



**dated 31 October 2017**

**Cheltenham Borough Council**  
and  
**Publica Group (Support) Limited**

## **Agreement**

in relation to the provision of human resources, learning and OD, payroll, finance, health & safety, ICT and procurement services

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# Agreement

dated 31 October 2017

## Parties

- (1) **Cheltenham Borough Council** of Municipal Offices, Promenade, Cheltenham GL50 9SA (the **Council**); and
- (2) **Publica Group (Support) Limited** (registered number 10580349) whose registered office is at Cotswold District Council of Trinity Road, Cirencester, Gloucestershire, GL7 1PX (the **Company**).

## Introduction

- (A) The Council wishes to enter into a contractual arrangement for the Services (defined below) with the Company.
- (B) The principal purpose of this contractual arrangement is to establish a long term relationship between the Council and the Company to provide the Services to the Council.
- (C) The Council and the other Members have jointly set up the Company as a company limited by guarantee, a wholly owned company, operating with Mutual Trading Status to deliver the Services to the Council and services similar to the Services to other Members under contracts similar to this Agreement.
- (D) The Company is a Teckal company fulfilling the conditions set out in Regulation 12(4) of the Public Contracts Regulations 2015. The Company is subject to management supervision by the Members. As such, the Company is a body governed by public law as defined in the Public Contracts Regulations 2015.
- (E) The Members shall exercise decisive influence over both the strategic objectives and significant decisions of the Company pursuant to the arrangements that are set out in the Members' Agreement dated 25 May 2017.
- (F) This Agreement sets out the basis upon which the Company is to provide the Services to the Council, which together with similar agreements with the other Members, will form the basis for the Company developing a successful business.
- (G) The Council is a local authority which exercised its powers under section 1 Localism Act 2011 when it established the Company.

## Agreed terms

### 1 Definitions and Interpretation

#### 1.1 Definitions

In this Agreement unless the context otherwise requires the following terms shall have the meanings given to them below:

**Additional Services** means the additional services referred to in clause 7;

**Agreement** means this agreement between the Council and the Company consisting of these clauses and any attached Schedules;

**Annual Fee** means the fee payable by the Council to the Company for the Services as set out in this Agreement and as included in the Business Plan;

**Annual Review** means the review referred to in clause 40;

**Annual Service Plans** means:

- (a) in relation to the first Contract Year those plans previously approved by the Council and which applied to the Services prior to the Commencement Date as set out in Part 2 of Schedule 1; and
- (b) with effect from 1 April 2018, the plans to be developed and thereafter updated annually in accordance with clause 40;

**Annual Service Report** means the report referred to in clause 40;

**Approval** and **Approved** means the written consent of the Council;

**Business Budget** means the budget for the Company in respect of the first and second Contract Years of this Agreement;

**Business Plan** means the operational business plan and budget of the Company approved by the Members each Financial Year in respect of all the activities of the Company;

**Change in Law** means the coming into effect or repeal (without re-enactment or consolidation) in England of any Law, or any amendment or variation to any Law or any judgement of a relevant court of law which changes binding precedent in England in each case after the Commencement Date;

**Commencement Date** means 1 November 2017;

**Communications Protocol** means the protocol agreed between the Parties describing how the Company and the Council shall communicate on a day to day basis a copy of which appears in Schedule 2 (as amended from time to time by agreement between the Parties);

**Company Annual Fee** means the fees payable by the Company to the Council for the use of the Council Assets and ICT System and the Premises Licence as set out in this Agreement and as included in the Business Plan;

**Company Assets** means all assets and rights to enable the Council or a New Supplier to provide the Services in accordance with this Agreement including:

- (a) the Transferring Assets;
- (b) any equipment, including the Equipment provided pursuant to the terms of this Agreement as shown in the Company Assets Inventory;

- (c) any books and records (including operating, maintenance and M/E manuals, health and safety manuals and other know how) but expressly excluding the Company's internal operating manuals, the Company's HR manuals and the Company's management forecasts and modelling, supplier financial information and commercially sensitive financial information;
- (d) any spare parts, tools and other assets (together with any warranties in respect of assets being transferred);
- (e) any revenues and any other contractual rights; and
- (f) any Intellectual Property Rights subject to and in accordance with clause 24, but expressly excluding the Company's corporate branding and logos not exclusively used in or developed for the delivery of the Services;

but excluding any assets and rights (including the Council Assets) in respect of which the Council is full legal and beneficial owner;

**Company Assets Inventory** means an inventory of the Equipment prepared in accordance with the requirements of clause 14.2.3;

**Company's Representative** means the individual from time-to-time authorised to act on behalf of the Company for the purposes of the Agreement;

**Confidential Information** means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information which relates to the business, affairs, properties, assets, trading practices, Services, developments, trade secrets, Intellectual Property Rights, know-how, personnel, customers and suppliers of either Party, all personal data and sensitive personal data within the meaning of the Data Protection Act 1998 and all information protected under the Government Security Classifications (**GSC**);

**Contract Year** means a period of twelve (12) Months commencing on 1 April in each Contract Year and expiring on 31 March in each subsequent Contract Year provided that:

- (a) the first Contract Year shall be the period commencing on the Commencement Date and ending on the immediately following 31 March; and
- (b) the final Contract Year shall be the period commencing on 1 April immediately preceding the last day of the Term to (as applicable) the Expiry Date or the date set out in the relevant termination notice served in accordance with clause 34;

**Council Assets** means the Council's existing assets as identified in Schedule 4 which are to be made available to the Company for the purposes of delivering the Services in connection with this Agreement on the terms set out in clause 14.4;

**Council's Corporate Strategy** means the Council's strategy or equivalent published from time to time on its website;

**Council's Medium Term Financial Strategy** means the financial strategy updated by the Council from time to time;

**Council Premises** means any premises owned or occupied by the Council where any of the Services are required to be carried out by the Company;

**Council Representative** means the individual from time-to-time authorised to act on behalf of the Council for the purposes of the Agreement;

**Customer Service Standards** means the detailed service standards relating to the Services as set out from time to time in the Annual Service Plans;

**Default** means any breach of the obligations of either Party (including but not limited to fundamental breach or breach of a fundamental term) or any default, act, omission, negligence or statement of either Party, its employees, agents or sub-contractors in connection with or in relation to the subject matter of the Agreement and in respect of which such Party is liable to the other;

**Direct Losses** means all damage, losses, liabilities, claims, actions, costs (including where applicable demobilisation costs), expenses (including the cost of legal or professional services, legal costs being on an agent/client, client paying basis), proceedings, demands and charges whether arising under statute, contract or at common law but, to avoid doubt, excluding Indirect Losses;

**Disclosure and Barring Service** or **DBS** means the bureau established pursuant to Part V of the Police Act 1997;

**Environmental Information Regulations** means the Environmental Information Regulations 2004;

**Equipment** means all vehicles, plant, machinery, tools and other equipment (including the Transferring Assets) provided by the Company to deliver the Services pursuant to the terms of this Agreement and included from time to time on the Company Assets Inventory;

**Expiry Date** means (subject to the provisions for extension in clause 29) five (5) years from the Commencement Date;

**Extension** means the extension of the duration of the Agreement agreed in accordance with clause 29;

**Extension Period** means two successive periods of four (4) years;

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

**Force Majeure** means any event or occurrence which is outside the reasonable control of the Party concerned, and which is not attributable to any act or failure to take preventative action by the Party concerned, including (but not limited to) governmental regulations, fire,

flood, or any disaster. It does not include any industrial action occurring within the Company's organisation or within any sub-contractor's organisation;

**Financial Year** means the financial accounting period from 1 April to 31 March;

**Fund** means the Gloucestershire County Council Pension Fund;

**Good Industry Practice** means the exercise of such degree of skill, diligence, care and foresight which would reasonably and ordinarily be expected from a skilled and experienced contractor engaged in the supply of service similar to the Services under the same or similar circumstances as those applicable to this Agreement;

**ICT System** means the ICT System described in Schedule 8 including software, hardware and any communication networks and all subsequent additions and replacements thereto;

**Indirect Losses** means loss of profits, loss of use, loss of production, loss of business, loss of business opportunity, or any claim for consequential loss or for indirect loss of any nature;

**Information** has the meaning given under section 84 of the Freedom of Information Act 2000;

**Intellectual Property Rights** means patents, inventions, trade marks, service marks, logos, design rights (whether registrable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights and other similar rights or obligations whether registrable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off;

**Key Performance Indicators** or **KPI** means the means the levels of performance required from the Company in the provision of the Services as set out in the Annual Service Plans from time to time,

**Law** means any applicable Act of Parliament, sub-ordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the Royal Prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, bye-law, regulatory policy, guidance or industry code, judgment of a relevant court of law, or directives or requirements of any Regulatory Body of which the Company is bound to comply;

**LGPS** means Local Government Pension Scheme;

**Members** means Cotswold District Council, Forest of Dean District Council, West Oxfordshire District Council, Cheltenham Borough Council and any future members of the Company;

**Members' Agreement** means an agreement dated 25 May 2017 governing (among other things) the Members' ownership of and control over the Company as the same may be amended or restated from time to time;

**Monitoring Reports** means the report(s) referred to in Schedule 3;

**Month** means calendar month;



**New Supplier** means any third party company appointed by the Council to provide any services which are substantially similar to any of the Services, and which the Council receives in substitution for any of the Services following the expiry, termination or partial termination of this Agreement, whether those services are provided by the Council internally and/or by any third Party;

**Party** means a party to this Agreement and **Parties** shall be construed accordingly;

**Performance Monitoring** means the monitoring of the Company's performance as required by the Annual Service Plans and the Communications Protocol;

**Premises Licence** means the licence(s) of Council Premises substantially in the form of the template premises licence set out in Schedule 7;

**Quality Standards** means any quality standards relating to the Services published by the British Standards Institute, the International Organisation for Standardisation or any other equivalent body, with which a skilled and experienced operator engaged in the same type of industry or business as the Company would reasonably and ordinarily be expected to comply as supplemented by the Specification;

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

**Requests for Information** shall have the meaning set out in FOIA or any apparent request for information under the FOIA or the Environmental Information Regulations;

**Required Insurances** means the insurances specified in clause 30;

**Retained Supplier Contracts** means those supplier contracts listed in Schedule 6 which are to be made available to the Company on the terms set out in clause 14.6.1;

**Retained Supplier Contractors** means the counterparties to the Retained Supplier Contracts;

**RIDDOR** means Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;

**Schedule** means a schedule attached to the Agreement;

**Senior Management Team** means any two of the Council's Chief Executive, Section 151 Officer, Director of Corporate Resources or Monitoring Officer from time to time;

**Services** means the services to be provided by the Company as set out in the Specification;

**Specification** means the description of the relevant Services to be provided under the Agreement set out in Part 1 of Schedule 1 as amended from time to time in accordance with clauses 7 and 23;

**Staff** means all persons employed by the Company to perform the Agreement together with the Company's servants, agents and sub-contractors used in the performance of the Agreement;

**Sub-Contractor** means any person engaged by the Company from time to time as may be permitted by this Agreement to procure the provision of the Services (or any of them);

**Term** means the period of duration of the Agreement in accordance with clause 2.1;

**Termination Date** means the date of early termination of this Agreement in accordance with its terms;

**Termination Employees** means the Staff who it is determined in accordance with the procedure as set out in clause 32.1 will transfer to the Council or any New Supplier on the Termination Date;

**Transferring Assets** means those assets listed in Schedule 5 which are to be purchased by the Company on the Commencement Date;

**TUPE Regulations** means the Transfer of Undertakings (Protection of Employment) Regulations 2006;

**Value Added Tax** or **VAT** means any value added taxes;

**Variation** has the meaning given to it in clause 23; and

**Working Day** means a day when the Council offices are open to the public.

## 1.2 Interpretation

1.2.1 Words importing the singular meaning include where the context so admits the plural meaning and vice versa.

1.2.2 Words importing the masculine include the feminine and the neuter.

1.2.3 Reference to a clause is a reference to the whole of that clause unless stated otherwise.

1.2.4 References to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted.

1.2.5 References to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assignees or transferees.

1.2.6 The words include, includes and including are to be construed as if they were immediately followed by the words without limitation.

1.2.7 Headings are included in this Agreement for ease of reference only and shall not affect the interpretation or construction of this Agreement.

## 2 Commencement and Term

2.1 This Agreement shall take effect on the Commencement Date and (subject to the provisions for early termination or (as applicable) Extension set out in this Agreement) shall continue until the Expiry Date provided that this Agreement may be terminated:

2.1.1 in the event of a material breach of this Agreement in accordance with clause 34; or

2.1.2 in the circumstances set out in clauses 33, 35 and 39.

2.2 The Council may seek to extend the duration of the Agreement in accordance with clause 29. During the Extension, the obligations under the Agreement shall continue (subject to any Variation) until the revised Expiry Date for the relevant Services determined in accordance with clause 29.

## 3 Notices

3.1 Except as otherwise expressly provided within the Agreement, no notice or other communication from one Party to the other shall have any validity under the Agreement unless made in writing by or on behalf of the Party concerned.

3.2 Any notice or other communication which is to be given by either Party to the other shall be given by letter (sent by hand, post, registered post or by the recorded delivery service), or by facsimile transmission or electronic mail (if confirmed in either case by letter). Such letters shall be addressed to the other Party in the manner referred to in clause 3.3 Provided the relevant communication is not returned as undelivered, the notice or communication shall be deemed to have been given two (2) Working Days after the day on which the letter was posted or sooner where the other Party acknowledges receipt of such letters, facsimile transmission or item of electronic mail.

3.3 For the purposes of clause 3.2, the address of each Party shall be:

3.3.1 for the Council:

Chief Executive

Municipal Offices

Promenade

Cheltenham

GL50 9SA

Email: [Pat.Pratley@cheltenham.gosx.gov.uk](mailto:Pat.Pratley@cheltenham.gosx.gov.uk)

3.3.2 for the Company:

Managing Director

Publica Group (Support) Limited  
C/O Cotswold District Council offices  
Trinity Road, Cirencester  
United Kingdom, GL7 1PX

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

#### 4 **Fraud**

The Company shall take all reasonable steps, in accordance with Good Industry Practice, to prevent any fraudulent or criminal activity including but not limited to corruption within the meaning of Section 1 or 6 of the Bribery Act, money laundering within the meaning of section 340(11) of the Proceeds of Crime Act 2002 and the commission of any offences under the Criminal Finances Act 2017, by the Staff, the Company (including its shareholders, members, directors) and/or any of the Company's suppliers, in connection with the receipt of monies from the Council. The Company shall notify the Council immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

#### 5 **The Specification**

5.1 The Services shall be provided during the Term in accordance with:

5.1.1 the Specification set out in Part 1 of Schedule 1;

5.1.2 the Annual Service Plans, Customer Service Standards and (as applicable) KPIs ;

5.1.3 the Communications Protocol;

5.1.4 the terms of this Agreement; and

5.1.5 the Law.

5.2 Timely provision of the Services shall be of the essence of the Agreement, including in relation to commencing the provision of the Services within the time agreed or on a specified date.

5.3 The Council shall have the power to inspect and examine the performance of the Services at any reasonable time.

#### 6 **Standard of Services**

6.1 The Company shall ensure that its obligations under this Agreement are discharged and that the Services are performed by appropriately experienced, qualified and trained Staff with all due skill, care and diligence including but not limited to Good Industry Practice and good health and safety practices.

- 6.2 The Company shall at all times comply with the Quality Standards, and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body. To the extent the standard of Services has not been specified in the Agreement, the Company shall agree the relevant standard of Services with the Council prior to execution and then annually as part of the Annual Review in accordance with clause 40.
- 6.3 The introduction of new methods or systems which impinge on the provision of the Services shall be subject to the Variation procedures set out in clause 23.
- 6.4 Where any access to the Council's Premises is necessary in connection with the provision of the Services, the Company and the Company's sub-contractors or suppliers shall at all times comply with the reasonable requirements of the Council's security procedures and health and safety policies.

## 7 **Additional Services**

The Parties may agree to add further services to the Specification by following the Variation procedures set out in clause 23.

## 8 **Payment for Services and Annual Fee**

### 8.1 **Payments by Council**

8.1.1 In consideration of the performance of the Company's obligations under the Agreement by the Company, the Council shall pay the Annual Fee as follows:

- (a) The Annual Fee shall be computed by the Company reflecting arm's length principles in the annual budgeting process
- (b) the Annual Fee for the Services shall be deemed to include all reasonable costs incurred in delivering the Services including operational costs, management and support costs other overheads and an arm's length level of profit;
- (c) the Company will recharge all costs incurred in delivering the Services to the Council and apply an appropriate mark-up;
- (d) the Company can adjust the charges to each Member to take account of material changes to the expected budgeted costs or scope of Services to be provided, such that the Council will not subsidise the delivery of Services to other local authorities or third parties; and
- (e) the Company shall work with the Council to support the delivery of savings and additional income identified in the Council's Medium Term Financial Strategy.

8.1.2 Subject to clause 8.1.1 above the Annual Fee for the first Contract Year of this Agreement shall be £771,099 (plus VAT) (which is the pro-rated sum for the first Contract Year) as set out in the Business Budget.

8.1.3 The Annual Fee for each subsequent year shall be reviewed and agreed between the Parties as part of the annual process to agree the Business Plan. The review will include (among other things) any requirement for a change to

the Services or any part of the Services and any change in the LGPS contribution rate(s) which has an impact on the Annual Fee provided that in the event of the Parties failing to reach agreement not later than 30 days before the beginning of each Contract Year each year the matter shall be determined by the disputes resolution process set out in clause 41 and until the matter has been resolved the Annual Fee for the previous year shall apply and shall be paid by the Council in accordance with this clause 8.1. The review shall reflect arm's length principles.

- 8.1.4 The Company shall submit VAT invoice(s) to the Council on the first Working Day of each calendar Month detailing the Services to be provided during the following calendar Month and the amount payable. The sum shall be 1/12<sup>th</sup> of the Annual Fee and pro-rated for any Contract Year less than 12 (twelve) Months.
- 8.1.5 The Company shall submit a quarterly reconciliation invoice or credit note within ten (10) Working Days of the end of the respective quarter to reflect the actual cost of the Services incurred in the preceding quarter and a final annual reconciliation invoice or credit note by 30 April each year.
- 8.1.6 The Council shall pay the sums due to the Company in accordance with clauses 8.1.4 and 8.1.5 above in cleared funds within ten (10) Working Days of receipt of invoices submitted monthly in advance and in respect of the quarterly reconciliation invoice or credit note the Council shall pay sums due to the Company in cleared funds within ten (10) Working Days of invoices submitted quarterly in arrears or to make the necessary credit as appropriate.
- 8.1.7 The Company shall use its reasonable endeavours to ensure any unforeseen costs associated with delivery of the Services (including costs associated with accidents and claims made by Staff and Changes in Law) are itemised and invoiced as part of the monthly invoice referred to in clause 8.1.4 or as part of the quarterly reconciliation invoice referred to in clause 8.1.5. Where it is not possible to include unforeseen costs in invoices under clauses 8.1.4 and 8.1.5 separate invoices for unforeseen costs shall be provided to the Council by the Company as soon as details of the unforeseen costs are known.
- 8.1.8 Where unforeseen costs are disputed by the Council Representative and the dispute cannot be resolved the dispute shall be determined by the disputes resolution process set out in clause 41 provided that if such reference to the disputes resolution process puts the Company at risk of insolvency the Council shall indemnify the Company until the matter has been resolved without prejudice to the outcome of the disputes resolution process.
- 8.1.9 Unforeseen costs as mentioned in clause 8.1.7 above must be itemised and invoiced as part of the monthly invoice referred to in clause 8.1.4 or as part of the quarterly reconciliation invoice referred to in clause 8.1.5.
- 8.1.10 In the event that the cost to the Company of performing its obligations under the Agreement increases or decreases as a result of a Change of Law within the scope of clause 12, the provisions of clause 12 shall apply.

## 8.2 **Payments by Company**

- 8.2.1 In consideration of the provision by the Council of the Council Assets, ICT System and the Premises Licence, the Company shall pay the Company Annual Fee.
- 8.2.2 The Company Annual Fee shall be computed by the Council reflecting arm's length principles, and include an appropriate level of profit.
- 8.2.3 The Company Annual Fee for the first Contract Year of this Agreement shall be £31,175 (plus VAT) which is the pro-rated sum for the first Contract Year as set out in the Business Budget.
- 8.2.4 The Company Annual Fee for each subsequent year shall be reviewed and agreed between the Parties as part of the annual process to agree the Business Plan. The review will include (among other things) any requirement for a change to the Council Assets, ICT System and/or Premises Licence which has an impact on the Company Annual Fee provided that in the event of the Parties failing to reach agreement not later than 30 days before the beginning of each Contract Year each year the matter shall be determined by the disputes resolution process set out in clause 41 and until the matter has been resolved the Company Annual Fee for the previous year shall apply and shall be paid by the Company in accordance with this clause 8.2.
- 8.2.5 The Council shall submit VAT invoice(s) to the Company on the first Working Day of each calendar Month detailing the relevant assets and services to be provided by the Council during the following calendar Month and the amount payable. The sum shall be 1/12<sup>th</sup> of the Company Annual Fee and pro-rated for any Contract Year less than 12 (twelve) Months.
- 8.2.6 The Council shall submit a quarterly reconciliation invoice or credit note within ten (10) Working Days of the end of the respective quarter to reflect the actual cost of the relevant assets and services provided by the Council in the preceding quarter and a final annual reconciliation invoice or credit note by 15 April each year.
- 8.2.7 The Company shall pay the sums due to the Council in accordance with clauses 8.2.5 and 8.2.6 above in cleared funds within ten (10) Working Days of receipt of invoices submitted monthly in advance and in respect of the quarterly reconciliation invoice or credit note the Company shall pay sums due to the Council in cleared funds within ten (10) Working Days of invoices submitted quarterly in arrears or to make the necessary credit as appropriate.
- 8.2.8 The Council shall use its reasonable endeavours to ensure any unforeseen costs associated with delivery of the relevant assets and services to the Company are itemised and invoiced as part of the monthly invoice referred to in clause 8.2.5 or as part of the quarterly reconciliation invoice referred to in clause 8.2.6. Where it is not possible to include unforeseen costs in invoices under clauses 8.2.5 and 8.2.6 separate invoices for unforeseen costs shall be provided to the Company by the Council as soon as details of the unforeseen costs are known.

### 8.3 **Transferring Assets**

8.3.1 The Council shall transfer the Transferring Assets to the Company for use in the provision of the Services on the following terms:

- (a) the price payable by the Company for the Transferring Assets shall be £7,132 (plus VAT). Within five (5) Business Days of receipt by the Company of a VAT invoice, the Company shall pay the Council the sum payable for the Transferring Assets; and
- (b) the Council shall forthwith transfer to the Company legal and beneficial title to all Transferring Assets and shall forthwith release to the Company the control of all such Transferring Assets.

8.3.2 Neither the Council, its agents nor employees shall be liable to the Company in contract, tort (including negligence or breach of statutory duty), statute or otherwise as a result of any inaccuracy, omission, unfitness for any purpose or inadequacy of any kind whatsoever of the Transferring Assets.

### 9 **Value Added Tax**

VAT, where applicable, shall be charged at the appropriate rate and shown separately on a valid VAT invoice.

### 10 **Recovery of sums due**

Any overpayment by the Council to the Company (or the Company to the Council), whether of (as applicable) the Annual Fee, the Company Annual Fee or of Tax, shall (subject to any applicable time limits) be a sum of money recoverable by Party which has overpaid from the other Party.

### 11 **Annual Fee adjustment on extension**

11.1 In the event of an extension of the Term being considered by the Council pursuant to clause 29, the Council will (as part of such consideration) review the Annual Fee and the Company Annual Fee with the Company in the twelve (12) Month period prior to the expiry of the Agreement.

11.2 Any review of the Annual Fee and/or Company Annual Fee shall reflect arm's length principles.

11.3 If an Annual Fee and/or Company Annual Fee variation is agreed with the Council as part of its consideration relating to an extension of the Term, the revised Annual Fee and (as applicable) Company Annual Fee will take effect from the first Working Day of any Extension Period pursuant to clause 29 for the duration of the Extension Period.

### 12 **Changes in Law**

12.1 The Company shall neither be relieved of its obligations to provide the Services in accordance with the terms of this Agreement nor be automatically entitled to an increase in the Annual Fee as result of a Change in the Law.



- 12.2 If a Change in Law occurs or will occur during the Term or extended period, the Company shall amend and adapt the Services within the Annual Fee. Where this is not possible the Company shall notify the Council of the likely effects of that change, including:
- 12.2.1 whether any change is required to the Services, the Annual Fee or this Agreement; and
  - 12.2.2 whether any relief from compliance with the Company's obligations is required, including any obligation to achieve any milestones or to meet any service level requirements at any time.
- 12.3 As soon as practicable after any notification in accordance with clause 12.2 the Parties shall discuss and agree the matters referred to in that clause and any ways in which the Company can mitigate the effect of the Change of Law, including:
- 12.3.1 providing evidence that the Company has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its sub-contractors;
  - 12.3.2 demonstrating that a foreseeable Change in Law had been taken into account by the Company before it occurred;
  - 12.3.3 giving evidence as to how the Change in Law has affected the Annual Fee; and
  - 12.3.4 demonstrating that any expenditure that has been avoided has been taken into account in amending the Annual Fee.
- 12.4 Any agreed additional sums payable as a result of the operation of the preceding clause shall be treated as unforeseen costs as set out in clause 8.1.7 and the provisions of clauses 8.1.8 and 8.1.9 shall apply accordingly. In the event of a reduction in the Annual Fee an adjustment shall be made as part of the quarterly reconciliation process set out in clause 8.1.5.

### 13 **Statutory obligations and regulations**

- 13.1 The Company shall comply with all appropriate statutory duties and obligations in respect of the Services including (without limitation) the Equality Act 2010, the Bribery Act 2010 and the Human Rights Act 1998.
- 13.2 The Company shall comply with the following Council policies and rules (which shall be provided to the Company prior to the Commencement Date) or shall adopt equivalent policies and rules and such other policies as agreed between the Parties:
- 13.2.1 equality and diversity policies;
  - 13.2.2 information security rules;
  - 13.2.3 whistleblowing and/or confidential reporting policies; and
  - 13.2.4 all site rules relevant to the fulfilment of the Company's obligations in the performance of the Services.

- 13.3 The Company shall assist and support the Council to deliver the Council's Corporate Strategy and Customer Service Standards.
- 13.4 The Company shall not unlawfully discriminate within the meaning and scope of any law, enactment, order, or regulation relating to discrimination (whether age, race, gender, religion, disability, sexual orientation or otherwise) in employment or the delivery of the Services.
- 13.5 The Company shall comply with all relevant legislation relating to its Staff however employed including (but not limited to) the compliance in law of the ability of the Staff to work in the United Kingdom.
- 13.6 If the Company has a finding against it relating to its obligations under clause 13.4 above it will provide the Council with details of the finding and the steps the Company has taken to remedy the situation.
- 13.7 The Company shall take all reasonable steps to secure the observance of this clause 13 by all servants, employees or agents of the Company and all suppliers and sub-contractors employed in the execution of the Contract.

13.8 **Audit**

The Company shall keep and maintain until six years after the Agreement has been completed, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Services provided under it, all expenditure reimbursed by the Council, and all payments made by the Council. The Company shall on request afford the Council, the Council's representatives or such other external auditor appointed by the Council such access to those records as may be required in connection with the Agreement.

14 **Company obligations**

14.1 The Company shall be responsible for the following:

14.2 **Company Assets and Equipment**

14.2.1 The Company shall be required to provide any Equipment required (in addition to the Council Assets and the Transferring Assets) to deliver the Services in accordance with the Specification and this Agreement generally.

14.2.2 The Company shall be responsible for the insurance, maintenance, repair and replacement of the Company Assets and the Equipment throughout the Term in accordance with the approved Business Plan.

14.2.3 The Company shall maintain and regularly update an inventory of all Company Assets and Equipment used in the delivery of the Services and make this available for inspection by the Council at all times during the Term upon reasonable notice. The Company Assets Inventory shall identify the items of Equipment subject to hire purchase, leasing, finance or other credit arrangements and the value of the Equipment.

- 14.2.4 The Company shall not without the Council's prior written consent enter into any payment arrangements relating to the Equipment with a third party supplier which exceed the Term and shall write down the book value of the Equipment within a period expiring not later than the Expiry Date. The Company shall use all reasonable endeavours to permit any of the hire purchase or leasing arrangements in relation to the Equipment to be assignable to the Council (if required by the Council) in the event of early termination of this Agreement.
- 14.2.5 Where this Agreement has terminated early, the Company Assets and Equipment shall be transferred to the Council at market value or on the terms of any finance agreement then outstanding for the remainder of the term of any such agreement. Where this Agreement has expired, the Company Assets and Equipment shall be transferred at no cost to the Council. If the Parties cannot agree the market value for any Company Assets and Equipment, the matter shall be referred to dispute resolution process as set out in clause 41

### 14.3 **ICT System**

- 14.3.1 In consideration of the payment by the Company of the Company Annual Fee, the Company shall utilise the Council's ICT System. The Council shall provide the Company with access to the necessary ICT hardware for the Company to use the ICT Systems in the provision of the Services.
- 14.3.2 The Council shall at its own cost replace and update the ICT System as required to enable the Company to provide the Services in accordance with the Specification.
- 14.3.3 The Company shall permit the Council to have remote access to the ICT System for monitoring purposes to ensure compliance in the terms of this Agreement.
- 14.3.4 The Company shall transfer all rights, title and interest in any database maintained in relation to the Services to the Council at nil cost at the expiry or early termination of this Agreement.

### 14.4 **Council Assets**

- 14.4.1 In consideration of the payment by the Company of the Company Annual Fee, the Council hereby grants to the Company a licence to use the Council Assets for the purposes of delivering the Services during the Term in accordance with the Specification and this Agreement generally.
- 14.4.2 The Company shall not without the Council's prior written permission:
- (a) do or permit or cause to be done any matter which may prejudice the Council's rights or title in relation to the Council Assets;
  - (b) sell, offer to sell, assign, mortgage, pledge or otherwise dispose of or part with possession of any of the Council Assets;
  - (c) modify and/or replace any Council Assets other than in the normal course of routine maintenance or fair wear and tear; or

- (d) use or allow any of the Council Assets to be used other than in the delivery of the Services.

14.4.3 The Council shall be responsible for the insurance, maintenance, repair and replacement of the Council Assets throughout the Term.

14.4.4 The Company shall from time to time notify the Council of any Council Assets which require replacement or maintenance, in particular where the replacement or maintenance cost is likely to exceed the Council's budgetary provision. The Council will give formal and reasonable consideration to making budgetary provision for replacement or repair of the relevant Council Assets.

#### 14.5 **Complaints procedure and quality control**

14.5.1 The Company shall deal with any complaints received whether orally or in writing in a prompt, courteous and efficient manner in accordance with the Company's customer complaints policy as approved from time to time by the Council.

14.5.2 The Company shall fully co-operate with the Council in relation to any unresolved complaint or a complaint referred to the Council to be resolved in accordance with the Council's own complaints procedure.

14.5.3 The Company shall throughout the Term institute and maintain a properly documented system of quality control designed to ensure that the Services generally are provided at all times in all respects in accordance with the Specification, Good Industry Practice and with this Agreement.

14.5.4 The Company shall designate as soon as reasonably practicable following the Commencement Date a manager who deals with quality issues, who may be directly involved in the day-to-day performance of the Services and a manager who is responsible for ensuring compliance with all relevant data protection matters.

14.5.5 The Council may carry out periodic audits of the aforementioned quality assurance systems at approximate intervals of three (3) Months and may carry out such other periodic monitoring, spot checks and auditing of the Company's quality management systems as reasonably required.

#### 14.6 **Contract Management**

##### 14.6.1 **Retained Supplier Contracts**

(a) The Council shall retain (and where applicable renew or replace) the Retained Supplier Contracts relevant to the performance by the Company of the Services and warrants that it has obtained all necessary consents from the Retained Supplier Contractors to the provision of the relevant services comprised in such contracts directly to the Company.

(b) The Council shall remain responsible for all payments due under any Retained Supplier Contracts to the relevant Retained Supplier

Contractors and shall recover a due proportion of any costs for services provided to the Company under such Retained Supplier Contracts through an adjustment to the Annual Fee.

- (c) The Council shall appoint the Company as its agent for the purposes of managing the Retained Supplier Contracts and shall notify all relevant third parties of its appointment of the Company as its agent for the purposes of the Retained Supplier Contracts.
- (d) Where the Council has breached or failed to perform its obligations pursuant to any Retained Supplier Contracts prior to the Commencement Date the Council shall indemnify the Company for any Direct Losses that arise under the circumstances.
- (e) In managing any Retained Supplier Contract, the Company shall be responsible for the performance of the Council's obligations (other than payment obligations) under each such contract and shall use reasonable endeavours to ensure that the Retained Supplier Contractors are complying with the terms of their contracts.
- (f) Whilst managing any Retained Supplier Contract, the Company shall do nothing which would put the Council in breach of its obligations under such contracts. The Company shall indemnify the Council against all Direct Losses suffered or incurred as a result of the non-performance or defective or negligent performance by it of its management obligations under this clause 14.6.1.
- (g) Whilst managing a Retained Supplier Contract, the Company shall not terminate, extend or vary the Retained Supplier Contract (or purport to do so) without the prior written Approval of the Council (such approval not to be unreasonably withheld or delayed).

#### 14.6.2 **Contracts upon Expiry/Termination**

- (a) The Company shall:
  - i ensure that any contracts entered into by the Company or any Sub-Contractors in relation to the provision of the Services are capable of being assigned/novated to the Council or New Supplier upon request of the Council without restriction and at no cost to the Council or New Supplier (unless otherwise agreed by the Council in writing in advance of such contract being entered into);
  - ii maintain a current register of all contracts used to deliver the Services during the Term, with such register being submitted to the Council on an annual basis as part of the Annual Service Report;
  - iii ensure the register of contracts established pursuant to clause 14.6.2(a) as a minimum contains the information contained within Schedule 6 (Contracts).

- (b) Six (6) Months (or such other period agreed to by the parties acting reasonably) prior to the Termination Date or relevant Expiry Date (as applicable) the parties shall agree:
  - i which of the contracts used in the provision of the relevant Services shall transfer (either by novation or other mechanism) to the Council or New Supplier (the **Transferring Contracts**);
  - ii the costs and a reconciliation of any payments made in advance or arrears in respect of the Transferring Contracts on the basis that the Company shall be responsible for all costs and charges which arise prior to the Termination Date and/or relevant Expiry Date (as applicable) and the Council shall be responsible for all costs and charges which arise after the Termination Date and/or relevant Expiry Date (as applicable).
  - iii the process and timetable for transfer and handover of management responsibilities in respect of the Transferring Contracts together with the provision of relevant documentation and information in respect of issues such as performance and payments to date.
- (c) The Company shall indemnify the Council in respect of all Direct Losses suffered or incurred as a result of non-performance or defective performance by it of its obligations under any Transferring Contract which occurs prior to the date on which such Transferring Contract has been novated to the Council or the benefit of such Transferring Contract has transferred to the Council.
- (d) The Council shall indemnify the Company in respect of all Direct Losses suffered or incurred as a result of non-performance or defective performance by it of its obligations under any Transferring Contract on or following the date on which such Transferring Contract has been novated to the Council or the benefit of such Transferring Contract has transferred to the Council.

## 15 Council Obligations

15.1 It is agreed that this Agreement is conditional upon the Council providing suitable Council Premises (including a lease or other rights of occupation) to enable the Company to undertake its obligations under this Agreement.

15.2 The Council agrees to:

15.2.1 provide the Council Assets for the provision of the Services on the terms set out in clause 14.4;

15.2.2 transfer to the Company the Transferring Assets set out in Schedule 5 on the terms set out in clause 8.3;

15.2.3 Permit the Company to use the Council's ICT System on the terms set out in clause 14.3; and

15.2.4 enter into the Premises Licence(s) with effect from the Commencement Date.

15.3 The Council shall be responsible for the following:

15.3.1 The discharge of all statutory functions which may not be undertaken by the Company;

15.3.2 policy and strategy development for the Services;

15.3.3 strategic planning of Variations in the Services;

15.3.4 with the assistance of the Company to identify changes in statute and Government Guidance which require strategic change to policy and procedure;

15.3.5 enforcement policy, investigation and action;

15.3.6 taking and administering of customer payments for chargeable Council services;

15.3.7 setting charges for chargeable Council services; and

15.3.8 with the assistance of the Company, debt recovery for non-payment for Council services provided to third parties.

## 16 **Performance Monitoring and Reporting Arrangements**

### 16.1 **Company Monitoring**

The Company shall monitor its performance in the delivery of the Services in accordance with the provisions of Schedule 3.

### 16.2 **Council Monitoring**

16.2.1 The Council may elect, at its own cost, to undertake its own performance monitoring at any stage during the Term for any purpose, including in order to ensure that the Services are being provided in accordance with the Specification and this Agreement generally. The Company shall assist the Council in such an exercise. The Council shall be entitled to notify the Company of the outcome of the performance monitoring exercise, and the Company shall have due regard to the Council's comments in relation to the future provision of the Services.

16.2.2 Without prejudice to the Council's rights under clause 33.1 and to any other express rights under this Agreement, where the Company has been found to:

- (a) be fraudulent in the submission of monitoring reports or claims for payment under Schedule 3; or
- (b) have submitted at least two materially inaccurate monitoring reports, within a calendar year,

the Council may by notice to the Company increase the level of its monitoring of the Company, and/or (at the Council's option), of the Company's monitoring of

its own performance of its obligations under this Agreement in respect of the relevant Service or Services the subject of such fraudulent or materially inaccurate reporting until such time as the Company shall have demonstrated to the reasonable satisfaction of the Council that it will perform (and is capable of performing) its obligations under this Agreement.

16.2.3 For the purposes of clause 16.2, the Council acknowledges that if the Company has otherwise failed to have demonstrated to the reasonable satisfaction of the Council as required by clause 16.2 but:

- (a) if the Company has removed the person or persons responsible for the fraudulent reporting; or
- (b) (under clause 16.2.2), if in the following two calendar years' period following the Council notice (if it has not already been established) there have been no further materially inaccurate reports of any kind;

this shall be regarded as sufficient demonstration that the Company will perform and is capable of performing its obligations.

16.2.4 If the Council issues a notice under clause 16.2, the Company shall bear its own costs and indemnify and keep the Council indemnified at all times from and against all reasonable costs and expenses incurred by or on behalf of the Council in relation to such increased level of monitoring arising due to circumstances under clause 16.2.

### 16.3 **Additional reporting requirements**

16.3.1 The Company acknowledges the Council's duty to be accountable for the level and quality of Services provided by the Company pursuant to the terms of this Agreement and agrees that, in addition to the provision of information provided pursuant to clause 16.1, that throughout the Term it shall:

- (a) ensure attendance of the Company's Representative at regular (not less than monthly) review meetings with the Council's Representative;
- (b) ensure attendance of a senior executive of the Company at regular (not less than quarterly) review meetings with the Council's Senior Management Team; and
- (c) ensure attendance of the Company's Representative and such other representatives of the Company as appropriate at such meetings of the elected members of the Council as the Council may from time to time reasonably require.

16.3.2 The Company shall provide such financial and performance information as reasonably requested by the Council prior to each review meeting referred to in clause 16.3.1 in addition to the information set out in (as applicable) Schedule 1, Schedule 3 and any Annual Service Plan at the intervals specified.



17 **Health and Safety**

- 17.1 The Company shall comply with the requirements of the Health and Safety at Work Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working or visiting the Company in the performance of the Agreement. The Company shall deliver the Services in accordance with all appropriate statutory responsibilities and is responsible at all times for safe working and compliance with employers' responsibilities under the Health and Safety at Work etc. Act 1974 and all relevant regulations and statutory guidance. The Company shall ensure that its staff and plant (including vehicles) do not endanger members of the public or unnecessarily interrupt the free passage of vehicles and pedestrians.
- 17.2 The Company shall promptly notify the Council of any health and safety hazards which may exist or arise in delivering the Services and which may affect the Company in the performance of the Agreement.
- 17.3 The Company shall notify the Council immediately in the event of any incident occurring in the performance of the Agreement where that incident causes any personal injury or damage to property which could give rise to personal injury. Any reportable incidences or injuries under the RIDDOR reporting requirements will be reported to the Council Representative not less frequently than quarterly.
- 17.4 The Company shall not employ methods of service delivery that impair safe working practices, cause damage to private property or inconvenience to residents.
- 17.5 The Company shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Council on request.

18 **Disclosure and Barring Service (DBS)**

- 18.1 The Company shall decide whether a post requires a DBS check and if so shall ensure that before a member of staff is appointed into the post that he or she:
- 18.1.1 is questioned as to whether he or she has any convictions;
- 18.1.2 the Company will carry out the most suitable check for the role being carried out; and
- 18.1.3 a note of the results of such check shall be retained by the Company.
- 18.2 The Company shall procure that no person who discloses any convictions, or who is found to have any convictions following the results of a DBS check, is employed or engaged by the Company or on the Company's behalf without the Council's Approval (such consent not to be unreasonably withheld or delayed).
- 18.3 The Company shall procure that the Council is kept advised at all times of any member of Staff who, subsequent to his/her commencement of employment as a member of Staff, receives a conviction or whose previous convictions become known to the Company (or any employee of a sub-contractor involved in the provision of the Services).

19 **Data Protection Act**

19.1 The Company shall (and shall procure that any of its Staff involved in the provision of this Agreement) comply with any notification requirements under the Data Protection Act 1998 (DPA) and both Parties will duly observe all their obligations under the DPA which arise in connection with the Agreement.

19.2 Notwithstanding the general obligation in clause 19.1, where the Company is processing personal data (as defined by the DPA) as a data processor for the Council (as defined by the DPA) the Company shall comply with the provisions of Schedule 9 and shall ensure that it has in place appropriate technical and organisational measures to ensure the security of the personal data (and to guard against unauthorised or unlawful processing of the personal data and against accidental loss or destruction of, or damage to, the personal data), as required under the Seventh Data Protection Principle in Schedule 1 to the DPA and shall:

19.2.1 provide the Council with such information as the Council may reasonably require to satisfy itself that the Company is complying with its obligations under the DPA;

19.2.2 ensure that it does not knowingly or negligently do or omit to do anything which places the Council in breach of the Council's obligations under the DPA, and

19.2.3 promptly notify the Council of any breach of the security measures required to be put in place pursuant to clause 19.2.

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

20 **Confidentiality**

20.1 Each Party:

20.1.1 shall treat all Confidential Information belonging to the other Party as confidential and safeguard it accordingly; and

20.1.2 shall not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Agreement or except where disclosure is otherwise expressly permitted by the provisions of this Agreement.

20.2 The Company shall take all necessary precautions to ensure that all Confidential Information obtained from the Council under or in connection with the Agreement:

20.2.1 is given only to such of the Staff and professional advisors or consultants engaged to advise it in connection with the Agreement as is strictly necessary for the performance of the Agreement and only to the extent necessary for the performance of the Agreement;

- 20.2.2 is treated as confidential and not disclosed (without prior Approval) or used by any Staff or such professional advisors or consultants otherwise than for the purposes of the Agreement.
- 20.3 The Company shall ensure that Staff or its professional advisors or consultants are aware of the Company's confidentiality obligations under this Agreement.
- 20.4 The Company shall not use any Confidential Information it receives from the Council other than for the purposes of the Agreement.
- 20.5 The provisions of clauses 20.1 to 20.4 shall not apply to any Confidential Information received by one Party from the other:
- 20.5.1 which is or becomes public knowledge (otherwise than by breach of this clause);
- 20.5.2 which was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
- 20.5.3 which is received from a third Party who lawfully acquired it and who is under no obligation restricting its disclosure;
- 20.5.4 is independently developed without access to the Confidential Information; or
- 20.5.5 which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the Environmental Information Regulations pursuant to clause 21.
- 20.6 Nothing in this clause shall prevent the Council:
- 20.6.1 disclosing any Confidential Information for the purpose of:
- (a) the examination and certification of the Council's accounts; or
- (b) any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Council has used its resources; or
- 20.6.2 disclosing any Confidential Information obtained from the Company:
- (a) to any government department or any other public body; or
- (b) to any person engaged in providing any services to the Council for any purpose relating to or ancillary to the Agreement,
- provided that in disclosing information under clause 20.6.2 the Council discloses only the information which is necessary for the purpose concerned and requires that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.
- 20.7 Nothing in this clause shall prevent either Party from using any techniques, ideas or know-how gained during the performance of the Agreement in the course of its normal business,

to the extent that this does not result in a disclosure of Confidential Information or an infringement of Intellectual Property Rights.

20.8 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in the performance of the Agreement, the Company undertakes to maintain security systems approved by the Council. Where necessary to prevent such access, the Council may require the Company to alter any security systems at any time during the Term at the Company's expense.

20.9 The Company will immediately notify the Council of any breach of security in relation to Confidential Information and all data obtained in the performance of the Agreement and will keep a record of such breaches. The Company will use its best endeavours to recover such Confidential Information or data however it may be recorded. The Company will cooperate with the Council in any investigation that the Council considers necessary to undertake as a result of any breach of security in relation to Confidential Information or data.

## 21 **Freedom of Information**

21.1 The Company acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Council (at the Company's expense) to enable the Council to comply with these Information disclosure requirements.

21.2 The Company shall and shall procure that its sub-contractors shall:

21.2.1 transfer the Request for Information to the Council as soon as practicable after receipt and in any event within two (2) Working Days of receiving a Request for Information;

21.2.2 provide the Council with a copy of all Information in its possession or power in the form that the Council requires within ten (10) Working Days (or such other reasonable period as the Council may specify to enable the Council to comply with any applicable statutory timescales) of the Council requesting that Information; and

21.2.3 provide all necessary assistance as reasonably requested by the Council to enable the Council to respond to a Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

21.3 The Company acknowledges that the Council may, acting in accordance with the Department for Constitutional Affairs' Code of Practice on the Discharge of Functions of Public Authorities under Part I of the Freedom of Information Act 2000, be obliged under the FOIA or the Environmental Information Regulations to disclose Information:

21.3.1 without consulting with the Company, or

21.3.2 following consultation with the Company and having taken its views into account.

21.4 The Company shall ensure that all Information produced in the course of the Agreement or relating to the Agreement is retained for disclosure and shall permit the Council to inspect such records as requested from time to time.

## 22 **Publicity, media and official enquiries**

22.1 Without prejudice to the Council's obligations under the FOIA, neither Party shall make any press announcements or publicise the Agreement or any part thereof in any way, except with the written consent of the other Party.

22.2 Both Parties shall take all reasonable steps to ensure the observance of the provisions of clause 22.1 by all their servants, employees, agents, professional advisors and consultants. The Company shall take all reasonable steps to ensure the observance of the provisions of clause 22.1 by its sub-contractors.

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

## 23 **Variation**

23.1 Either Party may as part of the Annual Review or in the event of an urgent matter on giving reasonable written notice to the other Party require changes to the Services (whether by way of the removal of Services, the addition of new Services, or increasing or decreasing the Services or specifying the order in which the Services are to be performed or the locations where the Services are to be provided) for any reasons whatsoever. Such a change is hereinafter called a Variation.

23.2 In the event that the relevant Party is unable within the timescale reasonably directed by the Party to carry out the Variation in accordance with clause 23.1 above, the Parties shall refer the matter to the dispute resolution process as set out in clause 41.

23.3 In the event of any Variation of the Specification in accordance with clause 23.1 which would occasion an amendment to the Annual Fee, such amendment to the Annual Fee shall be agreed in writing with the Council and shall be such amount as properly and fairly reflects the nature and extent of the Variation in all the circumstances, and the Variation shall not take effect until the revised Annual Fee is agreed. Failing agreement the matter shall be determined by the disputes resolution process set out in clause 41.

23.4 Each party shall provide such information as may be reasonably required to enable such varied Annual Fee to be calculated.

23.5 No Variation shall be effective unless it is in writing and signed by the Council and the Company.

23.6 Until such time as any Variation is approved by both Parties or determined by the disputes resolution process, the Company shall, unless otherwise agreed in writing, continue to provide the Services as if the request or recommendation for that Variation had not been made.

## 24 **Intellectual Property Rights**

24.1 The Council (for itself and the Members) and the Company acknowledge that:

- 24.1.1 any and all Intellectual Property Rights created wholly by the Company in connection with the provision of the Services (the **Company IPRs**) shall automatically belong to the Company.
- 24.1.2 any and all Intellectual Property Rights created or otherwise owned by or licenced to the Council or other Members in connection with the Business (the **Member IPRs**) shall belong to the Member who created them.
- 24.2 The Company hereby grants to each Member for the time being and for the duration of their Membership of the Company a non-transferable royalty-free licence to use the Company IPRs (as they may be constituted from time to time) to the extent necessary for the purposes of the Services. The Council (for itself and the Members) hereby grants to the Company a non-transferable royalty-free licence (without the right to grant sub-licences) to use the Member IPRs (as they may be constituted from time to time) solely to the extent necessary for the purposes of providing the Services.
- 24.3 All use of the Company IPRs by the Members pursuant to this Deed, including all goodwill arising from such use, shall accrue solely to the benefit of the Company. All use of Member IPRs by the Company pursuant to this Deed, including all goodwill arising from such use, shall accrue solely to the benefit of the respective Member.
- 24.4 The Company and each Member agree that they shall not, without the prior written consent of the other parties to this Deed, assign, transfer, mortgage, charge or deal in any other manner with any of their rights under this clause 24.
- 24.5 The Council shall notify the Company in writing of any claim or demand brought against the Council for infringement or alleged infringement of any Intellectual Property Right in respect of Company IPRs.
- 24.6 The Company shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for breach of Intellectual Property Right in respect of Company IPRs, provided always that the Company:
- 24.6.1 shall consult the Council on all substantive issues which arise during the conduct of such litigation and negotiations;
- 24.6.2 shall take due and proper account of the interests of the Council; and
- 24.6.3 shall not settle or compromise any claim without the Council's prior written consent (not to be unreasonably withheld or delayed).
- 24.7 The Council shall at the request of the Company afford to the Company all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the Council or the Company for infringement or alleged infringement of any Intellectual Property Right in connection with the performance of the Agreement and shall be repaid all costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so.
- 24.8 The Council shall not make any admissions which may be prejudicial to the defence or settlement of any claim, demand or action for infringement or alleged infringement of any Intellectual Property Right by the Council or the Company in connection with the performance of the Agreement.

24.9 If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Agreement or in the reasonable opinion of the Company is likely to be made, the Company may at its own expense and subject to the consent of the Council (not to be unreasonably withheld or delayed) either:

24.9.1 modify any or all of the Services without reducing the performance or functionality of the same, or substitute alternative Services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the terms herein shall apply mutatis mutandis to such modified Services or to the substitute Services; or

24.9.2 procure a licence to use and provide the Services, which are the subject of the alleged infringement, on terms which are acceptable to the Council.

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

## 25 **Company assignment and sub-contracting**

25.1 Subject to the provisions of clause 25.2, the Company shall not assign, novate, sub-contract or in any other way dispose of the Agreement or any part of it without prior Approval. Sub-contracting any part of the Agreement shall not relieve the Company of any obligation or duty attributable to the Company under the Agreement.

25.2 The Company shall not be required to obtain the Council's Approval pursuant to clause 25.1 in relation to any sub-contract where:

25.2.1 the relevant sub-contract is for an aggregate value of £500,000 or less; or

25.2.2 where the relevant sub-contract (of any value) has been approved by the Council as part of the Business Plan approval process for the relevant Contract Year.

25.3 The Company shall be responsible for the acts and omissions of its sub-contractors as though they are its own.

25.4 Where either the Council has consented to the placing of sub-contracts or the sub-contracts are permitted in accordance with clause 25.2, copies of each sub-contract shall be sent by the Company to the Council within two (2) Working Days of issue.

## 26 **Council assignment and novation**

The Council shall be entitled to assign, novate or dispose of its rights and obligations under this Agreement either in whole or part to any contracting authority (as defined in The Public Contracts Regulations 2015) or transfer, assign or novate its rights and obligations where required by Law.

## 27 **Waiver**

27.1 The failure of either Party to insist upon strict performance of any provision of the Agreement or the failure of either Party to exercise any right or remedy shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by this Agreement.

27.2 No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with the provisions of clause 3.

27.3 A waiver of any right or remedy arising from a breach of this Agreement shall not constitute a waiver of any right or remedy arising from any other or subsequent breach of the Agreement.

## 28 **Severability**

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

28.2 In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Agreement, the Parties shall immediately commence negotiations in good faith to remedy the invalidity.

## 29 **Possible extension of Term**

Subject to satisfactory performance by the Company during the Term, the Council shall be entitled by written notice to the Company given not less than twelve (12) Months prior to the Expiry Date to extend the Term for the Services for the Extension Period(s). The provisions in this Agreement will apply throughout any such extended period.

## 30 **Indemnity and Required Insurance**

30.1 Neither Party excludes or limits liability to the other Party for death or personal injury caused by its negligence.

30.2 In addition to any other insurances as may be required by law, the Company shall ensure that the following insurance cover is effected and maintained for at least the sums specified and notified annually to the Council in respect of:

30.2.1 any property held by it for the purposes of the agreement;

30.2.2 public liability insurance minimum twenty five million pounds (£25,000,000);

30.2.3 employer's liability insurance minimum twenty five million pounds (£25,000,000);

30.2.4 Officials Indemnity insurance minimum five million pounds (£5,000,000);

30.2.5 Professional Indemnity insurance minimum five million pounds (£5,000,000)

30.2.6 Libel & Slander insurance minimum one million five hundred thousand pounds (£1,500,000);

30.2.7 Land Charges insurance minimum one million pounds (£1,000,000);

30.2.8 Fidelity Guarantee or Commercial Crime Insurance minimum £1,000,000;



- 30.3 The Company shall maintain insurance in the sum of twenty five million pounds (£25,000,000) in respect of personal injury to or the death of any person under a contract of service with the Company and arising out of an incident occurring during the course of such person's employment.
- 30.4 The Company shall produce to the Council, on request, copies of all insurance policies referred to in this clause to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 30.5 If, for whatever reason, the Company fails to give effect to and maintain the insurances required by this Agreement the Council may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Company.
- 30.6 The Company shall ensure that all relevant insurance policies shall have the interest of the Council endorsed upon them or shall otherwise expressly by their terms confer their benefits upon the Council.
- 30.7 The Company shall use its reasonable endeavours to undertake the Services in such a way as to minimise third party claims for compensation damages or otherwise or any legal liability arising in connection with or incidental to the carrying out of the Services through the negligence default or neglect of the Company.
- 30.8 Subject to clauses 30.9 and 30.10 the Company shall indemnify the Council in respect of any losses, costs, claims, proceedings, damages and other liabilities incurred by the Council and directly arising from the performance of the Services and from actions or omissions of the Company in relation to the terms of this agreement and to the performance of the Services.
- 30.9 The Company is not responsible for and shall not indemnify the Council for any losses to the extent that such losses are caused by any material breach by the Council of any of its obligations under this Agreement.
- 30.10 Subject always to clause 30.1, the Company's liability to the Council under clause 30.8 shall not exceed the level of any insurance payment received by the Company in respect of the losses incurred by the Council under clause 30.8:

### 31 **Warranties and representations**

- 31.1 Each Party warrants and represents that they have full capacity and all necessary consents to enter into this Agreement and that this Agreement is executed by a duly authorised representative of that Party.
- 31.2 The Company warrants and represents that it is not in default in the payment of any due and payable taxes or in the filing, registration or recording of any document or under any legal or statutory obligation or requirement which default might have a material adverse effect on its business, assets or financial clause or its ability to observe or perform its obligations under this Agreement.

## 32 TUPE provisions on cessation of Agreement

- 32.1 Both of the Parties acknowledge that it is their intention, subject to the Law at the date of cessation of the Services, that on the cessation of the delivery of the Services and the commencement of the Services which are the same or similar to the Services (or any part of them) by the Council or any New Supplier shall with respect to each of the Termination Employees be treated as a relevant transfer for the purposes of the TUPE Regulations and the Parties agree that as a consequence of that relevant transfer the contracts of employment made between the Company (or the Council and the Company jointly, as applicable) and the Termination Employees (save insofar as such contracts relate to benefits for old age, invalidity or survivors under occupational pension scheme) shall have effect from and after the Commencement Date as if originally made between the Council/New Supplier and the Termination Employees.
- 32.2 The Parties will, in good faith and following consultation with Staff and any appropriate representatives within the meaning of TUPE, attempt to agree which of the Staff will be deemed to transfer to the Council or any New Supplier in accordance with clause 32.1 based on the disaggregation criteria defined in clause 32.3 (**Disaggregation Criteria**) who shall be, for the purposes of this Agreement, the Termination Employees, with the remainder of such employees remaining with the Company. If the Parties have not agreed the identity of the Termination Employees at least three (3) Months prior to the Termination Date then the Parties will resolve the matter in accordance with the dispute resolution procedure set out in clause 41.
- 32.3 The Disaggregation Criteria used to determine who shall be the Termination Employees shall be:
- 32.3.1 the relative proportion of work undertaken for the Company and the Council in the twelve (12) Month period immediately prior to the Termination Date;
  - 32.3.2 any preference stated by the Staff;
  - 32.3.3 the relative costs involved in terminating and/or transferring the Staff, so as to ensure a fair sharing of the costs between the Parties; and
  - 32.3.4 the skills of the Staff and requirements after the Termination Date of the Council, the Company and/or any New Supplier, so as to ensure a balance of skills and continuity of service for both Parties after the Termination Date.
- 32.4 The Company shall indemnify the Council or any New Supplier from and against each and every cost claim, liability expense or demand which is properly and reasonably incurred by the Council or any New Supplier in connection with and as a result of any action or omission by the Company up to and including the Termination Date in connection with any matter relating to or arising out of:
- 32.4.1 arising from the Company's breach of its obligations under clause 32.2 or a failure to provide accurate information to the Council in the course of that process and for the purposes of the application of the Disaggregation Criteria;
  - 32.4.2 the employment or termination of employment of any Termination Employee by the Company up to and including the Termination Date;

- 32.4.3 anything done or omitted to be done by or on behalf of the Company in respect of any Termination Employee up to and including the Termination Date which is deemed to have been done or omitted to be done by or on behalf of the Council or any New Supplier in accordance with the TUPE Regulations;
- 32.4.4 any failure by the Company to pay any of the Termination Employees any remuneration due or provide any benefits in respect of the period prior to Termination Date;
- 32.4.5 any claim by or on behalf of all or any of the Termination Employees arising out of any failure by the Company to comply with its legal obligations in relation to information and consultation pursuant to regulations 13 and 14 of the TUPE Regulations save insofar as any such failure results from any failure by the Council or any New Supplier to comply with its obligations pursuant to regulation 13 (4) of the TUPE Regulations.

32.5 The Company shall indemnify the Council or any New Supplier from and against all claims, liabilities, costs, demands (including all expenses associated therewith) made within twelve (12) Months of the Termination Date by or in relation to each and every employee or former employee of the Company who is not a Termination Employee and who was prior to the Termination Date employed by the Company in the provision of the Services in respect of whom it is alleged their employment or any liabilities have transferred to the Council or any New Supplier pursuant to the TUPE Regulations being any claim, liability, cost and demand arising out of:

- 32.5.1 the employment or termination of employment of such a person up to and including the Termination Date; or
- 32.5.2 the employment or any termination of employment of such a person after the Termination Date (excluding claims for discrimination by The Council) by the Council or any New Supplier provided always that the Council or any New Supplier terminates the employment of such person within twenty Working Days (20) Working Days of first becoming aware of such an allegation, and subject always to the Council or any New Supplier using its reasonable endeavours to identify and offer any suitable alternative employment for such person; or
- 32.5.3 any claim by or on behalf of any such person arising out of any failure to comply with regulations 13 and 14 of the TUPE Regulations,

provided that in the event of any such claim being made the Council or any New Supplier shall forthwith notify the Company and no agreement or settlement shall be reached or entered into by the Council or any New Supplier without the prior written consent of the Company such consent not to be unreasonably withheld or delayed.

32.6 The Council shall indemnify the Company from and against each and every cost, claim, liability, expense or demand which is properly and reasonably incurred by the Company in connection with or as the result of any act or omission by the Council or the New Supplier after the Termination Date in connection with any matter relating to the Termination Employees as follows:

- 32.6.1 the employment or termination of employment of any Termination Employee by the Council or any New Supplier after the Termination Date;

- 32.6.2 any claim by or on behalf of all or any of the Termination Staff that the transfer involves or would involve a substantial change in working conditions to the material detriment of such a person;
- 32.6.3 any claim by or on behalf of all or any of the Termination Employees arising out of the Council's or any New Supplier's failure to comply with its legal obligations in relation to information and consultation pursuant to regulations 13(4).
- 32.7 On the Termination Date, the Parties shall co-operate to manage the pension aspects of any onward transfer of any Termination Employees to The Council or any New Supplier.
- 32.8 The Company shall promptly provide to the Fund and to the Council or any New Supplier such documents and information as may reasonably be required in advance of the Termination Date and shall fully co-operate with the reasonable requests of the Fund and the Council or any New Supplier relating to any administrative tasks necessary to deal with the pension rights of and aspects of any onward transfer of any Termination Employees who are members of the Fund on the Termination Date.
- 32.9 The Parties agree to use all reasonable endeavours to ensure that the Fund instructs the actuary appointed to the Fund to certify that any payments payable to the Fund by the Council or any New Supplier in respect of the Termination Employees who are members of the Fund shall be calculated on the assumption that as at the Termination Date an actuarial valuation of the assets and liabilities under the Fund relating to the Termination Employees' membership prior to the Termination Date are determined in accordance with the most recent actuarial valuation of the Fund before the Termination Date (updated to the Termination Date as necessary in the opinion of the actuary).
- 33 Termination on change of control and insolvency**
- 33.1 The Council may terminate the Agreement by notice in writing with immediate effect where:
- 33.1.1 the Company undergoes a change of control, within the meaning of section 1124 of the Corporation Taxes Act 2010, which impacts adversely and materially on the performance of the Agreement; or
- 33.1.2 if the Company passes a resolution for winding up or dissolution (otherwise than for the purposes of and followed by an amalgamation or reconstruction) or an application is made for, or any meeting of its directors or members resolves to make an application for an administration order in relation to it or any Party gives or files notice of intention to appoint an administrator of it or such an administrator is appointed, or the court makes a winding-up order, or the company makes a composition or arrangement with its creditors, or an administrative receiver, receiver, manager or supervisor is appointed by a creditor or by the court, or possession is taken of any of its property under the terms of a fixed or floating charge; or
- 33.1.3 the Company is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or;
- 33.1.4 any similar event occurs under the law of any other jurisdiction within the United Kingdom.

33.2 The Council may only exercise its right under clause 33.1.1 within six (6) Months after a change of control occurs and shall not be permitted to do so where it has agreed in advance to the particular change of control that occurs. The Company shall notify the Council immediately when any change of control occurs.

#### 34 **Termination on Default**

34.1 The Parties may terminate the Agreement, or terminate the provision of any part of the Services by written notice to the Company or the Company's Representative or the Council or Council Representative with immediate effect if the Company or Council as appropriate commits a Default and if:

34.1.1 the Company or Council as relevant has not remedied the Default to the satisfaction of the other Party within twenty five (25) Working Days, or such other period as may be specified by the non-defaulting Party, after issue of a written notice specifying the Default and requesting it to be remedied; or

34.1.2 the Default is not capable of remedy; or

34.1.3 the Default is a fundamental breach of the Agreement.

34.2 In the event that through any Default of a Party, data transmitted or processed in connection with the Agreement is either lost or sufficiently degraded as to be unusable, the defaulting Party shall be liable for the cost of reconstitution of that data and shall provide a full credit in respect of any charge levied for its transmission and shall reimburse the non-defaulting Party for any costs charged in connection with such Default.

34.3 The Company may terminate this Agreement if the Council is in material breach of its obligations to pay undisputed charges by giving the Council sixty (60) Working Days' notice specifying the breach and requiring its remedy.

#### 35 **Termination for convenience**

35.1 Without prejudice to the Council's rights of early termination under this Agreement, or otherwise at law or equity, the Company hereby irrevocably grants to the Council a break option in respect of all or any part of the Services which may be exercised by the Council by giving not less than twelve (12) months' prior written notice to the Company expiring on 31 March in the following Contract Year.

#### 36 **Consequences of termination**

36.1 Upon termination of this Agreement whether at the expiration of the Term or otherwise the Company and the Council shall:

36.1.1 develop and agree a mutually beneficial exit strategy to enable the Council to continue to meet its obligation to provide the Services with minimum disruption to its customers;

36.1.2 agree how the Company Assets and Council Assets used by the Company in the provision of the Services shall be disaggregated or divided between the Council and the Company;

- 36.1.3 co-operate in preparing a schedule of all Company Assets and agreeing how such Company Assets shall be divided between the Company and the Council or in the event of sale or disposal how any proceeds shall be divided between the Company and the Council in a fair and equitable manner;
  - 36.1.4 co-operate in terminating, modifying, restructuring, assigning or novating contractual arrangements entered in to and properly execute any documents necessary in a timely manner.
- 36.2 Upon termination of this Agreement whether at the expiration of the Term or otherwise the Company shall:
- 36.2.1 ensure that any information reasonably requested by the Council concerning the provision of the Services is provided promptly within timescales to be agreed between the Parties;
  - 36.2.2 provide all reasonable assistance to the Council to enable the Council (or, as applicable, a New Supplier) to be in a position to continue to provide the Services; and
  - 36.2.3 deliver to the Council within timescales to be agreed between the Parties any data held by the Company which relates to the provision of the Services.

## 37 **Disruption**

- 37.1 The Company shall take reasonable care to ensure that in the execution of the Agreement it does not disrupt the operations of the Council, its employees or any other Company employed by the Council.
- 37.2 The Company shall immediately inform the Council of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under the Agreement.
- 37.3 In the event of industrial action by the Staff or the Company's suppliers the Company shall seek the Council's Approval to its proposals for the continuance of the Company's performance of the Services in accordance with its obligations under the Agreement.
- 37.4 If the Company's proposals referred to in clause 37.3 are considered insufficient or unacceptable by the Council, then the Agreement may be terminated by the Council by notice in writing with immediate effect.
- 37.5 If the Company is temporarily unable to fulfil the requirements of the Agreement owing to disruption of normal business by direction of the Council, an appropriate allowance by way of extension of time will be approved by the Council. In addition, the Council will reimburse any additional expense incurred by the Company in fulfilling the provisions of the Agreement as a result of such disruption.

## 38 **Recovery upon termination**

- 38.1 Termination or expiry of the Agreement shall be without prejudice to any rights and remedies of the Company and the Council accrued before such termination or expiration

and nothing in the Agreement shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry.

- 38.2 At the end of the Term (and howsoever arising) the Company shall forthwith deliver to the Council upon request all the Council Assets (including but not limited to materials, documents, information, access keys) relating to the Agreement in its possession or under its control or in the possession or under the control of any permitted suppliers or sub-contractors and in default of compliance with this clause the Council may recover possession thereof and the Company grants a licence to the Council or its appointed agents to enter (for the purposes of such recovery) any premises of the Company or its permitted suppliers or sub-contractors where any such items may be held.
- 38.3 At the end of the Term (howsoever arising) and/or after the Term the Company provide assistance to the Council and any New Supplier appointed by the Council to continue or take over the performance of the Agreement in order to ensure an effective handover of all work then in progress. Where the end of Term arises due to the Company's default, the Company shall provide such assistance free of charge. Otherwise the Council shall pay the Company's reasonable costs of providing the assistance and the Company shall take all reasonable steps to mitigate such costs.
- 38.4 The provisions of this clause shall apply during the continuance of this Agreement and indefinitely after its termination.

## 39 **Force Majeure**

- 39.1 Neither Party shall be liable to the other Party for any delay in or failure to perform its obligations under the Agreement (other than a payment of money) if such delay or failure results from a Force Majeure event. Notwithstanding the foregoing, each Party shall use all reasonable endeavours to continue to perform its obligations hereunder for the duration of such Force Majeure event. However, if any such event prevents either Party from performing all of its obligations under the Agreement for a period in excess of six (6) Months, either Party may terminate the Agreement by notice in writing with immediate effect.
- 39.2 Any failure or delay by the Company in performing its obligations under the Agreement which results from any failure or delay by an agent, sub-contractor or supplier shall be regarded as due to Force Majeure only if that agent, sub-contractor or supplier is itself impeded by Force Majeure from complying with an obligation to the Company.
- 39.3 Clause 39 does not affect the Council's rights under clause 38.4.
- 39.4 If either of the Parties becomes aware of circumstances of Force Majeure which give rise to or which are likely to give rise to any such failure or delay on its part as described in clause 39.1 it shall forthwith notify the other by the most expeditious method then available and shall inform the other of the period which it is estimated that such failure or delay shall continue.
- 39.5 For the avoidance of doubt it is hereby expressly declared that the only events which shall afford relief from liability for failure or delay of performance of the Agreement shall be any event qualifying for Force Majeure hereunder.

## 40 **Annual Service Report and review**

40.1 This Agreement shall be reviewed annually commencing in October in each Contract Year in order that any Variations to the Services or any part of the Services required by the Council or recommended by the Company can be adequately planned and budgeted in time for the Council's budget setting process and the beginning of the next Financial Year.

40.2 Without prejudice to any other provision in the Agreement the Company shall at its own cost, provide to the Council an annual written report (the **Annual Service Report**) to the reasonable satisfaction of the Council. The Annual Service Report (which may be incorporated into the Business Plan) shall include:

40.2.1 key business activities for the year;

40.2.2 Updated Annual Service Plan including updated KPIs / Customer Service Standards for the year;

40.2.3 register of all contracts used to deliver the Services;

40.2.4 Updated Company Assets Inventory;

40.2.5 a report on how the Service has contributed to the Council's wider corporate objectives.

40.3 Following the Commencement Date, the Parties shall meet to discuss and agree the form and required content for Annual Service Plans with a view to finalising an agreed template (which shall as a minimum contain the information currently reflected in existing service plans and other performance related information) prior to 1 December 2017 such updated Annual Service Plans to be fully developed and operational by the start of the second Contract Year.

40.4 The Company shall upon a written request from the Council promptly provide such written evidence or other supporting information as the Council may reasonably require to verify and audit the information and other material contained in the Annual Service Report.

## 41 **Dispute Resolution**

41.1 In the event of a dispute between the Council in relation to the Parties:

41.1.1 firstly, the Parties shall use all reasonable endeavours to attempt to settle the issue for a period of two weeks from the date on which the matter giving rise to the dispute was first discussed; and if the matter is still unresolved;

41.1.2 secondly, each Party shall nominate a representative to decide the matter on its behalf and these representatives shall use all reasonable endeavours to attempt to settle the issue for a period of two weeks.

41.2 If at the end of such process the dispute is still unresolved either Party may:

41.2.1 propose that the matter be resolved before a single arbitrator, and if both Parties so agree, an independent single arbitrator (whose costs shall be shared equally by the Parties) will be appointed to deliver a definitive resolution which will bind the parties; and/or



41.2.2 either Party may commence proceedings in the court.

42 **Contracts (Rights of Third Parties) Act 1999**

Notwithstanding any other provisions of this Agreement nothing in this Agreement confers or purports to confer any right to enforce any of its terms on any person who is not a party to it.

43 **Governing Law**

This Agreement shall be governed by and interpreted in accordance with English law and the Parties submit to the jurisdiction of the courts of England.

44 **Variation**

No amendment or variation to this Agreement will be effective unless it is in writing and signed by or on behalf each of the Parties.

45 **Entire Agreement**

45.1 This Agreement constitutes the entire agreement between the Parties relating to the provision of the Services by the Company to the Council and supersedes all prior agreements, understandings, negotiations and discussions, whether oral or written, of the Parties and there are no warranties, representations or other agreements between the Parties in connection with such provision except as specifically set forth in this Agreement.

45.2 Each of the Parties hereby acknowledges that in entering into this Agreement it has not relied on any representation or warranty save as expressly set out in this Agreement or in any document referred to in this Agreement.

46 **No Partnership**

This Agreement shall not constitute a partnership between the Parties.

This Agreement has been executed as a deed and is delivered and takes effect on the date stated at the beginning of it.

**Schedule 1**  
**Specification**

## Part 1

### Specification

The Specification for the Services details the high level Services to be provided by the Company to the Council as follows:



CBC Service spec -  
Support Services - 5 )

## Part 2

### Annual Service Plans

More detail (including in relation to Customer Service Standards and KPIs) is set out in the Annual Service Plans as follows:



ICT Change and  
Customer Services Se



GO SS SDP CBC  
2017\_18.docx

**Schedule 2**  
**Communications Protocol**

# Communications protocol

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## Purpose of this document

To explain how the Company will liaise with, agree plans with, and report performance to, Councillors and Commissioners. Figure 1 (Appendix A) is a useful reference for the narrative below.

## Key decision points

- Each Council's Annual Service Plans will be agreed in February / March of each year between each Council and the Company. These service plans will set out requirements to be delivered by the Company for the following Contract Year. These will reflect the aims and objectives of each Council's Annual Plan.
- The Company's Business Plan will be developed and agreed by the Company's Board having regard to clause 40 of the Agreement and will be subject to the approval of the Members in accordance with the Members' Agreement
- For the avoidance of doubt, decisions on all Reserved Matters (as defined in the Members' Agreement) will be taken by the Members in accordance with the Members' Agreement.

## In year performance monitoring against pre-set plans

- The Council's Representative and the Company's Representative shall meet quarterly, the first such meeting to be held within three (3) Months of the Commencement Date.
- The purpose of each meeting shall be to:
  - o review and discuss any day to day issues arising out of the provision of the Services including any issues arising out of Performance Monitoring and any Monitoring Reports;
  - o consider any improvements to the provision of the Services; and
  - o review and discuss any other matters relating to the provision of the Services including any anticipated Variations.
- At any time the Council's Representative and the Company's Representative may agree to vary the frequency of the meetings
- Quarterly meetings will be held between Council Portfolio Holders, Service Commissioners and members of the Company's Board to review the Company's performance against Annual Service Plans and KPIs.
- Each Council's Scrutiny Committee will have the opportunity to scrutinise the Company's service performance and feedback any concerns to Members via a Member Representative Board (**MRB**) which will be established by the Members in accordance with clause 3 of the Members' Agreement.
- The Members will establish a Member Liaison Group, which will be comprised of backbenchers who will provide a degree of scrutiny and be a sounding board.
- The Members will also establish a Client Officers Group (**COG**) which will produce a quarterly report, to be considered by the MRB. The MRB will feedback to the Company's Board and to Members on performance issues.

## Appendix A: Company Governance and Service Scrutiny

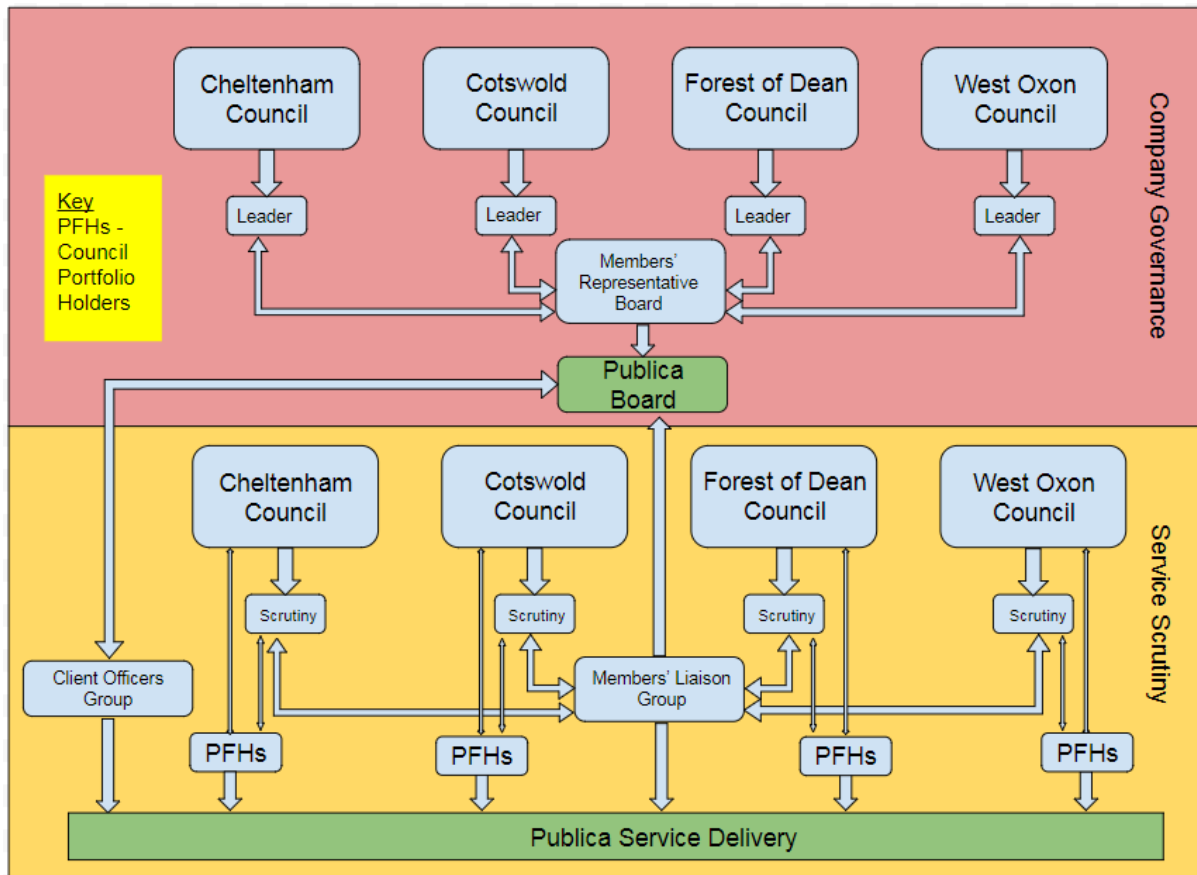


Figure 1: Company Governance and Service Scrutiny

### **Schedule 3**

#### **Monitoring and Performance - Monitoring Reports and Performance Monitoring**

The Company shall monitor its performance in the delivery of the Services and provide such reports to the Council at such frequencies as shall be required to comply with the requirements of the Annual Service Plans from time to time. The Monitoring Reports shall be reviewed by the Council in accordance with the terms of the Communications Protocol.



## **Schedule 4**

### **Council Assets**

Any assets (other than Transferring Assets) owned by the Council the use of which is reasonably required by the Company in the provision of the Services.

**Schedule 5**  
**Transferring Assets**

Please see attached:



Assets CBC.xlsx

## Schedule 6

### Retained Supplier Contracts

All Council contracts with suppliers access to which is required by the Company in order to provide the Services including the contracts shown on the attached list:



Contracts

CBC\_THL\_129559348

**Schedule 7**

**Template Premises Licence**

**THIS LICENCE** is made the

**BETWEEN:**

- (1) [ ] **COUNCIL** of [ ] (the "Licensor"); and
- (2) **PUBLICA GROUP (SUPPORT) LIMITED** (Co. Regn No. 10580349) whose registered office is situate at Cotswold District Council, Trinity Road, Cirencester, Gloucestershire, GL7 1PX (the "Licensee").

**WHEREAS:-**

The Licensor has agreed with the Licensee to license the use of certain Non-Dedicated desks within the Premises for the period and upon the terms and for the consideration hereinafter mentioned.

**NOW IT IS HEREBY AGREED** as follows:-

1 **Definitions**

1.1 In this Licence where the context so admits the following expressions shall have the following meanings:-

**Access Ways** shall mean all roads and paths, entrance halls, corridors, passages, lifts and staircases of the Premises shown coloured brown on the Plans the use of which is necessary for obtaining access to and egress from the Non-Dedicated Desks in the Designated Offices, Staff Facilities, Meeting Rooms, Service Rooms and the Parking Spaces or those of them that afford reasonable access to and egress from them and that the Licensor from time to time in his absolute discretion designates on 7 days' notice to the Licensee;

**Building** means the part of the Premises shown for the purpose of identification only edged [.....] on [the] Plan[s] [] annexed to this agreement.

**Designated Hours** means 07.00 hours to 19.00 hours Monday to Friday inclusive (bank and other public holidays excepted) or such other hours as the Licensor from time to time in his absolute discretion determines on 7 days' notice to the Licensee as the case maybe.

**Designated Offices** shall mean those parts of the Building shown for the purposes of identification only edged red on the Plans where the Non-Dedicated Desks are located or such other space within the Building as the Licensor may from time to time in his sole and absolute discretion designate on 7 days' notice to the Licensee BUT for the avoidance of doubt the parties agree that this Licence does not grant the Licensor any right to use the Designated Offices other than for the purposes of using the Non-Dedicated Desks

**Dual Contract Employee** shall mean an employee of the Licensee who also has a contract of employment with the Licensor AND it is agreed by the parties that as at the commencement of this Licence the number of Dual Contract Employees shall be 6 (six).

**Dual Contract Percentage** shall mean 25% for the first year of this Licence and shall thereafter shall be such percentage figure as shall be agreed annually by the parties on each anniversary of this Licence and in the absence of such agreement such percentage figure as the Licensor (acting reasonably) determines

**Equipment** shall mean the furniture, fittings and equipment listed in Schedule A and which forms part of the schedule of equipment as provided for under the Services Agreement

**Facilities & Services** shall mean those facilities and services listed in the Schedule B

**Index** shall mean the Consumer Price Index published by the Office of National Statistics from time to time

**Licence Fee** shall mean for the first year of this Licence the sum of £[ ] (plus VAT) per annum per Non-Dedicated Desk provided by the Licensor for use by Licensee (calculated at £[ ] per annum plus VAT per Non-Dedicated Desk plus £[ ] per annum plus VAT per Non-Dedicated Desk for the provision of IT/Telecoms) AND thereafter the Licence Fee shall be adjusted on each anniversary of this Licence according to any fluctuations in the Index in that previous year FURTHER PROVIDED THAT the Licence Fee shall be reduced by the Dual Contract Percentage for each Non-Dedicated Desk used by a Dual Contract Employee in any year of the Licence

**Licence Period** shall mean the period from the date hereof until the earlier of:

- the date of expiry of the Services Agreement;
- any earlier termination of the Services Agreement;
- the date of any notice of termination given by the Licensor to the Licensee following any breach by the Licensee of its undertakings in Clause 3 hereto; or
- the expiry date of any notice of termination given by the Licensor to the Licensee pursuant to the Licensor's right to terminate this Licence contained in Clause 8 hereof

**Meeting Rooms** shall mean the meeting rooms shown edged blue on the Plans

**Non-Dedicated Desks** shall mean non-dedicated desks/workstations (including the main reception desk) located within the Designated Offices (such locations to be determined at the sole discretion of the Licensor) and the number of which shall be determined in accordance with Clause 4.1 of this Licence

**Parking Spaces** shall mean the Staff Parking Spaces and the Visitor Parking Spaces together

**Plans** shall mean the Plan[s] annexed at Schedule 3 hereto [and marked 'Plan 1', 'Plan 2', 'Plan 3', 'Plan 4' and 'Plan 5' respectively]

**Premises** shall mean the Licensor's property at [ ]

**Services Agreement** means the services agreement of even date herewith and made between the Licensor (1) and the Licensee (2) and any contract, deed or instrument entered into under or in connection therewith;

**Service Rooms** means those service and storage rooms shown hatched blue on the Plans

**Staff Facilities** shall mean the WCs, kitchens, lifts in the Premises provided by the Licensor for the benefit of its staff and others and shown for the purposes of identification only hatched black on the Plans

**Staff Parking Spaces** shall mean the unreserved parking spaces shown for the purpose of identification only edged green on the Plans or such other spaces within the staff and public car parks at the Premises being suitable and of a sufficient size for the parking of not more than [ ] private motor cars and an agreed number of spaces for the parking of motorcycles and bicycles as the Licensor may from time to time in his absolute discretion designate on 7 days' notice to the Licensee;

**VAT** means value added tax or any other tax of a similar nature at the standard rate;

**Visitor Parking Spaces** shall mean the spaces shown for the purpose of identification only edged and hatched green on the Plans or such other visitor parking spaces within the staff and public car parks at the Premises as the Licensor may from time to time in his absolute discretion designate on 7 days' notice to the Licensee.

- 1.2 Words denoting the singular shall include the plural and vice versa, words denoting the masculine gender shall include the feminine gender and vice versa and words denoting persons shall include corporations.
- 1.3 References to a Clause or a Schedule shall be deemed to be references to a clause of or a schedule to this Licence and references to a Sub-clause shall be deemed to be references to a sub-clause of the clause in which the reference appears.
- 1.4 Words and expressions defined in the Services Agreement have the same meanings
- 1.5 In this Licence clause headings are included for ease of reference only and shall not affect this Licence or the interpretation hereof.

## 2 **Licence**

In consideration of the payment by the Licensee of the Licence Fee, and subject to Clauses 3 and 4, the Licensor hereby grants to the Licensee and the Licensee's members, officers, employees and permitted visitors for the Licence Period the right to use during the Designated Hours and in common with the Licensor and all others authorised by the Licensor so far as is not inconsistent with the rights given:-

- 2.1 The Non-Dedicated Desks on a 'first come first served' basis and the Equipment for the purposes of the Licensee's usual business and such other uses as the Licensor in its sole discretion shall permit.
- 2.2 The Staff Parking Spaces for the purpose of parking up to 136 private motor cars by its members, officers, employees on a 'first come first served' basis PROVIDED THAT Licensor reserves the right to issue parking permits/barrier passes controlling the use of the same and may reserve Staff Parking Spaces as necessary for meetings.
- 2.3 The Visitor Parking Spaces for the purpose of parking private motor cars on a 'first come first served' basis by the Licensee's visitors to the Premises.

- 2.4 The Staff Facilities in similar manner to the Licensor's employees employed at the Premises.
- 2.5 The Meeting Rooms subject to availability and at the Licensor's sole discretion and further subject to the Licensee booking the same in advance through the Licensor's room booking system.
- 2.6 The Service Rooms for the purposes of accessing equipment and storage
- 2.7 The Access Ways for the purposes of access to and egress from the Non-Dedicated Desks, Parking Spaces, Staff Facilities, Meeting Rooms and Service Rooms.

### 3 **The Licensee's Undertakings**

The Licensee agrees and undertakes:-

- 3.1 To pay the Licence Fee, without any deduction, to the Licensor monthly in advance on the first day of each month and proportionately for any period of less than a month the first such payment for the period [of one month from and including the Commencement Date] OR [from and including the Commencement Date to the end of the month following such date] to be made on [the Commencement Date] or [specify other payment date] together with such VAT as may be chargeable on the Licence Fee
- 3.2 To keep the Designated Offices and Parking Spaces clean and tidy and clear of rubbish and to leave the same in a clean and tidy condition and free of the Licensee's furniture, equipment, goods and chattels at the end of the Licence Period.
- 3.3 Not to bring any furniture, equipment, goods or chattels onto the Premises without the consent of the Licensor except as is necessary for the exercise of the rights given in Clause 2.
- 3.4 Not to use the Non-Dedicated Desks, Parking Spaces, Staff Facilities, Meeting Rooms, Service Rooms or the Access Ways in such a way as to cause any nuisance, damage or material disturbance to the Premises or the Equipment or adjoining or neighbouring property or to the owners, occupiers or users of such adjoining or neighbouring property.
- 3.5 Not to obstruct the Access Ways, or make them dirty or untidy, or leave any rubbish on them
- 3.6 Not knowingly to act in a way which will or may result in the insurance of the Premises being void or voidable or in the premium for the said insurance being increased.
- 3.7 Not knowingly to act in a way which will or may constitute a breach of any statutory requirement affecting the Premises.
- 3.8 Not in any way impede the Licensor, or his officers, servants or agents, in the exercise of his rights of possession and control of the Premises and every part of the Premises.
- 3.9 To observe such reasonable rules and regulations as the Licensor may make and of which the Licensor shall notify the Licensee from time to time governing the Licensee's use of the Non-Dedicated Desks, Parking Spaces, Staff Facilities, Meeting Rooms and Service Rooms or the Access Ways including but not limited to all procedures relating to health and safety and security within the Building and on the Premises.



- 3.10 To indemnify the Licensor, and keep the Licensor indemnified, against all losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability arising in any way from this agreement, any breach of any of the Licensee's undertakings contained in this clause, or the exercise or purported exercise of any of the rights given in Clause 2 hereof
- 3.11 To obtain and maintain adequate insurance cover in respect of the use of the Premises by the Licensee's members, officers, employees and visitors (including but not limited to occupier's liability insurance, public liability indemnity insurance and employers liability insurance) and in respect of the Licensee's furniture, equipment, goods or chattels
- 3.12 To vacate the Premises at the end of the Licence Period.
- 3.13 Not save as authorised under the provisions of this Licence to permit any third party to occupy or gain possession of any part of the Premises or to gain possession of the Equipment.

#### 4 **The Licensor's Undertakings**

The Licensor agrees and undertakes subject always to circumstances beyond its control:-

- 4.1 To provide and make available for use up to [ ] Non-Dedicated Desks ('the Initial Desk Number) in accordance with the terms of this Licence the exact number of required Non-Dedicated Desks to be agreed between the parties on the date hereof and thereafter:
  - 4.1.1 on each anniversary of this Licence (the Licensee having provided the Licensor with a forecast of the anticipated need for Non-Dedicated Desks and anticipated number of Dual Contract Employees for the coming year such forecast to be provided not less than 3 months prior to each anniversary of this Licence); or
  - 4.1.2 upon any part of the Services Agreement being terminated resulting in a reduction in need for the agreed number Non-Dedicated Desks

in the absence of such agreement such number as the Licensor (acting reasonably) shall determine;
- 4.2 If so requested in writing by the Licensee at any time in the first year of this Licence to provide up to [13/14] additional Non-Dedicated Desks (being 10% of the Initial Desk Number)
- 4.3 At the end of each year of this Licence to agree with the Licensee the actual number of Non-Dedicated Desks used by the Licensee in that year (or in the absence of such agreement such number as the Licensor (acting reasonably) determines) and shall as soon practicable thereafter shall:
  - 4.3.1 raise a charge for any additional Licence Fee due from the Licensee for that year; or
  - 4.3.2 reimburse the Licensee for any over-payment of the Licence Fee in that year

as the case may be;
- 4.4 To maintain and repair the structure and exterior of the Building;

- 4.5 To provide the Equipment and the Facilities and Services;
- 4.6 To pay all insurance premiums, general rates and water rates in respect of the Premises but excluding any insurance cover in respect of the use and occupation of the Premises by the Licensee's members, officers, employees and visitors and the Licensee's furniture, equipment, goods or chattels;
- 4.7 To maintain a sufficient supply of electrical power, heating, water and all other necessary services to the Premises, and to pay all charges in respect thereof;
- 4.8 To provide access to the Non-Dedicated Desks, Parking Spaces, Staff Facilities, Meeting Rooms, Service Rooms and the Access Ways for the Licensee at all times during the Designated Hours provided always that the Licensor may at its sole discretion consent to any request from the Licensee for access at other times subject to the Licensee paying such additional charge for such access and use of the Premises and the Non-Dedicated Desks and upon such terms as the Licensor shall in its sole discretion stipulate.
- 4.9 To provide the Licensee with the name, position and contact details of the Licensor's local contact/agent who shall be responsible for updating the Licensee in respect of the rules, regulations and procedures referred to Clause 3.9 and all other appropriate matters relating to the operation of this Licence

## 5 **Signage**

Without prejudice to the need (if any) to obtain planning consent the Licensee shall be permitted to erect at its own expense signs of such size and design as the Licensor may approve (such approval not to be unreasonably withheld) in positions of reasonable prominence outside the Premises and in the main reception area of the Premises and on such doors and walls in the Access Ways as the Licensee may require subject to the consent of the Licensor as to the siting thereof (such consent not to be unreasonably withheld).

## 6 **Assignment Prohibited**

The benefit of this licence is personal to the Licensee and not assignable and the rights given in Clause 2 may only be exercised by the Licensee and its members, officers, employees and permitted visitors

## 7 **Exclusions and Reservations**

- 7.1 The Licensor gives no warranty that the Premises are legally or physically fit for the purposes specified in Clause 2 hereof
- 7.2 The Licensor is not to be liable for the death of, or injury to, the Licensee or its members, officers, employees and permitted visitors or for damage to any property of theirs or for any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by them in the exercise or purported exercise of the rights granted by Clause 2 hereof

8 **Licensor's Right to Terminate**

The Licensor may terminate this Licence on giving to the Licensee not less than 3 months prior notice of the same in writing PROVIDED THAT such right will only be exercisable in the event that the Licensor (in its sole and absolute discretion) has offered to the Licensee in writing reasonable alternative accommodation for the provision and use of the Non-Dedicated Desks as the parties shall agree (or in the absence of such agreement such number of Non-Dedicated Desks as the Licensor (acting reasonably) shall determine) and on reasonable terms having regard to the terms of this Licence and all other relevant circumstances

9 **Notices**

Any notice to be given hereunder shall be in writing and shall be sufficiently served if delivered by hand and receipted for by the recipient or sent by the Recorded Delivery Service addressed in the case of the Licensor to its [Head of Paid Service] at [

] or in the case of the Licensee to its Managing Director at the Licensee's Registered Office or to such other addresses as either party may from time to time notify to the other in accordance with the provisions of this Clause.

**AS WITNESS** the hands of persons duly authorised for and on behalf of the parties hereto the day and year first before written.

## SCHEDULE A

### FURNITURE, FITTINGS AND EQUIPMENT TO BE MADE AVAILABLE FOR THE LICENSEE

All assets are part of the list of Council Assets detailed at Schedule 4 of the Services Agreement

- Workstations
  - Desk
  - Chair
  - Pedestal/ filing cabinet
  
- Meeting tables and chairs where appropriate as detailed in the schedule of Council Assets referred to above.
  
- Replacement of above by the Licensor as agreed between the parties
  
- The areas used in common with the Licensor and other authorised parties, such as meeting rooms, kitchens and WC's, will be furnished and equipped as appropriate by the Licensor

**SCHEDULE B  
FACILITIES AND SERVICES TO BE PROVIDED  
AT THE EXPENSE OF THE LICENSOR**

**IT Provision**

- Desktop Equipment
  - [ ]
  - [ ]
  - [ ]
  - [ ]
  
- Replacement of above on a rolling 3 year basis

**Services to be provided by the Licensor in relation to the Premises**

- Building(s)
  - All external and structural building maintenance
  - All internal maintenance of buildings and fixtures and fittings
  - All maintenance and servicing of M&E plant and equipment
  - Signage
  - Building security including organizing of locking and unlocking by relevant parties on the Council's behalf
  - All Health & Safety Statutory Compliance
  - All appropriate utilities provided
  - Cleaning
  
- Car Parks and external areas
  - Surface to be kept to a reasonable standard
  - Winter gritting as appropriate
  - All Health & Safety Statutory compliance

- All maintenance and servicing of M&E plant and equipment
- Signage
- Grounds maintenance
- Site security including organising of locking and unlocking by relevant parties on the Council's behalf

**SCHEDULE C**

**THE PLAN[S]**

**The Licensor**

[        ] COUNCIL

By

**The Licensee**

**PUBLICA GROUP (SUPPORT) LIMITED**

By



## Schedule 8

### ICT System

#### 1 **Infrastructure & Desktop Assets**

##### 1.1 **Servers & Storage**

Physical Servers  
Server Virtualisation Software - VMWare  
Virtual Server Backup Software - VEEAM  
Server Room UPS Units  
Storage Appliances

##### 1.2 **Networking Equipment**

Networking Hardware (Switches, Firewalls, Routers, Wifi Controllers & APs)  
Network Monitoring Software - Solarwinds

##### 1.3 **Desktop Equipment**

Workstation (Desktop PC, Monitor, Mouse, Keyboard)  
Mobile Workstation (Laptop, Docking Station, Monitor, Mouse, Keyboard)  
Citrix - Hardware & Software for 400 users

##### 1.4 **Telephony**

Fixed Handsets  
Cisco Telephony System - hardware & licences  
Avaya Telephony System - CBC only, hardware & licences  
Data Track Software  
Mobile Handsets - basic  
Mobile Handsets - Blackberry + BES Licence  
Mobile Handsets - iPhone + MDM Licences

##### 1.5 **Video Conferencing**

Cisco Video Conferencing Units & Licences

##### 1.6 **Security Systems**

Remote Access Licences + Tokens  
Anti-Virus Software Licences

##### 1.7 **ICT Operations Systems**

Solarwinds Helpdesk Software Licences  
Remote Assistance Software Licences

2 **Business Software Assets**

<b>Application</b>	<b>Supplier</b>	<b>Asset Category</b>
Abritas	Abritas Limited	Housing Allocations
Admuse	Adlib Information Systems Limited	Leisure Management
ASH	Ash Information Systems Limited	CRM
CMIS	Astech Consultants Limited	Committee Management
iShare	Astun Technology Limited	GIS - web / intranet
Heating and Ventilation Control System	Bemac Open Systems Ltd	Corporate Buildings
TextHelp	BrowseAloud	Web Tools
MapEditor	Cadcorp	GIS - corporate
Axis Income Management (AIM)	Capita	Cash and Payment Receipting
Housing Benefits	Capita	Revenues and Benefits
Open Contractor	Capita	Housing Maintenance and Repairs
Axis Income Management (AIM)	Capita	Income Management
Chipside	Chipside Limited	Parking Enforcement
Civica Open Revenues	Civica	Revenues and Benefits
Civica PTC	Civica	Revenues and Benefits
Civica ICON	Civica	Income Management
Tranman	Civica	Fleet Management
Civica Revenues Document Management	Civica	Revenues and Benefits
Clearview	Clearview Systems Limited	Reporting
Treasury Management	Logotech Systems	Finance - ledger and procurement
Covalent	Covalent Software Limited	Performance Management
Open Options	Crown Computing Limited	HR/Payroll
Net2Access	Crown Computing Limited	Door Entry
Fuel Management System	Datatrack Fuel Systems Limited	Fleet Management
FME Professional Edition	Dotted Eyes Limited	Data Transformation / warehousing
Crystal report Server	DS Callards	Reporting
eBase	eBase Technology Limited	eForms
ArcGIS/ArcMap	ESRI (UK) Limited	GIS - corporate
Newsflash	Ether Ray	Communications

<b>Application</b>	<b>Supplier</b>	<b>Asset Category</b>
Exor Waste Management / CRM	Exor (Services) Limited	Waste Management
Exor CRM	Exor (Services) Limited	CRM
Renovator	Ferret Information	Regulatory Services
Achieve Forms	Firmstep	Unknown
Chris21	Frontier	HR/Payroll
Avant Guard	Halarose Limited	Elections Management
Eros	Halarose Limited	Elections Management
Cemetery	Hoge 100 Business Systems Limited	Cemeteries, parks and gardens
Parking System (OMIS 7.1)	Hoge 100 Business Systems Limited	Parking Fees
Garden Waste Database	Hoge 100 Business Systems Limited	Garden Waste
Caseworks	Hub Solutions Limited	Housing Management
Parking and Permits Gateway	ICES	Parking Enforcement
Uniform	iDox Software Ltd	Planning and Building Control
DMS	iDox Software Ltd	Document Management
Uniform	iDox Software Ltd	Estates and Land terrier
ESS	iDox Software Ltd	Elections Management
Total Land Charges	iDox Software Ltd	Land Charges
Public Access	iDox Software Ltd	Planning and Building Control
MapLoader	iDox Software Ltd	GIS - corporate
iNovem	iNovem Limited	Planning Consultation
Jadu Galaxy - Internet	Jadu Limited	Website
Solcase	LexisNexis UK	Legal Case Management
Liberty Gas	Liberty Gas Group	Housing Management
Limehouse	Limehouse Software Limited	Planning Consultation
Liquid Files	Liquid Files	Secure File Transfer
Colony (allotments)	MCPC Systems (UK) Limited	Cemeteries, parks and gardens
Merridale	Merridale	Fleet Management
MetaCompliance	Metacompliance Limited	Reporting
Modern Gov	Modern Mindset	Committee Management
NDL	NDL Software Limited	Software Integration

<b>Application</b>	<b>Supplier</b>	<b>Asset Category</b>
M3	Northgate	Planning and Building Control
Information@Work	Northgate Arinso	Document Management
Compass 8	Northgate Arinso	Unknown
DTF Loader	Northgate Arinso	Data Transformation / warehousing
Front Office	Northgate Arinso	CRM
iWorld	Northgate Arinso	Revenues and Benefits
Information@Work	Northgate Arinso	Revenues and Benefits
NQ Content	NQ Content Limited	CMS Intranet
Orchard Housing Management	Orchard Information Systems Limited	Housing Management
PIMISS System	PIMSS Data Systems Limited	Housing Maintenance and Repairs
Business Objects	SAP (UK) Limited	Reporting
Sequel / Proval	Shelton Development Services Limited	Unknown
Survey	SmartSurvey Limited	Surveys
Surveys	Snap Surveys Limited	Surveys
Spektrix	Spektrix Limited	Leisure Management
Stark Essentials	Stark Software International Limited	Corporate Buildings
Aurora	StatMap Limited	GIS - corporate
Earthlight	StatMap Limited	GIS - web / intranet
StatMap GIS Intranet/internet	StatMap Limited	GIS
SVS Data extracts and interfaces	SVS	Middleware
TEN Performance Management	TEN	Performance Management
Agresso FMS	Unit4 Business Software	Finance - ledger and procurement
Agresso HR&Payroll	Unit4 Business Software	HR/Payroll
eCitizen	Unknown	Revenues and Benefits
Concessionary Fares	Unknown	Concessionary Fares
CMIS	CMIS	Committee Management
Umbraco Website	Open Source	Website
Orbis	Sitex	Housing Management
BrowseAloud	TBC	Website
Datatrack	Datatrack Fuel Systems Limited	Fleet Management
CCTV	Milestone	Building Security

<b>Application</b>	<b>Supplier</b>	<b>Asset Category</b>
Windmill	Vivid	Building Security
Watch Directory	Watch Directory	Software Integration
Waste Management Web Aspects	Webaspx	Waste Management
Advantage	XN Leisure Systems Limited	Leisure Management
Xpress	Xpress Software Solutions Limited	Elections Management

## Schedule 9

### Data Processing

- 1 In any situation where there is any doubt, the Company (the **Data Processor**) will process personal data strictly in compliance with The Data Protection Act 1998.
- 2 The Data Processor undertakes that it shall process the Personal Data only in accordance with the Council's (the **Data Controller's**) instructions for the processing of that personal data. The Data Processor will not process the data in any way or for any purpose other than those set out in this agreement, except where authorised by the Data Controller.
- 3 The Data Processor will process the Personal Data for the delivery of the Services and undertaking statutory functions on behalf of the Council.
- 4 The Data Processor will ensure that access to personal data is limited to only those employees who require access for the purpose of the Data Processor carrying out the processing specified herein and complying with its obligations under this Agreement.
- 5 All staff employed by the Data Processor with access to the Data Controller's data will receive suitable training on information security and Data Protection. Audit trails on access to personal data and incidents involving personal data will be maintained by the Data Processor and made available to the Data Controller on request.
- 6 The Data Processor agrees to assist the Data Controller promptly with all subject access requests that may be received from the data subjects under Section 7 of the Data Protection Act 1998. Information will be provided to the Data Controller within 7 days of being notified of a request.
- 7 The Data Processor will not disclose the personal data to a third party in any circumstances other than at the specific written request of the Data Controller, unless the disclosure is required by law. Where the disclosure is required by law, the Data Processor will inform the Data Controller immediately.
- 8 The Data Processor will not transfer the personal data outside of the United Kingdom for any reason.
- 9 The Data Processor will not sub-contract any of the processing without explicit written agreement from the Data Controller. Where such written agreement is provided, the Data Processor will ensure that any sub-contractor it uses to process the personal data complies with the terms of this Agreement.
- 10 The Data Processor will in general employ appropriate operational and technological processes and procedures to keep the personal data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 11 The Data Processor will not keep the personal data on any laptop or other portable drive or device unless the use of such equipment is necessary for the delivery of the Services, and only when that device is encrypted. Where this is necessary, the Data Processor will keep a clear record of all devices the personal data are stored.

- 12 Any breach of security involving the loss, theft, damage, inappropriate access to or corruption of personal data – or equipment on which it is stored - supplied by the Data Controller to the Data Processor must be reported to the Data Controller immediately it is identified, and no later than two working days after the incident is identified. The Data Processor will provide any necessary assistance required to manage or investigate the causes of any such incident, liaise with the Information Commissioner or correct any breaches. The same level of assistance will be provided should any complaint be received from a data subject about the services covered by this Agreement.
- 13 Upon satisfactory completion of the Services or on termination of this Agreement, the Data Processor will ensure that the personal data is securely removed from its systems and any printed copies securely destroyed immediately. In complying with this clause, electronic copies of the personal data shall be securely destroyed by either physical destruction of the storage media or secure deletion using appropriate electronic shredding software.
- 14 The Data Controller is entitled to make any check it considers reasonable to ensure that information is properly secured and handled, and to check compliance with this Agreement, subject to appropriate notice to the Data Processor. The Data Controller will carry out reasonable checks such as carrying out an audit visit, receiving audit trails or incident logs or requesting data destruction records from the Data Processor.

The Common Seal of **CHELTENHAM** )  
**BOROUGH COUNCIL** )  
being affixed hereto and authenticated by the )  
undermentioned person authorised by the  
Council to act for that purpose:

Authorised Signatory  
**Sarah Frekleton**

Executed as a deed by )  
**Publica Group (Support) Limited** )  
acting by **David Neudegg**, a director )  
in the presence of: )

Director

witness signature:

name:

address:

occupation: