on the Employer 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.

8.7 Where any party/Employer 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 15.

STAFF

9. CONTRACT REPRESENTATIVES

9.1 Each party shall appoint the persons named as such in the Contract Particulars as the individuals who shall have the authority to act on behalf of their respective party.

9.2 The Supplier shall not remove or replace any of the Contract Representatives unless:

- (a) requested to do so by the Employer;
- (b) the person is on long-term sick leave;
- (c) the element of the Services in respect of which the individual was engaged has been completed to the Employer's satisfaction;
- (d) the person resigns from their employment with the Supplier; or
- (e) the Supplier obtains the prior written consent of the Employer.

9.3 The Supplier shall inform the Employer of the identity and background of any replacements for any of the Contract Representatives as soon as a suitable replacement has been identified. The Employer shall be entitled to interview any such person and may object to any such proposed appointment within 30 Working Days of being informed of or meeting any such replacement if, in its reasonable opinion, it considers the proposed replacement to be unsuitable for any reason.

9.4 Each party shall ensure that the role of each of its Contract Representatives is not vacant (in terms of a permanent representative) for more than 30 Working Days. Any replacement shall be as, or more, qualified and experienced as the previous incumbent. A temporary replacement shall be identified with immediate effect from the Supplier or the Employer becoming aware of the role becoming vacant.

9.5 The Employer may require the Supplier to remove, or procure the removal of, any of its Contract Representatives whom it considers, in its reasonable opinion, to be unsatisfactory for any reason which has a material impact on such person's responsibilities.

9.6 If the Supplier replaces the Contract Representative as a consequence of this Clause, the cost of effecting such replacement shall be borne by the Supplier.

10. OTHER PERSONNEL USED TO PROVIDE THE SERVICES

10.1 At all times, the Supplier shall ensure that:

(a) each of the Supplier's Personnel is suitably qualified, adequately trained and capable of providing the applicable Services in respect of which they are engaged;

(b) there is an adequate number of Supplier's Personnel to provide the Services properly;

(c) 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

(d) all of the Supplier's Personnel comply with all of the Employer's policies.

10.2 The Supplier shall replace any of the Supplier's Personnel who the Employer reasonably decides have failed to carry out their duties with reasonable skill and care. Following the removal of any of the Supplier's 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.

10.3 The Supplier shall maintain up-to-date personnel records on the Supplier's Personnel engaged in the provision of the Services and shall provide information to the Employer as the Employer reasonably requests on the Supplier's 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.

11 TUPE AND RE-TENDERING

11.1 In the event of expiry or termination of this Contract or whenever reasonably requested by the Employer in preparation for tendering arrangements the Supplier will provide the Employer with such assistance as the Employer may require and provide at no cost to the Employer any information the Employer (whether on its own account or on behalf of any potential or confirmed Replacement Supplier) may request in relation to the Employees including but not limited to, providing Employee liability information as required under Regulation 11 of TUPE.

11.2 The Supplier authorises the Employer to pass any information supplied to any Replacement Supplier or potential Replacement Supplier and the Supplier will

secure all necessary consents from relevant Employees in order to do this.

11.3 The Supplier will keep the Employer and any Replacement Supplier indemnified in full against all Liabilities arising directly or indirectly in connection with any breach of this clause or inaccuracies in or omissions from the information provided.

12. REPORTING AND MEETINGS

12.1 The Supplier shall provide the Management Reports in the form and at the intervals set out in Schedule 4 -Specification.

12.2 The Authorised Representatives and relevant Key Personnel shall meet in accordance with the details set out in Schedule 4 -Specification and the Supplier shall, at each meeting, present its previously circulated Management Reports in the format set out in that Schedule.

13. MONITORING

13.1 The Employer may monitor the performance of the Services by the Supplier

13.2 The Supplier shall co-operate, and shall procure that its Sub-Contractors co-operate, with the Employer in carrying out the monitoring referred to in Clause 13.1 at no additional charge to the Employer.

14. CHANGE CONTROL, BENCHMARKING AND CONTINUOUS IMPROVEMENT

14.1 Any requirement for a Change shall be subject to the Change Control Procedure. Where the Employer or the Supplier sees a need to change this agreement, the Employer 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 Clauses 14.1-14.9

14.2 Until such time as a Change is made in accordance with the Change Control Procedure, the Employer and the Supplier shall, unless otherwise agreed in writing, continue to perform this agreement in compliance with its terms before such Change.

14.3 Any discussions which may take place between the Employer 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.

14.4 Any work undertaken by the Supplier and the Supplier's 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 clause 14, shall be undertaken entirely at the expense and liability of the Supplier.

PROCEDURE

14.5 Discussion between the Employer and the Supplier concerning a Change shall result in any one of the following:

- (a)** no further action being taken; or
- (b)** a request to change this agreement by the Employer; or
- (c)** a recommendation to change this agreement by the Supplier.

14.6 Where a written request for a Change is received from the Employer, the Supplier shall, unless otherwise agreed, submit two copies of a Change Control Note signed by the Supplier to the Employer within three weeks of the date of the request.

14.7 A recommendation to amend this agreement by the Supplier shall be submitted directly to the Employer in the form of two copies of a Change Control Note signed by the Supplier at the time of such recommendation. The Employer shall give its response to the Change Control Note within three weeks.

14.8 Each Change Control Note shall contain:

- (a)** the title of the Change;
- (b)** the originator and date of the request or recommendation for the Change;
- (c)** the reason for the Change;
- (d)** full details of the Change, including any specifications;
- (e)** the price, if any, of the Change;
- (f)** a timetable for implementation, together with any proposals for acceptance of the Change;
- (g)** a schedule of payments if appropriate;
- (h)** details of the likely impact, if any, of the Change on other aspects of this agreement including:
 - (i)** the timetable for the provision of the Change;
 - (ii)** the personnel to be provided;
 - (iii)** the Charges;
 - (iv)** the Documentation to be provided;
 - (v)** the training to be provided;
 - (vi)** working arrangements;
 - (vii)** other contractual issues;
- (i)** the date of expiry of validity of the Change Control Note;
- (j)** provision for signature by the Employer and the Supplier; and

(k) if applicable, details of how costs incurred by the parties if the Change subsequently results in the termination of this agreement will be apportioned.

14.9 A Change Control Note signed by the Employer and by the Supplier shall constitute an amendment to this agreement.

15. DISPUTE RESOLUTION

15.1 If a dispute arises out of or in connection with this agreement or the performance, validity or enforceability of it (**Dispute**) then [except as expressly provided in this agreement,] the parties shall follow the procedure set out in this clause:

(a) 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;

(b) if the Authorised Representatives 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. [A copy of the ADR notice should be sent to CEDR.] The mediation will start not later 90 days after the date of the ADR notice.

15.2 No party may commence any court proceedings in relation to any dispute arising out of this agreement until 30 days after the appointment of a mediator, provided that the right to issue proceedings is not prejudiced by a delay.

15.3 Each party shall be responsible for their own costs in relation to the dispute resolution process with equal sharing of third party costs.

16. SUB-CONTRACTING AND ASSIGNMENT

16.1 Subject to Clause 16.3, 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 subcontract the whole or any part of its obligations under this agreement except with the express prior written consent of the Employer, such consent not to be unreasonably withheld.

16.2 In the event that the Supplier enters into any Sub-Contract in connection with this agreement it shall:

(a) remain responsible to the Employer 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;

(b) 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

(c) provide a copy, at no charge to the Employer, of any such Sub-Contract on receipt of a request for such by the Employer's Contract Representative.

16.3 The Employer 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 Employer.

16.4 Provided that the Employer has given prior written consent, the Supplier shall be entitled to novate the agreement where:

(a) there has been a universal or partial succession into the position of the Supplier, following a corporate restructuring, including takeover, merger, acquisition or insolvency, by another economic operator that meets the criteria for qualitative selection applied in the procurement process for the award of this agreement.

LIABILITY

17. INDEMNITIES

17.1 The Supplier shall indemnify and keep indemnified the Employer against all actions, proceedings, costs, claims, demands, liabilities, losses and expenses whatsoever whether arising in tort (including negligence) default or breach of this agreement, to the extent that any such loss or claim is due to the breach of contract, negligence, wilful default or fraud of itself or of its employees or of any of its Representatives or Sub-contractors save to the extent that the same is directly caused by or directly arises from the negligence, breach of this agreement or applicable Law by the Employer or its Representatives (excluding any Suppliers Personnel).

18. LIMITATION OF LIABILITY

18.1 Subject to Clause 18.2, 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.

18.2 Notwithstanding the provisions of Clause 18.1, the Supplier assumes responsibility for and acknowledges that the Employer may, amongst other things, recover:

(a) sums paid by the Employer to the Supplier pursuant to this agreement, in respect of any services not provided in accordance with the agreement;

(b) wasted expenditure;

(c) 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;

(d) losses incurred by the Employer arising out of or in connection with any claim, demand, fine, penalty, action, investigation or proceeding by any third party (including any Subcontract, Supplier's Personnel, regulator or customer of the Employer) against the Employer caused by the act or omission of the Supplier;

18.3 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.

18.4 Notwithstanding any other provision of this agreement neither party limits or excludes its liability for:

(a) fraud or fraudulent misrepresentation;

(b) death or personal injury caused by its negligence (or the negligence of its personnel, agents or subcontractors);

(c) breach of any obligation as to title implied by statute; or

(d) any other liability for which may not be limited under any applicable law.

19. INSURANCE

19.1 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 level of cover:

(a) public liability insurance with a limit of indemnity of not less than £(10,000,000) in relation to any one claim or series of claims;

(b) employer's liability insurance with a limit of indemnity of not less than £(10,000,000) in relation to any one claim or series of claims; (except for sole traders)

(c) professional indemnity insurance with a limit of indemnity of not less than £(5,000,000) 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;

19.2 The Supplier shall give the Employer, prior to the commencement date, copies of all insurance policies referred to in this clause

19.3 The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the agreement.

19.4 The Supplier shall hold and maintain the Required Insurances for a minimum of 12 Months following the expiration or earlier termination of the agreement.

INFORMATION

20. FREEDOM OF INFORMATION

20.1 The Supplier acknowledges that the Employer is subject to the requirements of the FOIA and the EIRs. The Supplier shall:

(a) provide all necessary assistance and cooperation as reasonably requested by the Employer to enable the Employer to comply with its obligations under the FOIA and EIRs;

(b) transfer to the Employer 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;

(c) provide the Employer with a copy of all Information belonging to the Employer requested in the Request For Information which is in its possession or control in the form that the Employer requires within 5 Working Days (or such other period as the Employer may reasonably specify) of the Employer's request for such Information; and

(d) not respond directly to a Request For Information unless authorised in writing to do so by the Employer.

20.2 The Supplier acknowledges that the Employer may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Employer shall take reasonable steps to notify the Supplier of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 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 Employer 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.

20.3 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.

20.4 The Employer 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 Employer to enable the Employer to publish this agreement.

21. DATA PROCESSING

21.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This Clause is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation. In this Clause, **Applicable**

Laws means UK Law; and **Domestic UK Law** means the UK Data Protection Legislation and any other law that applies in the UK.

21.2 The parties acknowledge that for the purposes of the Data Protection Legislation, the Employer is the Data Controller and the Supplier is the Data Processor. Appendix A (GDPR) 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.

21.3 Without prejudice to the generality of Clause 21.1, the Employer 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.

21.4 Without prejudice to the generality of Clause 21.1, the Supplier shall, in relation to any Personal Data processed in connection with the performance by the Supplier of its obligations under this agreement:

(a) process that Personal Data only on the written instructions of the Employer (as set out in Schedule 4 – Specification and Appendix A (GDPR), if applicable, unless the Supplier is required by Applicable Laws to otherwise process that Personal Data. Where the Supplier is so required, it shall promptly notify the Employer before processing the Personal Data, unless prohibited by the Applicable Laws;

(b) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Employer, 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);

(c) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Employer has been obtained and the following conditions are fulfilled:

(i) the Employer or the Supplier has provided appropriate safeguards in relation to the transfer;

(ii) the Data Subject has enforceable rights and effective remedies;

(iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and

(iv) the Supplier complies with the reasonable instructions notified to it in

advance by the Employer with respect to the processing of the Personal Data;

(d) notify the Employer immediately if it receives:

(i) a request from a Data Subject to have access to that person's Personal Data;

(ii) a request to rectify, block or erase any Personal Data;

(iii) 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);

(e) assist the Employer in responding to any request from a Data Subject and in ensuring compliance with the Employer's obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;

(f) notify the Employer immediately [and in any event within 24 hours] 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;

(g) at the written direction of the Employer, delete or return Personal Data and copies thereof to the Customer on termination or expiry of the agreement unless required by the Applicable Laws to store the Personal Data;

(h) maintain complete and accurate records and information to demonstrate its compliance with this Clause 21 and allow for audits by the Employer or the Employer's designated auditor pursuant to Clause 23;

21.5 The Supplier shall indemnify the Employer against any losses, damages, cost or expenses incurred by the Employer arising from, or in connection with, any breach of the Supplier's obligations under this Clause 21.

21.6 Where the Supplier intends to engage a Sub-Contractor pursuant to Clause 16 and intends for that Sub-Contractor to process any Personal Data relating to this agreement, it shall:

(a) notify the Employer in writing of the intended processing by the Sub-Contractor;

(b) obtain prior written consent to the processing;

(c) ensure that any Sub-Contract imposes obligations on the Sub-Contractor to give effect to the terms set out in this Clause 21.1-21.8

21.7 Either party may, at any time on not less than 30 Working Days' written notice to the other party, revise this Clause 21 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this agreement).

21.8 The provisions of this clause shall apply during the continuance of the agreement and indefinitely after its expiry or termination.

22. CONFIDENTIALITY

22.1 Subject to Clause 22.2, each party shall keep the other party's Confidential Information confidential and shall not:

(a) use such Confidential Information except for the purpose of performing its rights and obligations under or in connection with this agreement; or

(b) disclose such Confidential Information in whole or in part to any third party, except as expressly permitted by this Clause 22.1 - 22.4

22.2 The obligation to maintain confidentiality of Confidential Information does not apply to any confidential information:

(a) which the other party confirms in writing is not required to be treated as Confidential Information;

(b) which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;

(c) 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;

(d) which is in or enters the public domain other than through any disclosure prohibited by this agreement;

(e) which a party can demonstrate was lawfully in its possession prior to receipt from the other party; or

(f) which is disclosed by the Employer on a confidential basis to any central government or regulatory body.

22.3 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:

(a) it informs such Representatives of the confidential nature of the Confidential Information before disclosure; and

(b) 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,

(c) and at all times, it is liable for the failure of any Representatives to comply with the

obligations set out in this Clause 22.

22.4 The provisions of this Clause 22 shall survive for a period of 7 years from the Termination Date.

23. AUDIT

23.1 During the Term and for a period of 3 years after the Termination Date, the Employer (acting by itself or through its Representatives) may conduct an audit of the Supplier, including for the following purposes:

(a) to review the integrity, confidentiality and security of any data relating to the Employer or any service users;

(b) to review the Supplier's compliance with the Data Protection Legislation, the FOIA, in accordance with Clause 21 (Data Protection) and Clause 20 (Freedom of Information) and any other legislation applicable to the Services;

(c) to carry out the audit and certification of the Employer's accounts;

(d) 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 Employer has used its resources;

(e) to verify the accuracy and completeness of the Management Reports delivered or required by this agreement.

23.2 Except where an audit is imposed on the Employer by a regulatory body, the Employer may not conduct an audit under this Clause 23 more than once in any calendar year.

23.3 The Employer 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 delivery of Services.

23.4 Subject to the Employer's obligations of confidentiality, the Supplier shall on demand provide the Employer and any relevant regulatory body (and/or their agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:

(a) all information requested by the above persons within the permitted scope of the audit;

(b) reasonable access to any sites and to any equipment used (whether exclusively or non-exclusively) in the performance of the contract provision; and

(c) access to the Supplier's Personnel.

23.5 The Employer shall endeavour to (but is not obliged to) provide at least 15

Working Days' notice of its intention or, where possible, a regulatory body's intention, to conduct an audit.

23.6 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 Employer for all the Employer's reasonable costs incurred in the course of the audit.

24. INTELLECTUAL PROPERTY

24.1 In the absence of prior written agreement by the Employer to the contrary, all Intellectual Property Rights created by the Supplier or Supplier's Personnel:

- (a) in the course of performing the Services; or
- (b) exclusively for the purpose of performing the Services,

shall vest in the Employer on creation.

24.2 The Supplier shall indemnify the Employer 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 Employer's acts or omissions.

TERMINATION

25. TERMINATION FOR BREACH

25.1 The Employer may terminate this agreement with immediate effect by the service of written notice on the Supplier in the following circumstances:

- (a) if the Supplier is in breach of any material obligation under this agreement provided that if the breach is capable of remedy, the Employer may only terminate this agreement under this Clause 25.1 if the Supplier has failed to remedy such breach within 14 days of receipt of notice from the Employer (a **Remediation Notice**) to do so;
- (b) if a Catastrophic Failure has occurred;
- (c) if there is an Insolvency Event.

25.2 the Employer reasonably believes that the circumstances set out in regulation 73(1) of the Public Contracts Regulations 2015 apply.

- (a) The Agreement is subject to a substantial modification which requires a new procurement procedure in accordance with Regulation 72(9) of the Public Contracts Regulations 2015 (“the Regulations”);
- (b) It can be demonstrated that the Contractor has, at the time of contract award been in one of the situations referred to in Regulation 57(1) of the Regulations including as a result of the application of Regulation 57(2) of the Regulations and should therefore have been excluded from the procurement procedure;

25.3. The Employer may terminate this agreement in accordance with the provisions of Clause 26 and Clause 28.

25.4 If this agreement is terminated by the Employer pursuant to this Clause 25, such termination shall be at no loss or cost to the Employer and the Supplier hereby indemnifies the Employer against any such losses or costs which the Employer may suffer as a result of any such termination.

26. TERMINATION ON NOTICE

Without affecting any other right or remedy available to it, the Employer may terminate this agreement at any time by giving 3 months’ written notice to the Supplier.

27. FORCE MAJEURE

27.1 Neither party will be liable for any delay in or from performing any of its obligations under this agreement by circumstances beyond its reasonable control. The party in delay shall notify the other party as soon as reasonably practicable, in writing of the reason, likely duration and the effect on its ability to perform any of its obligations under the agreement; and use all reasonable endeavours to mitigate any such effect.

28. PREVENTION OF BRIBERY

28.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier’s Personnel, have at any time prior to the Commencement Date:

- (a) committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or
- (b) 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.

28.2 The Supplier shall not during the Term:

- (a)** commit a Prohibited Act; and/or
- (b)** do or suffer anything to be done which would cause the Employer or any of the Employer's employees, consultants, contractors, sub-contractors or agents to contravene any of the Bribery Act or otherwise incur any liability in relation to the Bribery Act.

28.3 The Supplier shall during the Term:

- (a)** establish, maintain and enforce, and require that its Sub-contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Bribery Act and prevent the occurrence of a Prohibited Act; and
- (b)** keep appropriate records of its compliance with its obligations under Clause 28.3(a) and make such records available to the Employer on request.

28.4 The Supplier shall immediately notify the Employer in writing if it becomes aware of any breach of Clause 28.1 and/or Clause 28.2, or has reason to believe that it has or any of the Supplier's Personnel have:

- (a)** been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- (b)** 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; and/or
- (c)** received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this agreement or otherwise suspects that any person or Party directly or indirectly connected with this agreement has committed or attempted to commit a Prohibited Act.

28.5 If the Supplier makes a notification to the Employer pursuant to Clause 28.4, the Supplier shall respond promptly to the Employer's enquiries, co-operate with any investigation, and allow the Employer to audit any books, records and/or any other relevant documentation in accordance with Clause 23.

28.6 If the Supplier is in Default under Clause 28.1 and/or Clause 28.2, the Employer may by notice:

- (a)** require the Supplier to remove from performance of this agreement any Supplier's Personnel whose acts or omissions have caused the Default; or
- (b)** immediately terminate this agreement.

28.7 Any notice served by the Employer under Clause 28.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Employer believes has committed the Prohibited Act and the action that the Employer has elected to take (including, where relevant, the date on which this agreement shall terminate).

29. CONSEQUENCES OF TERMINATION OR EXPIRY

29.1 On the expiry of the Term or if this agreement is terminated in whole or in part for any reason, the provisions of the Exit Management Plan shall come into effect and the Supplier shall co-operate fully with the Employer to ensure an orderly migration of the Services to the Employer or, at the Employer's request, a Replacement Supplier.

29.2 On termination or expiry of this agreement and on satisfactory completion of the Exit Management Plan (or where reasonably so required by the Employer before such completion) the Supplier shall procure that all data and other material belonging to the Employer (and all media of any nature containing information and data belonging to the Employer or relating to the Services), shall be delivered to the Employer forthwith and the Supplier Contract Representatives shall certify full compliance with this clause.

29.3 Any provision of this agreement that expressly or by implication is intended to come into or continue force on or after termination or expiry, Clause 17 (Indemnities), Clause 18 (Limitation of Liability), Clause 19 (Insurance), Clause 20 (Freedom of Information), Clause 21 (Data Processing), Clause 22 (Confidentiality), Clause 23 (Audit), Clause 25 (Termination for Breach) and this Clause 29 (Consequences of termination), shall remain in full force and effect.

29.4 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

30. 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.

31. SEVERABILITY

31.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant

provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.

31.2 If one party gives notice to the other of the possibility that any provision or part-provision of this agreement is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

32. PARTNERSHIP OR AGENCY

32.1 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.

32.2 Each party confirms it is acting on its own behalf and not for the benefit of any other person.

33. PUBLICITY

The Supplier shall not:

(a) make any press announcements or publicise this agreement or its contents in any way; or

(b) use the Employer'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 Employer, which shall not be unreasonably withheld or delayed.

34. NOTICES

34.1 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:

(a) 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); or

(b) sent by email to the address specified in the tender documentation.

34.2 Any notice shall be deemed to have been received:

(a) if 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 at its principal place of

business (in any other case); or

(b) sent by email to the address provided in the tender documentation.

34.3 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

35. JURISDICTION

35.1 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).

36. ABNORMALLY LOW TENDERS

36.1 If, for a given contract, tenders appear to be abnormally low in relation to the services, works or services, the Employer shall, before it may reject those tenders, investigate the elements of the tender which it considers to be unsustainable. If the Employer's investigations determine the bid to be unsustainable, the Employer may reject the tender from the process.

37. SCHOOL POLICIES

37.1 The Supplier shall comply with all Employer policies and rules, such as, but not limited to:

- (a) equality and diversity policies;
- b) sustainability;
- (c) information security rules;
- (d) Safeguarding policies;
- (e) Dignity at Work Policy;
- f) whistleblowing and confidential reporting policies; and all site rules relevant to the fulfilment of the Supplier's obligations.

NB: Suppliers are responsible for ensuring they always refer to the most up to date Employer policies, which can be found on the Employer's website <http://www.theheightspimary.co.uk>

38. INDEXATION

38.1 The parties agree that the Supplier may review and adjust the charges set out in this Agreement annually on the anniversary of the Commencement Date if annual increases in the Consumer Prices Index, or any successor index published by the Office for National Statistics or any successor organisation exceed 0.5% over any consecutive twelve month period causing the costs associated with providing the Services incurred by the Supplier to increase, to be by no more than the rate of such annual increase. The Supplier shall give the Employer not less than one month's prior notice in writing of the proposed changes.

39. VARIATIONS

39.1 The relevant responsible staff member may, at any time, by written notice, request the Supplier to make any reasonable alteration to the Contract or any Order pursuant thereto (herein referred to as a 'Variation'). In the event of a Variation being required, the relevant Employer responsible staff member shall instruct the Supplier to state in writing its ability to meet the requirements of the Variation and the effect such Variation will have on the cost of the Contract. The Supplier shall respond within fourteen (14) days from receipt of the relevant responsible staff member's instructions or such other period as may be agreed.

39.2 Notwithstanding any data with regard to the value and/or volume of the Service or commissions, whether set out in the Specification or otherwise (which is only given as a guide) the Employer gives no guarantee and accepts no liability as to the actual values or volumes which will be placed with the Supplier. The Employer shall in no circumstances be liable to the Supplier for any consequential or financial loss of any kind whatsoever arising therefrom.

40. KPI's

40.1 Where any Service is stated in Schedule 4 - Specification to be subject to a specific KPI, the Supplier shall provide that Service in such a manner as will ensure that the Achieved KPI in respect of that Service is equal to or higher than the corresponding Target KPI to such specific KPI.

40.2 If the existing Services are varied or new Services are added, Target KPIs for the same will be determined and included within Schedule 4 - Specification.

40.3 The Supplier shall provide records of and Management Reports summarising the Achieved KPIs as provided for in Schedule 4 - Specification.

41. MODERN SLAVERY, CHILD LABOUR AND INHUMANE TREATMENT

41.1.1 The supplier shall ensure that all work carried out by its staff or Sub-contractor staff is voluntary and workers shall have the freedom to terminate their employment at any time without penalty, given notice of reasonable length.

41.1.2 The Supplier shall not use, nor allow its Sub-contractors to use forced, bonded or involuntary prison labour.

41.1.3 The supplier shall ensure that its Staff and Sub-contractor Staff shall not be charged any fees or costs for recruitment, directly or indirectly, in whole or in part, including costs associated with travel, processing official documents and work visas in both home and host countries.

41.1.4 The supplier shall not confiscate or withhold staff identity documents or other valuable items, including work permits and travel documentation as a means to force staff employment or to restrict their freedom of movement.

41.1.5 The Supplier warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world and that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.

41.2 The supplier shall:

41.2.1 make reasonable enquires to ensure that its officers, employees and Sub-contractors have not been convicted of slavery or human trafficking offenses anywhere around the world.

41.2.2 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Sub-contractors anti-slavery and human trafficking provisions where applicable;

41.2.3 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;

41.2.4 shall not use, nor allow its employees or Sub-contractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Sub-contractors;

41.2.5 Shall not use the threat of physical abuse, sexual violence, harassment and intimidation against an employee's or sub-contractor's family members, or close associates.

41.2.6 shall not use or allow child or slave labour to be used by its Sub-contractors;

41.2.7 shall report the discovery or suspicion of any slavery or trafficking by it or its Sub-contractors to the authority, the Buyer and Modern Slavery Helpline.

Staff payment

41.3 The Supplier shall:

41.3.1 ensure that that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment and shall be provided all legally mandated benefits;

41.3.2 ensure that all Supplier Staff are provided with written Information in a language that they understand about their employment conditions in respect of wages, the particulars of their wages for the pay period concerned each time that they are paid, working hours and other working and employment conditions before they enter employment.

41.3.3 Wage payments shall be made at regular intervals and directly to staff, in accordance with national law, and shall not be delayed, deferred, or withheld.

41.3.4 Only deductions, advances, and loans authorised by national law are permitted and shall only be taken with the full consent and understanding of staff.

41.3.5 All staff shall retain full and complete control over their earnings.

41.3.6 not make deductions from staff wages:

- (a) as a disciplinary measure
- (b) to keep workers tied to the employer or to their jobs
- (c) without expressed permission of the worker concerned;

41.3.7 record all disciplinary measures taken against its staff; and

41.3.8 ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.

Staff hours of Work

41.4 The Supplier shall:

41.4.1 ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;

41.4.2 that the working hours of Supplier Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;

41.4.5 All overtime shall be purely voluntary, unless part of a legally recognised collective bargaining agreement.

41.4.6 Supplier staff shall not be required to work overtime under the threat of penalty, dismissal, or denunciation to authorities, a disciplinary measure, or for failure to meet production quotas.

41.4.7 The supplier will ensure that the use of overtime is used responsibly, taking into account:

- (a) the extent;
- (b) frequency; and
- (c) hours worked;

by individuals and by the Supplier Staff as a whole;

41.4.8 The total hours worked in any seven-day period shall not exceed 60 hours, working hours may only exceed 60 hours in any seven day period in exceptional circumstances where all of the following criteria are met:

- (a) this is allowed by national law;
- (b) this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce; appropriate safeguards are taken to protect the workers' health and safety; and
- (c) the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.

41.4.9 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

Staff Freedom of movement:

41.5.1 The supplier shall ensure that staff's freedom of movement shall not be unreasonably restricted, staff shall not be physically confined to the workplace or any related premises, nor should a mandatory residence in employer-operated facilities be made as a condition of employment

41.5.2 The supplier shall ensure that staff are not subjected to coercive or any other means or behaviour to restrict staffs' freedom of movement or personal freedom.

42. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

42.1 The parties acknowledge that the Supplier is a Regulated Activity Provider with ultimate responsibility for the management and control of the Regulated Activity provided under this Contract and for the purposes of the Safeguarding Vulnerable Groups Act 2006.

42.2 The Supplier shall:

- (a) ensure that all individuals engaged in Regulated Activity are subject to a valid enhanced disclosure check for regulated activity undertaken through the Disclosure and Barring Service (DBS); and
- (b) monitor the level and validity of the checks under this Clause 42.2 for each member of staff
- (c) not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to service users.

42.3 The Supplier warrants that at all times for the purposes of this Contract it has no reason to believe that any person who is or will be employed or engaged by the Supplier in the provision of the Services is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.

42.4 The Supplier shall immediately notify the Employer of any information that it reasonably requests to enable it to be satisfied that the obligations of this Clause 41 have been met.

42.5 The Supplier shall refer information about any person carrying out the Services to the DBS where it removes permission for such person to carry out the Services (or would have, if such person had not otherwise ceased to carry out the Services) because, in its opinion, such person has harmed or poses a risk of harm to [the service users OR children OR vulnerable adults.

Contract Particulars

1 Commencement Date means 18th May 2021

2 Contract Period 3 years

At the Employer's sole and exclusive option the Contract Period may be extended for 1 further period of twelve months, in which case, for the purpose of the Contract, the Contract Period shall be deemed to apply to such extended period. If the Employer intends to take up the option, the Contractor shall be notified in writing no less than six months before expiry of the initial Contract Period prior to the commencement of the extension. If no such notification is issued the Contract shall automatically expire after the initial Contract Period.

3 The Employer's initial Contract Representative is Caroline Hoyle, School Business Manager.

4 Public Liability Insurance cover must be a minimum of £10 million

Employers Liability Insurance cover (except for sole traders)	£10 million
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Professional Indemnity Insurance cover	£5 million
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5 The Supplier's initial Contract Representative: **[Name]**.

6 Key Personnel **[To be inserted at award of contract (as applicable)]**

7 Commercially Sensitive Information **[To be identified by the supplier in Submission and inserted at award of contract]**

8 Exit Management Plan, See appendix B – Exit Management plan

4. SPECIFICATION

1. **Contract Length:** 3 years (+1 year)
2. **Start date:** 18th May 2021
3. **Contract Administrator:** School Business Manager or other individual appointed by the Employer and notified to the Supplier in accordance with the provisions of the contract.

4. Introduction

The Employer seeks to maintain a high standard and quality of cleaning services within its buildings to support a clean and safe learning environment. The Works described in this specification are to be executed by the Contractor in a manner that enhances the Employer's reputation for the cleanliness. The Contractor must carry out the Work adopting the best cleaning practice including rigorous standards of discipline, cleanliness and tidiness.

From time to time the school may let rooms/areas within the school to external and/or Community organisations. It is, therefore, that cleaning is to a high standard that also enhances the school's reputation for offering clean and high standard facilities to external facility users.

5. Scope and Quality of Work

Core Tasks (as summarised within the Pricing Schedules)

1. Entrances, Exits, Doors, Door Glass, Door Mats
2. Floors, Landings, Hallways and External Areas to Entrances
3. Stairs (including underneath staircases where applicable)
4. Windows
5. Walls, Woodwork, Ceilings, Light Fittings, Sockets
6. Skirting Boards, Ledges, Switches and Panels etc.
7. Toilets, Basins, Showers and other toilet/wet room fittings
8. Work surfaces, sinks and taps in staff works rooms, Activity Studio and Staffroom
9. Offices, Classrooms and Halls
10. Replenishment of domestic consumables in toilets, classrooms, offices and staff rooms.
11. Emptying internal bins into external bins in the bin store (but not bins containing hazardous waste, eg. sanitary bins or medical waste bins).
12. Lift
13. Regular deep clean of school building during school holidays
14. Miscellaneous items

These Tasks are more fully defined in the following sections of this Cleaning Services Specification.

Optional Tasks

- Cleaning of upholstery
- Deep cleaning of carpets and rugs
- External window cleaning and gutter clearance
- Other Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

5.10. **Core Tasks**

Are those tasks required to be carried out in accordance with the specification and in respect of which the Contractor has tendered their sum.

5.11. **Optional Tasks**

Are those tasks that may be required to be carried out on the specific instruction of the Contract Administrator and in respect of which payment will be made in accordance with the Schedule Rates or as may be agreed.

6. Graffiti and Chewing Gum Removal

Graffiti and chewing gum are rare in a Primary School. However, if there is an occasion where Graffiti or chewing gum require removal from an internal area the Contractor shall be responsible for the removal of any graffiti where such graffiti is in areas less than one square metre and for all chewing gum. The Contractor's tendered annual sum for Routine Cleaning Work shall be deemed to have allowed for compliance with this requirement.

Areas of graffiti in excess of one square metre, or if it has been drawn with a substance not easily removed by normal wiping, shall, on the instruction of the Contract Administrator be removed by the Contractor and payment shall be in accordance with the Schedule of Rates for Graffiti Removal.

7. Quality

The Employer is aiming for an economic, high quality cleaning service with a stable workforce and effective supervision. Cost will therefore be only one element in the overall assessment of tenders.

The Service shall be performed in accordance with the Specification and shall be carried out in an efficient and proficient manner. The Employer will reserve the right to monitor any part of the contract standards and issue warning and default notices in way of liquidated damages if the Contractor fails to meet either contract standards or any part of the contract conditions.

For example the monitoring system will include an inspection of the following:

- (a) the number and suitability of operatives on site
- (b) quality of materials used
- (c) that the cleaning procedures used are either as detailed in the Contract or as agreed with the Contract Administrator

- (d) that the frequency and standards of cleaning are being met
- (e) that Health and Safety Requirements are met
- (f) that the agreed work plan has been followed

8. Equipment and Materials

8.10. Equipment

All equipment and materials required for the performance of the Contract shall be supplied, maintained and insured by the Contractor and shall be suitable to meet the requirements of this specification .

The Contractor shall use and supply the environmentally friendly equivalents to or environmentally friendly alternatives to the materials listed in section 8.11. Section 8.11 is a suggested (and not exhaustive) list of the type of materials the Employer would expect to see used to fulfil the conditions of this ITT. The Employer expects the Contractor include details of the chemicals/materials proposed in their Method statements.

All equipment and materials used by the Contractor to fulfil the Contract shall be suitable for the purpose and be no more than 12 months old (except in the case of major equipment which may be older than 12 months, but which must be up to date, suitable for purpose, safe and reliable for the work required). British Standard Specification issued by the British Standard Institute as current shall as a minimum be in accordance with that standard. All cleaning equipment used shall be cleaned and dried after use and safely stored or removed from site as appropriate.

8.11. Materials

Suggested list of materials/chemicals:

Item	Specification
Floor cleaner appropriate for vinyl and hard surface floors	polymer based
Detergent	Neutral
Dry foam shampoo cleanser based, non-sticky	Spirit
Low foam shampoo for hot water extraction	Biodegradable
Chewing gum remover freezes gum. Non - CFC	Latex, resin
Degreasant/cleanser alkaline based	Solvent
Descaler suitable for ceramic toilets and basins and also stainless steel sinks and taps	Phosphoric
Sanitising fluid/bactericidal ammonium	Quaternary Compound

Detergent	Base
Furniture polish. non CFC	wax rich
Glass cleaner silicone free for use in hand sprays	water based
Anti-static polish	Cationic base
Graffiti Removal	To be Approved by the Employer

9. Reporting of Defects

The Contractor shall report to the Contract Administrator within one month of the commencement of the Contract, any material defects in floor surfaces or other items to be cleaned. Defects will be recorded by the Contract Administrator and taken into consideration when cleaning standards are monitored.

Any defects in floor surfaces or other items to be cleaned must be reported immediately. After the one month period defects that are then attributable to defective workmanship by the Contractor, at the Contract Administrators option, will be replaced at the Contractors expense.

The Contractor shall immediately report any obvious defects, for example burst pipes or broken windows, to the Contract Administrator or their representative. All defects reported must be logged and reported to the Contracts Administrator on a weekly basis.

10. Core Tasks

10.10. Entrances, Exits, Doors, Door Glass, Door Mats and External Areas to Entrances

10.10.1. Litter Pick/Remove Refuse

The Contractor will ensure that all litter, refuse or any form of fouling is removed from all areas both internally and externally adjacent to Exits and Entrances.

Any resultant refuse should be disposed of in an appropriate bin. The Contractor shall remove any residue or staining left by any litter, deposits or leaves or fouling with an approved anti-bacterial solution.

Any dangerous items such as nails, glass or other sharp objects should be reported to the Business Manager or their representative immediately.

This Task Item is to include removing all cobwebs from any part of the building including entrances, exits and doors where the cobwebs are located.

10.10.2. Mats and Matwells

The Contractor shall lift (where possible), shake out, sweep or vacuum any door mats at entrances and exits and remove from all dirt etc., arising. Mat wells shall be thoroughly swept/vacuum cleaned to remove all deleterious matter.

10.10.3. Floor Surfaces

The contractor shall clean all floor coverings and surfaces leaving them clear and free of any debris or deposits. Any staining, where possible, should be removed with an approved antibacterial cleaner.

The Contractor shall mop or wet clean in any other manner suggested by the Contractor, the hard floor surfaces in order to maintain a clean, orderly and welcoming appearance to the school's entrances and exits.

All cleaning must be undertaken in such a way that floor surfaces are not damaged.

10.10.4. Doors, Porches, Architraves and Associated Woodwork

The Contractor shall wash down and wipe clean all main and internal doors, architraves and associated woodwork/trim including any glazed panels, framework and the like.

Cleaning doors shall include frames, glazed panels and door furniture/touch plates. It shall also include cleaning any glazing adjacent to the door and glazed partitions. Glazing to main doors shall be cleaned both internally and externally and both faces of internal doors are to be cleaned.

In addition to the programmed frequency of this Task Item the Contractor shall remove any marks or stains to the approval of the Contract Manager.

Following cleaning all surfaces are to be left clean and dry.

10.10.5. Miscellaneous

The Contractor shall clean and then polish any intercom/access panels taking care not to scratch or otherwise damage the surfaces and the operation of the intercom/access system.

All scuff marks are to be removed from entrances, exits, doors and surrounding taking care not to damage or degrade the surfaces.

Entrance doors are to be cleaned at the frequencies indicated and any dumped items, litter, debris, deleterious material of

whatsoever nature shall be removed and placed in an appropriate waste bin.

10.11. Floors, Landings, Hallways

10.11.1. Floor Surfaces

The contractor shall clean all floor coverings and surfaces leaving them clear and free of any debris or deposits. Any staining, where possible, should be removed with an approved antibacterial cleaner.

The Contractor shall mop, Hoover or wet clean in any other manner suggested by the Contractor, the hard floor surfaces. The Contractor should use an appropriate means such as hoovering to clean soft floor surfaces.

All cleaning must be undertaken in such a way that floor surfaces are not damaged.

10.12. Stairs (including underneath staircases where applicable)

10.12.1. Floors

All floors to be cleaned in line with the specification at point 10.11.1.

10.12.2. Handrails, Balustrades, Banisters

The Contractor shall appropriately clean (dust/wipe or other means) and the like, including polishing as appropriate.

10.13. Windows

10.13.1. Windows shall be cleaned internally as set out in the Cleaning Frequency schedule and shall include the cleaning of associated frames, heads, sills, panels, window fixtures and fittings and the like.

Cleaning may be undertaken in any way deemed appropriate by the Contractor providing that once cleaning is complete the windows are clean, clear, free of loose dust, soilage, stains, cobwebs etc., and are smear free.

10.14. Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.

The definition in 10.14 above shall not be seen to limit the extent of work to be carried out and all similar items not specifically mentioned shall be deemed to be included.

The Contractor shall remove and dispose of any cobwebs at whatever height from ceilings, corners, light fittings, ledges, skirting boards and the like.

The Contractor shall dust/damp wipe as appropriate all fixtures, fittings of whatever nature including, but not limited to ledges, lights, sockets,

skirtings etc.

The Contractor shall clean walls including spot cleaning as necessary to get rid of removable marks and any deposits as appropriate.

In addition to the programmed frequency of this task, the Contractor shall remove any mark or stain on sight, providing this does not damage the surface covering.

Following cleaning the Contractor shall leave all walls, light switches, power point/sockets and window frames etc clean, free of lint or dust, dry and smear free.

10.15. Toilets, Basins, Showers and other toilet/wet room fittings

The Contractor shall clean all toilets and wash-hand basins using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from all areas including wc's, urinals, pipe work, panels, soap racks/dishes wash hand basins, taps, toilet panels, water cisterns/tanks, soap racks/dishes, wall surfaces (including tiled walls), mirrors, towel/hand rails, the inside and outside of doors and door frames, floor surfaces, heater units, light units, partitions and any other item within or associated with the toilet, shower or wet room.

Any scratching of enamelled or aluminium surfaces will be considered as non performance by the Contractor and without prejudice to any other right or remedy available to the Employer, the Contractor will make good any damage by whatever means they deem necessary and to the approval of the Contract Administrator to return the surface to its original condition.

The Contractor shall empty all litter from refuse bins and replace refuse sacks. The Contractor shall also wash/wipe clean all skirting associated with the areas to be cleaned and this work is deemed to be included within this Task item.

The Contractor shall also remove any cobwebs and ensure that grilles affixed to ventilation equipment are dust and cobweb free.

The Contractor shall inspect all towel, soap and toilet roll dispenser and refresh with domestic consumables as required.

10.16. Work surfaces, sinks and taps in staff work rooms, Activity Studio and staff room, kitchenette areas.

The Contractor shall ensure that work surfaces taps and sinks in the areas listed in 10.16 above are kept clean, tidy and unsoiled. Lime scale shall be removed on a regular basis as it is noticed. Messes and spills will be cleaned and domestic consumables such as soap, washing up liquid and hand towels will be replenished as required.

The Contractor shall also clean all cookers, ovens, tables, cabinet fronts and other item within or associated with a kitchenette area.

Any scratching of enamelled, steel or aluminium surfaces will be considered as non performance by the Contractor and without prejudice to any other right or remedy available to the Employer, the Contractor will make good any damage using whatever method he deems necessary to return the surface to its original condition.

10.17. Offices, Classrooms and Halls

The Contractor shall inspect each of the areas in 10.17 above prior to carrying out the works to determine the extent of the services to be provided.

The Contractor shall clean all desks, tables, filing cabinets, cupboards, book shelves, litter bins, telephones, computer terminals, screens and wall mounted screens, printers, keyboards, desk lamps, chairs, pipe work, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions and any other item within or associated with the areas list in 10.17.

The Contractor shall empty all litter from refuse bins and replace refuse sacks. Small litter bins by desks should be emptied daily, larger bins, including recycling bins should be emptied as and when they are full or sooner if there is a noticeable odour associated with the bin.

Floors, wall skirtings etc shall be cleaned in accordance with items 10.12 and 10.14 of this specification.

10.18. Replenishment of domestic consumables in toilets, classrooms, offices and staff rooms.

The Contractor shall ensure that domestic consumables such as soap, paper towel, toilet roll and washing up liquid are replenished from the school's own stock as required. Any shortages of stock items are to be reported to the Contract Manager immediately upon discovery.

10.19. Emptying internal bins into external bins in the bin store (but not bins containing hazardous waste, eg. sanitary bins or medical waste bins).

The Contractor will empty all internal bins either as they are filled or sooner if there is an odour associated with the bins. hTe bins will be emptied in accordance with the Employer's instructions into the large bins in the waste compound. All waste is to be emptied into the appropriate bin - recycling into the large, green recycling bins, landfill into the grey bins and food waste, if any, into the red food waste bins.

10.20. Lift

The provision of this specification shall apply to the cleaning of the Lift. The Contractor shall ensure that the Lift (Permanent Building only) is regularly cleaned and deoderised. The cleaning is to included washing down of walls as appropriate, and cleaning of doors, architraves and surrounds /call plates etc.

10.21. Miscellaneous items

The Contractor is expected to ensure that any areas/items not listed specifically in this schedule are kept clean and dust free.

10.22. Deep Clean of the school building during school holidays

The Contractor should provide a proposed schedule and cost for deep cleaning (within school holidays) and a list of works to be undertaken as part of each deep clean. The Employer expects that not all tasks will be completed in each deep clean, but the deep clean programme will ensure that all areas of the school, including areas which are difficult to reach or which experience, for example, high traffic can be kept clean in good order.

The Employer does not expect a deep clean to be undertaken in every school holiday. However, a deep clean during the summer holidays should be provided in the deep clean schedule.

The schedule of deep cleaning activities provided by the Contractor should form the basis of the works undertaken in each deep clean, but the Contractor and Contract Administrator should confirm before each deep clean if any alterations are required to the deep clean schedule of works. Any such changes should take no more effort or time than the original proposed activities and are deemed to be included in the Contractor's quoted price.

11. Optional Tasks

11.10. Cleaning of upholstery

On the instruction of the Contract Administrator the Contractor shall thoroughly clean any upholstery using an appropriate cleaning method or cleaning equipment in accordance with the manufacturer's instructions for any equipment to be used.

The Contractor shall be reimbursed the cost of undertaking this Task in accordance with any agreed quotation or the Schedule of Rates at the decision of the Contract Administrator.

11.11. Deep cleaning of carpets and rugs

On the instruction of the Contract Administrator the Contractor shall thoroughly clean carpets and/or rugs using an appropriate cleaning method or cleaning equipment in accordance with the manufacturer's instructions for any equipment to be used.

The Contractor shall provide details of the proposed cleaning method and/or equipment.

The Contractor shall be reimbursed the cost of undertaking this Task in accordance with any agreed quotation or the Schedule of Rates at the decision of the Contract Administrator.

11.12. External window cleaning and gutter clearance

On the instruction of the Contract Administrator the Contractor shall clean the external faces of the school's windows using an appropriate cleaning method or cleaning equipment in accordance with the manufacturer's instructions for any equipment to be used and in accordance with Health and Safety legislation.

The Contractor shall be reimbursed the cost of undertaking this Task in accordance with any agreed quotation or the Schedule of Rates at the decision of the Contract Administrator.

11.13. Other Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

See the schedule of rates.

12. Cleaning at Temporary Site

Given the relationship between the proposed start date of this contract and the expected move date of the school to its new permanent building, the Employer asks that the Contractor include a quotation for cleaning at the temporary site to cover:

- Cleaning to a high standard of the applicable areas specified in section 11 over 50 hours per week (this being the number of hours cleaning per week with the current Contractor).
- A Deep Clean of the building known as the Key Stage 2 block on the school's departure from the temporary site as this building will be returned to Reading Borough Council on the school's departure.

13. Cleaning Frequency Schedule

The Employer asks that the Contractor provide, as part of the Proposed Working Methods section of this ITT, a proposed cleaning frequency schedule for the areas included in the Core Tasks section of this specification. See Section D proposed working methods.

14. Monitoring and KPIs

The Employer is aiming for an economic, high quality cleaning service with a stable workforce and effective supervision.

The Service shall be performed in accordance with the Specification and shall be carried out in an efficient and proficient manner.

The monitoring system will include an inspection of the following:

1. the number and suitability of operatives on site.
2. that the time spent by operatives on site agrees with the number of hours that they are expected to be on site.
3. quality of materials used.
4. that appropriate stock of cleaning materials, including chemicals is held on site.
5. that the cleaning procedures used are either as detailed in the Contract or as agreed with the Contract Administrator
6. that the frequency and standards of cleaning are being met (The Employer expects the Contractor to have its own quality monitoring process in place)
7. that Health and Safety Requirements are met.
8. that the agreed work plan has been followed
9. the number and frequency of complaints from the Employer's staff with regard to cleaning within the school buildings.

The Employer proposes that for the first three months of the Contract there is a quality monitoring meeting held once per month with the Contractor and Employer. Assuming that these meetings are satisfactory the Employer then suggests a quarterly review meeting to ensure that the above monitoring criteria are met.

15. Supporting Documentation

Employer Policies

In addition to the services outlined in the specification, the Contractor shall comply with all Employer policies and codes of practice, links to policies are detailed below: -

Health and Safety Policy:

<http://www.theheightsprimary.co.uk/wp-content/uploads/2014/06/PF1-THPS-Health-Safety-Policy-v2.3-1.pdf>

Equal Opportunities Policy:

<http://www.theheightsprimary.co.uk/wp-content/uploads/2014/06/MG4-THPS-Equal-Opportunities-Policy-v1.2.pdf>

Whistleblowing Policy

<http://www.theheightsprimary.co.uk/wp-content/uploads/2020/11/PSW6-THPS-Whistleblowing-Policy-v1.5.pdf>

Plans of Temporary School Site

Please see Appendix A.

Plans of Permanent School Site

Please see Appendix A.

5 BUSINESS QUESTIONNAIRE

IMPORTANT PLEASE READ FIRST:

Bidders must answer these questions in complete honesty.

The Employer may decide to question further into these areas

Should the Employer discover any discrepancies or that the bidder has been dishonest with its answers, this will result in the bidder being rejected from the tender process or if awarded a contract having its contract terminated with immediate effect.

Award criteria and disqualification

All questions in this schedule are mandatory and will be deemed pass/fail.

If a fail is achieved for any of the business questionnaire questions the bid will be excluded from progressing to the further stages of the tendering process. Therefore, the Employer will disregard the bid and subsequent schedules of the tendered response will not be evaluated.

1. FINANCIAL INFORMATION

- 1.1 Please confirm whether your turnover is at least the minimum of twice the annual estimated value of this contract. The estimated annual value of this contract is from £26,000 to £30,000, dependent on the quantity of optional tasks undertaken

Yes/No

Bidders who answer 'No' will fail the Business Questionnaire.

2. INSURANCE

The Employer has reviewed its current policy regarding insurance covers and requires all contractors to provide the following:-

Employer's Liability £10 million
(except sole traders)
Public Liability £10million
Professional Indemnity cover £5 million

- 2.1 Please confirm that your organisation has the required level of cover or is prepared to obtain the level of cover prior to award?

Yes have levels of cover already and will continue to for this contract ☐

No but will provide the Employer's level of cover if awarded the contract ☐

No have not got cover and will not provide the Employer's required level of cover ☐

Bidders who cannot provide this level of cover will fail the Business Questionnaire.

3. ENVIRONMENT

- 3.1 Do you have an environmental policy? If so please provide a copy of your environmental policy – ***label as 3.1***

Yes/No/Not Applicable

Bidders who answer 'Yes' and provide a copy of the policy will Pass, Bidders who answer 'No' and have 5 or more employees will fail the business Questionnaire. If you are a sole trader or a business with less than 4 staff please select 'N/A' which will qualify as a Pass.

Bidders who answer 'Yes' to having an Environmental Policy will only receive a Pass if a copy of the policy is provided.

4. PROFESSIONAL & BUSINESS STANDING

- 4.1 Has your organisation, at any time during the last 3 years, been in a state of bankruptcy, insolvency, compulsory winding up, administration, receivership, composition with creditors or any analogous state, or subject to relevant proceedings where the proceedings were commenced for valid reasons?

Yes/No

Bidders who answer 'Yes' are required to provide details - a pass will only be awarded if your organisation can demonstrate financial stability. Please label response as 4.1, no more than 400 words.

- 4.2 Has your organisation, its directors or any other person who has the power of representation, decision or control of the named organisation ever been convicted of a criminal offence related to business or professional conduct, including fraud or conspiracy to defraud?

Yes/No

Bidders who answer 'Yes' will fail the Business Questionnaire

- 4.3 Does your organisation hold all relevant licences and memberships for this contract required by law?

Yes/No

Bidders who answer 'No' will fail the Business Questionnaire

5. DISPUTES

- 5.1 Has your organisation had any judgement made against it in relation to similar contracts in the last three years?

Yes/No

Bidders who answer 'Yes' please provide a brief description of the judgement and provide details of any procedures that have been implemented with the aim to prevent this from occurring again – a pass will only be awarded if suitable procedures have been implemented - label response as 5.1, no more than 400 words per contract description.

- 5.2 Has your organisation been involved in any tribunal hearing in relation to any similar service in the last three years, which has resulted in a judgement being made against it?

Yes/No

Bidders who answer 'Yes' please provide a brief description of the judgement and provide details of any procedures that have been implemented with the aim to prevent this from occurring again – a pass will only be awarded if suitable procedures have been implemented - label response as 5.2, no more than 400 words per contract description.

6 - LEGAL OBLIGATIONS

IMPORTANT PLEASE READ FIRST:

Bidders must answer these questions in complete honesty.

The Employer may decide to question further into these areas

Should the Employer discover any discrepancies or that the bidder has been dishonest with its answers, this will result in the bidder being rejected from the tender process or if awarded a contract having its contract terminated with immediate effect.

Award criteria and disqualification

All questions in this schedule are mandatory and will be deemed pass/fail.

If a fail is achieved for any of the Legal Obligations questions the bid will be excluded from progressing to the further stages of the tendering process. Therefore, the Employer will disregard the bid and subsequent schedules of the tendered response will not be evaluated.

1. LEGAL OBLIGATIONS

- 1.1 Is it your organisation's policy as an employer to comply with its statutory obligations with regards to groups with Protected Characteristics under the Equalities Act 2010?

Yes/No

Bidders who answer 'No' will fail the Legal Obligations schedule.

- 1.2 Organisations that employ 5 or more staff are legally required to have a written Equalities Statement. Please confirm if you have a statement and that it is communicated within your organisation, or less than 5 staff.

Yes I have a Statement ☐

Organisation has less than 5 staff ☐

No Statement & 5 or more staff ☐

Please note that answering 'No statement & 5 or more staff' will result in bidders automatically failing the Legal Obligations schedule.

- 1.3 Does your organisation comply with the Health and Safety at Work Act 1974?

Yes/No

Bidders who answer 'No' will fail the Legal Obligations schedule.

- 1.4 Suppliers that employ 5 or more staff are legally required to have a written Health and Safety Policy & Risk Assessments. Please confirm if you have a policy & Assessments, or less than 5 staff

Yes I have a Policy & Risk Assessments ☐
Organisation has less than 5 staff ☐
No statement & Risk Assessments and 5 or more staff ☐

Please note answering 'No policy & Risk Assessments and 5 or more staff' will result in bidders automatically failing the Legal Obligations schedule.

- 1.5 Has your organisation, its directors or any other person who has the power of representation, decision or control of the named organisation ever been convicted of slavery, servitude, forced or compulsory labour, child labour or an offence in human trafficking and other forms of trafficking in human beings within the last five years

Yes/No

Bidders who answer 'Yes' to question 1.5 will automatically fail the Legal Obligations schedule.

- 1.6 In accordance with the Modern Slavery Act 2015 all organisations carrying out business within the UK, with a total annual turnover of £36m or more are required to produce a slavery and human trafficking statement for each financial year.

Please confirm if your organisation has an annual turnover of £36m or more **Yes/No**

If you answered yes to the above question please confirm that you are compliant with the annual reporting requirements contained within Section 54 of the Act 2015? **Yes/No**

Bidders who answer 'No' to question 1.6 and who have an annual turnover of over £36m or more will automatically fail the Legal Obligations schedule. Bidders who answer yes to question 1.6 will be asked to provide evidence of the annual report upon award of contract.

- 1.7

Do you have a Safeguarding policy?

Yes have safeguarding policy ☐

No but will comply with The Heights Primary School's safeguarding policies pending development of your own safeguarding policy and procedures prior to award ☐

No have not got a safeguarding policy and will not comply with the Employer's policy ☐

Bidders who answer 'Yes' to having a Safeguarding Policy will only receive a Pass if a copy of the policy is provided – label as 1.7

Bidders who answer 'No but will comply with The Heights Primary School's safeguarding policies prior to award' please provide a method statement that details your proposed methodology to ensure compliance with, and the promotion of the principles contained in the CBC Safeguarding Policies and Procedures as well as the development of your own safeguarding policy– label as 1.7

Bidders who answer 'No have not got a policy and will not comply with the Employer's policy' will fail the Legal obligations schedule.

7 Pricing Schedule

Prices are to be submitted in Pounds Sterling and exclusive of VAT. It should be assumed that all the requirements under the specification should be included in the costing proposal.

Note – You may adjust the size of the following text boxes to suit your response.

Costs

The costs should be broken down into components with a full description of each component and its associated costs.

Service component description	No of Hours per week	Cost (£)
Rate per week to clean temporary site	50 (current number of hours)	
Weekly term-time rate Routine Cleaning (to include Core Tasks and Frequency as provided in the Contractor's Method Statement)		
Total annual cost, based on 39 term-time weeks (£)		
	Please insert Total No hours proposed per deep clean	
Holiday Time Deep Clean - October half term		
Holiday Time Deep Clean -Christmas Holidays		
Holiday Time Deep Clean -February half-term		
Holiday Time Deep Clean - Easter Holidays		
Holiday Time Deep Clean - May half-term		
Holiday time Deep Clean - Summer Holidays		
Total cost of all deep cleans (£)	N/A	
Cleaning of upholstery, per standard chair 1	N/A	
Cleaning of upholstery, per standard chair 2		
Cleaning of upholstery, per standard chair 3		
Cleaning of upholstery, per standard chair 4		

Cleaning of upholstery, per standard chair 5		
Deep cleaning of carpets per m2	N/A	
Deep cleaning of rugs - large rugs 7m2 to 15 m2	N/A	
Deep cleaning of rugs - small - up to 6m2	N/A	
External window cleaning	N/A	
and gutter clearance	N/A	
Adhoc hard floor cleaning per m2 (wet clean)	N/A	
Hoovering, per m2	N/A	
Suction clean Barrier Matting/Matting Wells per m2	N/A	
Exceptional removal of difficult to clean graffiti, per m2.	N/A	
Consumables:		
Heavy duty black bin bags per roll	N/A	
Heavy duty clear bin bags for recycling bins, per roll	N/A	
Small waste bin bags per roll	N/A	

* No additional costs will be considered by the Employer(s) unless these are clearly stated in the pricing schedule response.

Please confirm you agree to the 24 month fixed price period

Yes ☐ No ☐

8 TUPE

The School's existing contract for the provision of the Services will end the day before the start of this new contract, on or around 21st May 2021. The School proposes entering into the new Contract on or around 22nd May 2021 ('Commencement Date').

Tenderers must note that the award of a Contract to the successful Tenderer may result in a transfer covered by the Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014. All employees engaged in the performance of the Services will transfer to the successful Tenderer on the Contract Commencement Date. We recognise that when the Contract terminates the employees employed by the successful Tenderer in the performance of the Services will be likely to transfer onwards in line with the Regulations.

The School also recognise that The Transfer of Employment (Pension Protection) Regulations 2005 ('the Pension Protection Regulations') will apply. The School understand that the existing service provider offers a **defined benefit contribution** pension scheme. So, under the Pension Protection Regulations the successful Tenderer must offer one of the following pension schemes.

- A Defined contribution scheme where employer contributions match the level of contributions paid by the existing service provider.

Details of the existing employees and their terms and conditions of employment and pensions have been provided by the existing service provider and are attached to this ITT at Schedule 9 – TUPE Schedule. The School have not verified the information in Schedule 9- TUPE Schedule. Tenderers must make sure that pricing has taken account of the impact, if any, of the Regulations and the Pension Protection Regulations.

9 TUPE - Schedule

See below details of employees employed by the current contractor who may transfer on award of this new contract:

The current contract covers 50 hours of cleaning per week over 42 weeks per year. There are three employees employed to deliver the services under the contract:

Employee ID	Hours per week	Paid annual leave entitlement	Annual Salary (per annum)
Operative 1	15	22.6 days	£5,493.60 (includes paid holiday_
Operative 2	15	22.6 days	£5,493.60 (Includes paid holiday)
Operative 3	20	22.6 days	£7 390.53 (includes paid holiday)

Pension – occupational defined contribution scheme with The People’s Pension – 3% employer contribution rate.

10 Supporting Information

Note – You may adjust the size of the following text boxes to suit your response.

SECTION A Company Details

A-1 Company Name &
Registered office

A-2 Registration Number

A-3 No. of Employees

A-4 If the Company is a member of a group of companies, give the name and address of the ultimate holding Company.

A-5 Please provide an up to date Dun and Bradstreet or an equivalent comprehensive credit check report for your organisation
Label response as A-5

SECTION B References

Please provide details of two contracts that your organisation has held that are **relevant** to the Employer's requirements as stated in the specification.

Please include:-

- Customer organisation
- Customer contact name
- Customer e-mail address and phone number
- The date of contract award and finish
- Contract Value
- The names of any subcontractors/consortium members utilised.
- Brief Contract description (no more than 100 words per contract description)

Please label your response as B.1 & B.2

SECTION C Experience of the Company

C-1 Please provide details of your company's previous experience in delivering the type of services required under this contract. **Response to be no more than 1 side of A4 font size Arial 12, please label your response as C-1.**

SECTION D Proposed Working Methods

Please provide answers to the following Method Statements which are designed to assess your planned approach to delivering the contract. **Response to be no more than 6 sides of A4 font size Arial 12, please label your response as D-1**

Method Statement 1 - Potential suppliers are required to detail the approach they will take to regular term-time cleaning including equipment and chemicals to be used and a suggested frequency schedule for areas such as door handles, windows sills etc that might be expected to be found in the areas included in the specification. This should also include the number of hours per day and week required to ensure the school's requirements are met.

Method Statement 2 - Potential suppliers are required to detail the approach they will take to deep cleaning of the school and to suggest a programme of works for each school holiday included in the Pricing Schedule. This should include the number of hours that the proposed schedule would take.

Method Statement 3 – Potential suppliers are required to detail the arrangements they will have in place to provide adequate staff cover to ensure that sickness or other absence by their operatives and/or Managers can be covered.

Method Statement 4 - Potential suppliers are required to detail how they will maintain excellent relations with their operatives and ensure they feel valued and supported. Additionally, potential suppliers should explain how they will support the Wellbeing of their staff.

Method Statement 5 – Potential suppliers are required to detail the key steps that they will put in place in order to support the timely implementation of this services contract.

Method Statement 6 – What do you consider to be the three main challenges in delivering the required services and how would you work with the Employer(s) to overcome them.

Method Statement 7– The Employer is required to achieve value for money. How would you assist the Employer with achieving this aim.

SECTION E Environmental Responsibility

The Employer has made a commitment to reduce its environmental impact and in the process of implementing an Environmental Policy.

E-1 - Please indicate the measures you employ to minimise your organisation's carbon footprint and environmental impact and enhance environmental and social benefits and how these practices will be applied to the delivery of this service. Please indicate the actions in reference to the following areas as appropriate to your submission. ***Response to be no more than 1 side of A4 font size Arial 12, please label your response as E-1***

- Local Purchasing
- Transport & Air Quality
- Waste & Recycling
- Staff Engagement

11 Payment Details

The Employer's standard payment terms are 30 days from receipt of invoice following completion of the required services.

Payment is by Bank Transfer

It is the policy of the Employer to make payments to all suppliers direct into their bank account, this may be Faster Payments or by using the Bankers Automated Clearing Systems (BACS). Please complete your bank and relevant company details below. If your sales are factored to an Agency, please enclose a copy of the authorisation to make payment directly to them. The bank details will then be those of the factor and not yours.

Bank Name _____ Account Name _____

Bank Address _____ Sort Code

_____ Account No.

_____ Postcode _____

No invoices will be accepted from any Contractor without an official written order from the Employer and the order number in full being quoted on all invoices.

IMPORTANT - All invoices for The Heights Primary School should be addressed to:

The Business Manager
The Heights Primary School
82 Gosbrook Rd
Caversham
Reading
Berkshire
RG4 8BH

And emailed directly to invoices@theheightsprimary.co.uk, failure to do so may lead to a delay in payment.

12 Declaration

I DECLARE THAT TO THE BEST OF MY KNOWLEDGE THE ANSWERS SUBMITTED IN THE BUSINESS QUESTIONNAIRE AND IN THE LEGAL OBLIGATIONS SCHEDULES (AND ANY SUPPORTING MODULES) ARE CORRECT. I UNDERSTAND THAT THE INFORMATION WILL BE USED IN THE EVALUATION PROCESS TO ASSESS MY ORGANISATION'S SUITABILITY TO TENDER FOR THE EMPLOYER'S REQUIREMENT. SHOULD THE EMPLOYER DISCOVER ANY DISCREPANCIES OR THAT I HAVE BEEN DISHONEST WITH THE ANSWERS THIS WILL RESULT IN THE ORGANISATION TO WHICH I HAVE COMPLETED THIS QUOTATION FOR, BEING REJECTED FROM THE TENDER PROCESS OR IF AWARDED A CONTRACT WILL HAVE THE CONTRACT TERMINATED WITH IMMEDIATE EFFECT AND NO COST INCURRED TO THE EMPLOYER.

SIGNATURE IS MANDATORY, FAILURE TO DO SO WILL RESULT IN YOUR BID BEING DEEMED NON COMPLIANT WHICH WILL RESULT IN YOUR BID BEING DISQUALIFIED FROM THIS TENDERING PROCESS.

1.	Name:
2.	Position (Job Title):
3.	Date:
4.	Telephone number:
5.	Signature:

13 Certificate of Non-collusion and Non-canvassing

Certificate of Non-collusion and Non-canvassing

Cleaning Services (the 'Contract')

To: The Heights Primary School (The 'Employer')

Date:

For the attention of: Caroline Hoyle, Business Manager

Note to Organisation: As a public body it is important that the Employer receives genuine competitive offers from Tenderers, and that all Tenderers act in a manner that is honest and reflects best practices. Tenderers are therefore required to sign this document to certify that they have not and will not undertake any acts of canvassing or collusion.

Statement of Non-canvassing

I/We certify the following.

I/we hereby certify that I/we have not canvassed any member, director, employee or adviser of the Employer in connection with this Tender and the proposed award of the Contract by the Employer and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.

I/we further hereby undertake that I/we will not canvass any member, trustee, employee or adviser of the Employer in connection with this Tender and the proposed award of the Contract and that no person employed by me/us or acting on my behalf, or advising me/us, will do any such act. I/we agree that the Employer may, in consideration of this bid, and in any subsequent actions, rely upon the statements made in this Certificate.

Statement of Non-collusion

The essence of the public procurement process for selective tendering for the Contract is that the Employer shall receive bona fide competitive Tenders from all Tenderers.

In recognition of this principle, I/we hereby certify that this is a bona fide offer, intended to be competitive, and that I/we have not fixed or adjusted the amount of the offer or the price in accordance with any agreement or arrangement with any person (except any sub-contractor identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time during the tender process or in the event of my/our Tender being successful while the resulting Contract is in force, any of the following acts:

- 1 enter into any agreement or agreements with any other person that they shall refrain from tendering to the Employer or as to the amount of any offer submitted by them; or
- 2 inform any person, other than the Employer of the details of the Tender or the amount or the approximate amount of my/our offer except where the disclosure was in confidence and was essential to obtain insurance premium quotations required for the preparation of the Tender; or
- 3 cause or induce any person to enter into such an agreement as is mentioned in paragraph 1 and 2 above or to inform us of the amount or the approximate amount of any rival Tender for the Contract; or
- 4 commit any offence under the Bribery Act 2010 nor under Section 117 of the Local Government Act 1972; or
- 5 offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the performance of the Project covered by the Tender any act or omission.

In this Certificate, the word 'person' includes any person, body or association, corporate or incorporate and 'agreement' includes any arrangement whether formal or informal and whether legally binding or not.

I/we agree that the Employer may, in its consideration of the offer, and in any subsequent actions, rely upon the statements made in this certificate.

Signed _____

Name _____

Position _____

For and on behalf of [Insert the name of your company below]_____

14 Form of Tender

Cleaning Services (the 'Contract')

Form of Tender

To: **The Heights Primary School (the 'Employer')**

For the attention of: Caroline Hoyle, Business Manager

Date:

Dear Sir or Madam

Tender for the Contract

I/We, the undersigned, tender and offer to provide the Contract as listed below, which is more particularly referred to in the Invitation to Tender supplied to me/us for the purpose of tendering for the provision of the Contract and upon the terms of the Contract.

Attached to this Form of Tender are the following:

2. My/our response to the issues raised in Schedule 8 of the ITT.
3. The completed Pricing Schedule.
4. A signed Declaration
5. A signed Certificate of Non-Collusion and Non Canvassing.
6. The Terms and Conditions
7. The Appendices – A and B and C

I/We confirm that we accept the Contract as issued with the Invitation to Tender

I/We agree in the event of acceptance of our Tender to execute the Contract within 15 business days of acceptance (or otherwise as agreed with the Employer), and in the interim, provide the Contract in accordance with the Contract if necessary.

I/We understand that the Employer reserves the right to accept or refuse this Tender whether it is lower, the same, or higher than any other Tender.

I/We confirm that:

- the information supplied to you and forming part of this Tender; and

- (to avoid doubt) any information that I/we supplied to you as part of my/our initial expression of interest in tendering, was true when made and remains true and accurate in all respects.

I/We confirm that this Tender will remain valid for **90** days from the date of this Form of Tender.

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as needed.

I/We confirm that the I/we are authorised to commit the Tenderer to the contractual obligations contained in the Invitation to Tender and the Contract.

Signed by

Name(s) _____

Position _____

For and on behalf of **[Insert the name of your company here]**

15 Contract Conditions Acceptance

Contract for Provision of Cleaning Services

To The Heights Primary Schjool (The ‘ Employer‘)

I/we the undersigned DO HEREBY UNDERTAKE to provide the Service upon and subject to the terms and conditions set out in such Conditions of Contract, Specification, and the pricing and rates contained in the pricing schedule and other documents as are contained or incorporated herein.

Signature

.....
Duly authorised agent of the Supplier
(Electronic/typed signatures are acceptable)

Position held

.....

Name and Address of Supplier

.....
.....
.....
.....

Dated

.....

It must be clearly shown whether the Supplier is a Limited Company, Corporation, Partnership, or Single Individual, trading in his own or another name, and also if the person signing is not the actual tenderer, the capacity in which he/she signs or is employed.

16 Articles of Agreement

This CONTRACT is made the of

Between The Heights Primary School of 82 Gosbrook Rd, Caversham, Reading, Berkshire, RG4 8BH ("the Employer") the one part and **[Insert your company name here]** of the other part

WHEREAS

1. The Employer wishes to have provided the Service/s set out in the attached Terms and Conditions and has appointed the Supplier for the supplying of this Service; and
2. The Supplier is willing to provide such Service/s in accordance with the provisions of the Contract.

NOW IT IS AGREED between the Employer and the Supplier as follows:

1. The Contract constitutes the sole agreement between the Employer and the Supplier for the provision of Service/s;
2. The Supplier shall provide the Service/s in accordance with the provisions of the Contract and to the satisfaction of the Employer for the Contract Period.

IN WITNESS WHERE OF the parties here to

SIGNED for and on behalf of
the Employer

.....

Print Name and Address

.....

.....

SIGNED for and on behalf of
the Employer

.....

Print Name and Address

.....

.....

In the presence of -
Signature: (Employer Officer)

.....

Print Name and Address

.....

SIGNED for and on behalf of
the Supplier

Print Name and Address

In the presence of –
Signature (Supplier Officer):

Print Name and Address

17 Supplier's Contact Information

Name of person to whom any queries relating to this Tender should be addressed

Telephone/Mobile

Email

Address
(only if different from the Registered Office address stated in Schedule 8)

Appendix A Site Plans

Plan 1– Overview of permanent site

Key to floorings om site plans.

Plan 2 – Ground Floor of Permanent Site Building

Plan 3 – Fist Floor of Permanent Site Building

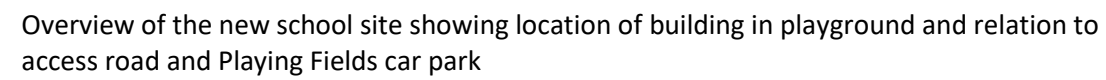
Plan 4 – Overview of Temporary site –

Note regarding floor coverings






Plan 5 –Temporary Site – KS2 block

Plan 6 – Temporary Site – KS1 block Ground Floor

Plan 7 - Temporary Site – KS1 block First Floor



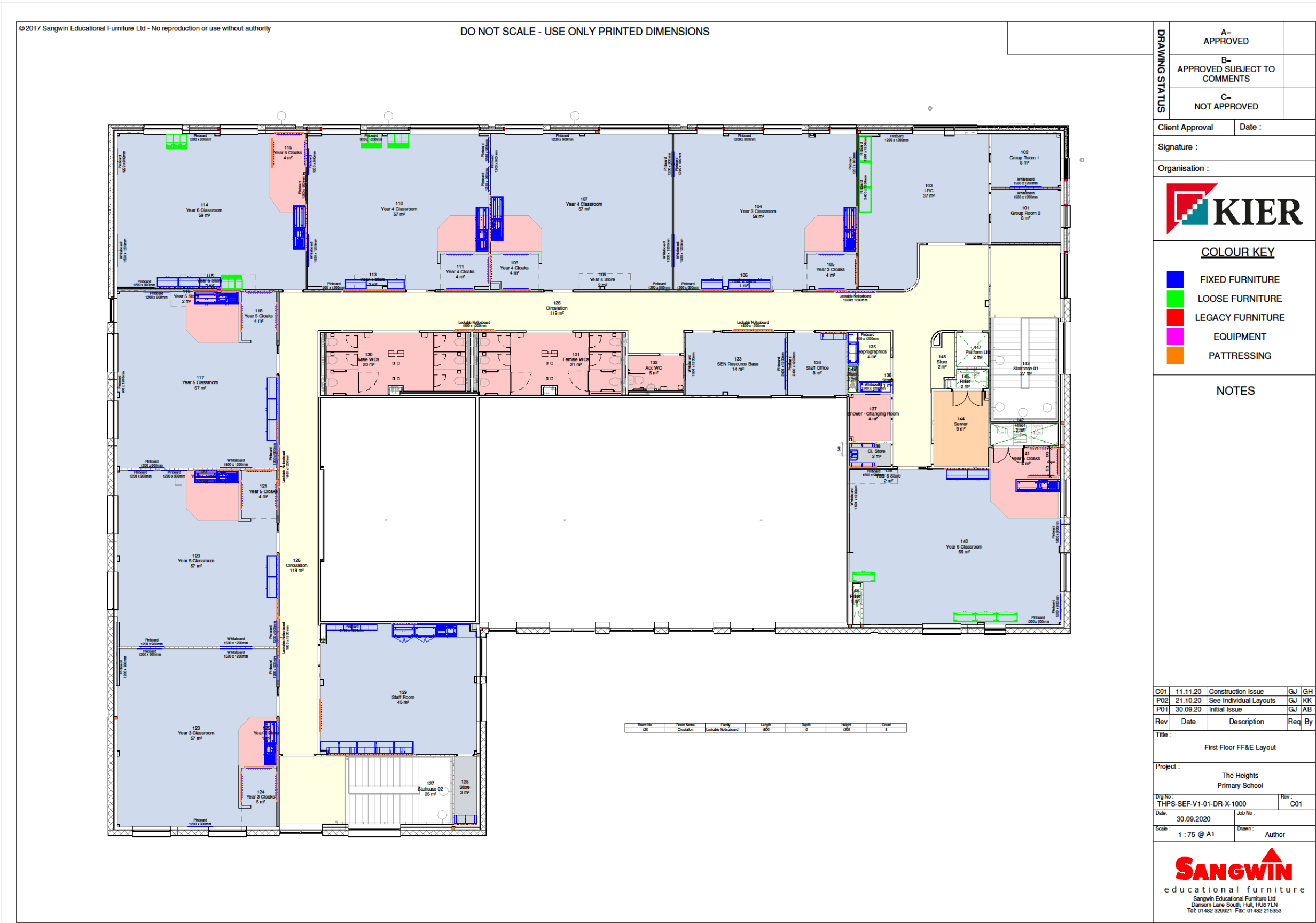
Key to floor coverings:

-  Carpet tiles
-  Embedded door matting (matt well)
-  Vinyl Floor covering
-  Anti-slip vinyl
-  Specialist vinyl suitable for sports hall floors.

Kitchen and Plant Room are out of scope of this ITT.



Plan 3 – Fist Floor of Permanent Site Building



Plan 4 – Overview of Temporary site



Overview of temporary site adjacent to Gosbrook Rd and Westfield Road Recreation Ground

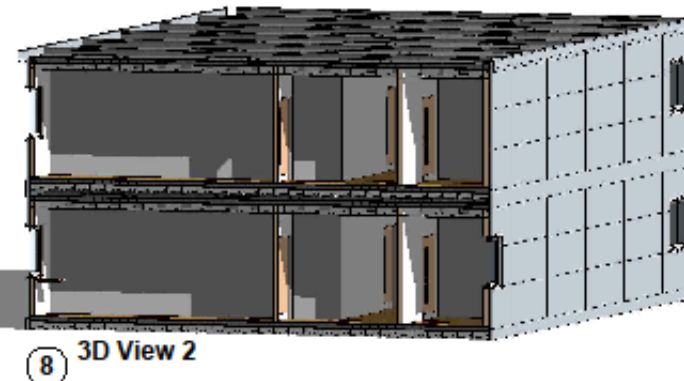
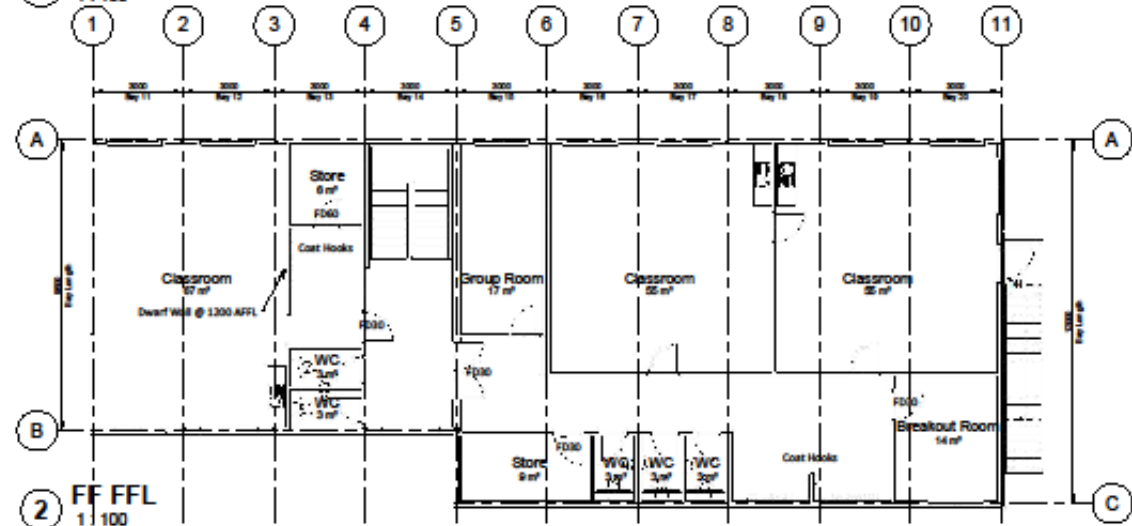
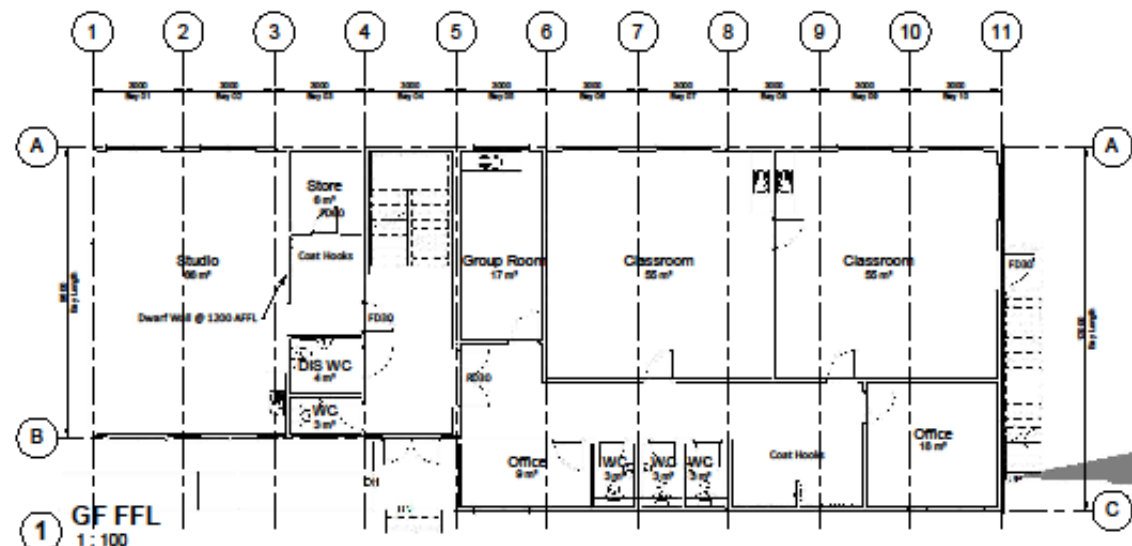


Note on Floor Coverings

Most floor coverings at the Temporryay Site are safety vinyl, with the exception of the following rooms which are carpet tile:

- All offices
- Both staff rooms
- Group Rooms in the Ks2 block – first floor
- Classbase 5 – First Floor KS1 block

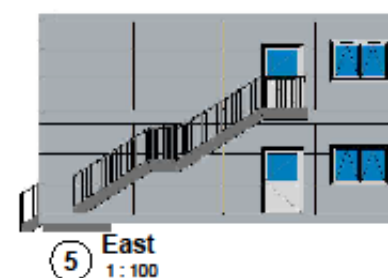
Plan 5 – Temporary Site - KS2 Block



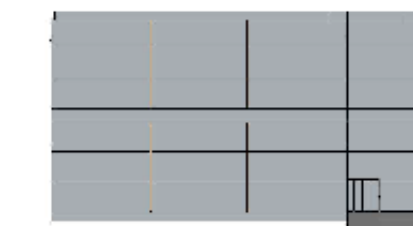
3D View 2



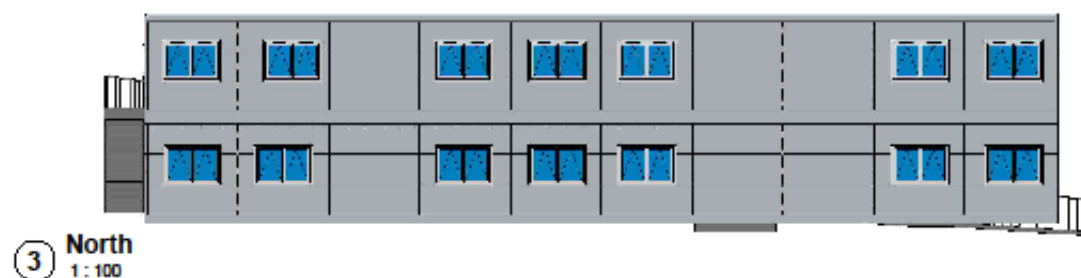
3D View 1



East
1:100



West
1:100



North
1:100



South
1:100



REDS10 Ltd
The Old Church
89a Quirk's Road
Wimbledon
SW19 1FX
T 020 8545 8800
F 020 8545 2804
www.reds10.com

NOTE: Unless specifically highlighted on the plan by REDS10 Ltd, all Small Power, Structured Cabling, Security and Ancillary Systems are as the MSE Contract Drawings.

Do not scale from this drawings. All measurements must be checked on site before manufacture.

Project Status

Rev	Description	Date
A	Edits Made From School Suggestions	06/02/18
B	FD Ratings Added	19/02/18
C	Additional Door Added To Separate Costs From Corridor	20/02/18
D	2 New Windows Added	26/02/18
E	Changes Made For Fire Protection	13/03/18
F	Ramp and Stairs Added	22/03/18

PROJECT

Reading Heights

TITLE

General Overview

CLIENT

Hampshire County Council

DRAWN BY
RP

CHECKED BY
SR

DATE
22/03/18

SCALE (A1)
1:100

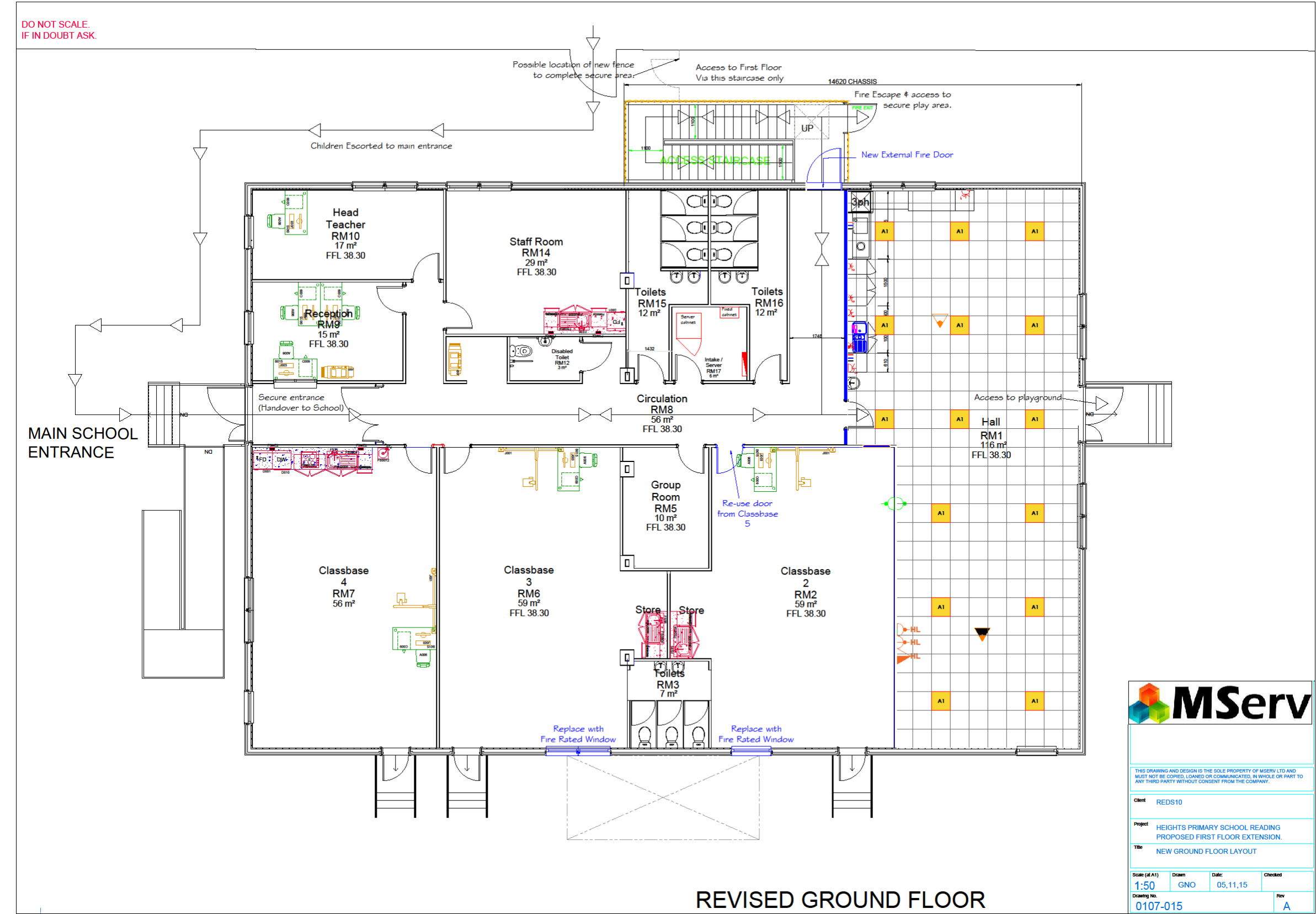
PROJECT NUMBER
5249

DRAWING NUMBER
5249-001

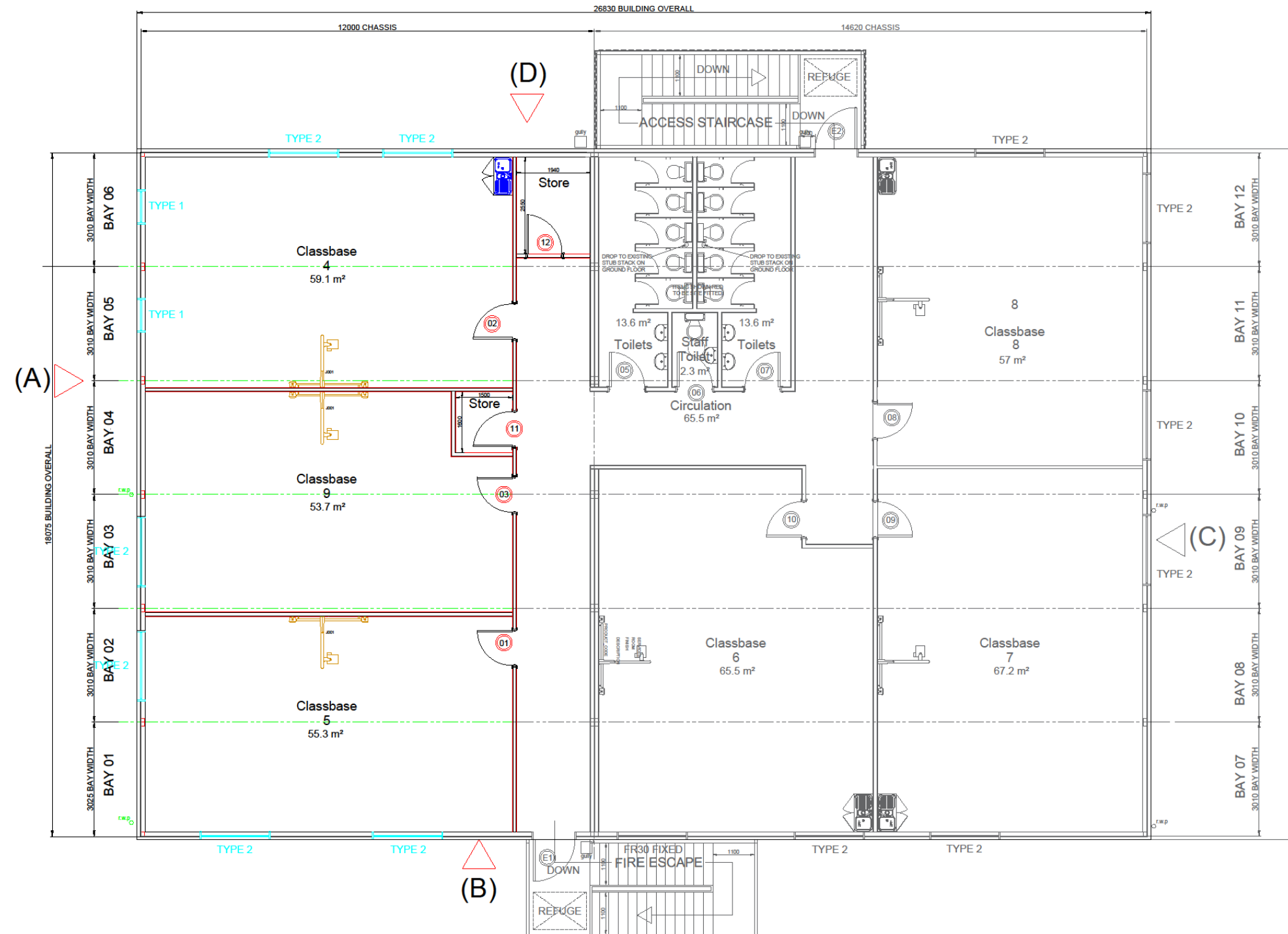
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22/03/2018 16:41:45

Plan 6 – Temporary Site – KS1 Block – Ground Floor



Plan 6 – Temporary Site – KS1 Block – First Floor



PROPOSED FIRST FLOOR EXTENSION

REDS10 

REDS10 Ltd
The Old Church
89b Quick's Road
Wimbledon
SW19 1EX
T 020 8545 8800
F 020 8545 2604
www.reds10.com

FF&E KEY

FIXED FF&E

LOOSE FF&E

WALL FF&E

ICT

REVISION

LEGACY

NOTE: Unless specifically highlighted on the plan by REDS10 Ltd, all Small Power, Structured Cabling, Security and Ancillary Systems are as the M&E Contract Drawings.

Do not scale from this drawings. All measurements must be checked on site before manufacture.

[illegible]

The Heights, Reading

First Floor Proposal

Project number	2009
Date	21/02/2017
Drawn by	SJR
Checked by	PR
2009-RH-PROP-A	
Scale	1:100

Appendix B – Exit Management Plan

The exit management plan comes into effect if a notice to terminate the Contract is issued by the Employer or the Contract runs for its full term and meets its expiry date.

- 1.1 If applicable, at the end of the Contract Period the Contractor will adhere to the Terms and Conditions of the General Data Protection Regulation. Any personal data collected as part of the operation of this contract will be securely disposed of by the Contractor in accordance with the data protection provisions or returned to the Employer as instructed.
- 1.2 The Contractor is obliged to continue delivering services at the same level of quality for the transition period and continue to comply with the Terms and Conditions of the Contract to ensure an orderly migration of the Services to the Employer or, at the Employer's request, a Replacement Supplier.
- 1.3 In the event of expiry or termination of this Contract or whenever reasonably requested the Contractor will provide the Employer with any reasonable requests for data, or reporting information in relation to the Contract to assist with the Authority's retendering of the Contract provision, this information will be provided by the contractor at no cost to the Employer.
- 1.4 In the event of expiry or termination of this Contract or whenever reasonably requested the Contractor will provide the Authority with any information they may request in relation to providing Employee liability information as required under Regulation 11 of TUPE. This information will be provided to assist with the Authority's retendering of the Contract provision.
- 1.5 In the event of expiry or termination of this Contract, and once service delivery has come to an end, the Contractor agrees to remove all equipment and chemicals owned/provide by the Contractor from the Employer's premises. This is unless the Contractor has agreed with the Employer and the new Contractor that these items should remain. If chemicals and equipment are to remain on the Employer's premises this will be at no cost to the Employer.

Appendix C – Standard Chairs

Standard Chair Type 1 – Conference Chair

Aprox 22 on site



Standard Chair Type 2 – Staffroom seating – Easy chair

Approx ten on site, some chairs of this general type have arms.



Standard Chair Type 3 Zig Zag Primary seating

Aprox 4 on site



Standard Chair Type 4 – Zig-zag stool with no back

As above image, but no back.

Approx 4 on site

Standard Chair Type 5 – Operator Chair

Approx 10 on site

