

NHSS CONDITIONS FOR THE PROVISION OF SERVICES

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NHSS CONDITIONS FOR THE PROVISION OF SERVICES

National Health Service Scotland (NHSS) Conditions of Contract for the Provision of Services

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1. DEFINED TERMS AND INTERPRETATION

1.1 In these NHSS Conditions for the Provision of Services the words and expressions below will be interpreted to have the meanings adjacent to them:

“Additional Controller Purpose”	means, if any, such other permitted purpose for the Processing of the Personal Data which, although relating to the Purpose, is in addition to the Purpose and which is a purpose which the Contractor must implement by Law, as described in Part 1 of the Schedule (Processing Information);
“Affected Employee”	has the meaning ascribed to it in Clause 50 (TUPE);
“Appropriate Safeguards”	means a legally compliant mechanism(s) for the transfer of Personal Data to a Third Country in respect of which no adequacy regulation has been made by the Secretary of State, as such mechanism(s) may be permitted under the Data Protection Legislation from time to time;
“Authority”	means the Common Services Agency, a statutory body constituted pursuant to the National Health Service (Scotland) Act 1978 (as amended), acting through its directorate, National Procurement;
“Authority Manager”	means the individual named by the Authority in the Invitation to Tender as the “Manager of the Commodity”;
“Authority’s Confidential Contact”	means the person (or persons) at the Authority providing the role of the confidential contact for the purposes of the National Whistleblowing Standards, as notified by the Authority to the Contractor from time to time;
“Commencement Date”	means the date upon which the Contract shall come into effect, such date being set out in the Letter of Award or, if the Commencement Date is not set out in the Letter of Award, the date the Letter of Award is submitted by the Authority to the Contractor;
“Commissioner”	shall have the meaning given in the UK GDPR;
“Community Benefits”	means any activity, obligations and/or undertakings identified as community benefits

or their equivalent in the Specification or otherwise in the Contract;

“Concern”	means a concern which meets the definition of a “whistleblowing concern” within the meaning of the National Whistleblowing Standards;
“Confidential Information”	means (a) all information designated as such by either Party in writing and having the necessary quality of confidence; (b) all Patient Identifiable Information; and (c) all information the disclosure of which would or would be likely to prejudice substantially the commercial or operational interests of any person;
“Contract”	means the agreement constituted between the Authority and the Contractor by virtue of and subject to these NHSS Conditions for the Provision of Services, the provisions of the Invitation to Tender, the Tender and the Letter of Award;
“Contract Period”	means (subject to earlier termination in accordance with its terms or by operation of law) the duration of the Contract as set out in the Letter of Award or the Invitation to Tender starting on the Commencement Date (as extended (if applicable) pursuant to Clause 3.12);
“Contract Price”	means the monies payable by the Authority to the Contractor for the Services as set out in the Contract;
“Contractor”	means the economic operator identified as such in the Letter of Award, or as from the relevant Substitution Date, the Replacement Supplier;
“Contractor Personnel”	means any and all directors, officers, employees, agents, consultants and contractors of the Contractor, of any permitted sub-contractor and/or of any Sub-processor engaged in the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services;
“Controller”	shall have the meaning given in the UK GDPR;
“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Contractor or any Sub-processor under or in connection with the Contract, and/or actual or

	potential loss and/or destruction and/or corruption of Personal Data in breach of the Contract, including but not limited to any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	means (i) the UK GDPR; (ii) the DPA 2018 to the extent that it relates to the Processing of Personal Data and privacy; and (iii) any other Law in force from time to time with regards to the Processing of Personal Data and privacy, which may apply to either Party in respect of its activities under the Contract;
“Data Protection Officer”	means the person designated as such pursuant to Article 37 of the UK GDPR;
“Data Subject”	shall have the meaning given in the UK GDPR;
“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with access and other rights granted to the Data Subject pursuant to the Data Protection Legislation in respect of their Personal Data;
“Day”	means business day, which is defined as Monday to Friday inclusive but excluding Scottish Bank and Public holidays;
“Deliverables”	means all documents, products and materials developed by the Contractor or its agents, sub-contractors, consultants and employees pursuant to the Contract in any form;
“Direct Losses”	means all damage, losses, indebtedness, claims, actions, cash, expenses (including the cost of legal or professional services and all legal costs), proceedings, demands and charges whether arising under statute, contract or at common law excluding Indirect Losses;
“Disclosure Scotland”	means the executive agency of the Scottish Government that provides disclosure of conviction information and manages the PVG Scheme on behalf of the Scottish Government, based for the time being at the 1 Pacific Quay, Glasgow G51 1EA;
“DPA 2018”	means the Data Protection Act 2018;
“DP Losses”	means all liabilities and amounts, including all:

- a) Direct Losses;
- b) costs and expenses relating to reconstitution and/or correction of the Personal Data and any and all records comprising the same; and
- c) to the extent permitted by applicable Law:
 - (i) administrative fines, penalties, sanctions, liabilities or other remedies imposed by the Commissioner; and
 - (ii) compensation to a Data Subject ordered by the Commissioner;

“Force Majeure Event”

means one or more of the following to the extent that it is not attributable to the Contractor or the Contractor’s staff: war, civil war (whether declared or undeclared), riot or armed conflict; radioactive, chemical or biological contamination; pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed; acts of terrorism; explosion; fire; flood; extraordinarily severe weather conditions which are both unforeseen and for which precautions are not customarily taken by prudent business organisations so as to avoid or mitigate the impact thereof; industrial action which affects the provision of the Services, but which is not confined to the workforce of the Contractor or is site specific; pestilence; the actions of governmental authorities to the extent that such actions are implemented either pursuant to emergency powers or otherwise outside the usual course of governmental business; or act of God, or other event which is unforeseen as at the Commencement Date and which is beyond the reasonable control of the Party in question and could not have been avoided or mitigated by the exercise of all reasonable care by that Party and further provided that such event materially affects the ability of the Party seeking to rely upon it to perform its obligations under the Contract;

“Good Industry Practice”

means using standards, practices, methods and procedures conforming to the law and exercising that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person engaged in providing services similar to the Services under the same or similar circumstances;

“Goods”

means all goods ancillary or otherwise related to the Services that the Contractor is required

to provide pursuant to the Contract, as set out in the Specification;

“Head of Procurement” means the person from time to time appointed by the Authority as head in charge of its procurement activities;

“Health Board” means an entity established pursuant to the National Health Service (Scotland) Act 1978 (as amended);

“Indirect Losses” means loss of profits, loss of business, loss of business opportunity, loss of business revenue, loss of goodwill or any consequential loss or indirect loss of any nature;

“Insolvent” means:

(a) if the Contractor is an individual, that individual, or where the Contractor is a partnership, any partner(s) in that firm, becomes bankrupt or shall have a receiving order, administration order or interim order made against him, or shall make any composition or scheme of arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 2016 (as amended), or any application shall be made under the Bankruptcy (Scotland) Act 2016 or the Insolvency Act 1986 for the time being in place for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors;

(b) if the Contractor is a company, the passing by the Contractor of a resolution for its winding-up or the making by a court of competent jurisdiction of an order for the winding-up of the Contractor (or for the appointment of a provisional liquidator) or the dissolution of the Contractor, or if a receiver, manager or administrator is appointed, or documents are filed with the court for the appointment of a liquidator, receiver, manager or administrator or notice of

intention to appoint a liquidator, receiver, manager or administrator is given by the Contractor or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986), or circumstances arise which entitle the court or a creditor to appoint a receiver, manager or administrator or which entitle the court to make a winding-up order, or the Contractor is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, or if the Contractor commences negotiations, or enters into any composition, compromise, assignment or arrangement with one or more of its creditors with a view to rescheduling any of its indebtedness (because of actual or anticipated financial difficulties) or a moratorium is declared in respect of any indebtedness of the Contractor or the Contractor commences or threatens to commence a company voluntary arrangement, a scheme of arrangement or a restructuring plan pursuant to Part 26A of the Companies Act 2006 or makes an arrangement with its creditors generally or makes an application to a court of competent jurisdiction for protection from its creditors generally; or

- (c) any event under the law of any other jurisdiction other than Scotland which is analogous to any of the above;

“Intellectual Property”

means any and all patents, registered and unregistered trade marks, trade and business names, domain names, registered designs, unregistered design rights and other rights in designs utility models, applications for and the right to make applications for any of such rights, know-how, Confidential Information, including rights in any get-up or trade dress, copyrights (including rights in computer software and in websites) and rights in databases, subsisting anywhere in the world, and **“Intellectual Property Rights”** shall be construed accordingly;

“Invitation to Tender”

means the invitation to tender relating to the Services issued by the Authority to *inter alia* the Contractor;

“Joint Controller”	shall have the meaning given in Article 26 of the UK GDPR;
“Law”	<p>means any legislation and/or common law insofar as applicable to the performance of the Contract or any part thereof including without limitation:</p> <p>(a) any subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978; and</p> <p>(b) any bye-law, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Authority and/or the Contractor is bound to comply;</p>
“Letter of Award”	means the letter issued by the Authority to the Contractor, accepting the Contractor’s Tender, the signed duplicate copy of which is returned to the Authority;
“Location”	means the location or locations (as applicable) for the provision of the Services (and supply of any Goods) as set out in an Order;
“Minimum Requirements”	means those requirements identified as such in Schedule Part 1 (Processing Information);
“National Procurement”	means the national procurement directorate within the Authority, whose regional offices are at National Procurement, Canderside, 2 Swinhill Avenue, Larkhall, ML9 2QX;
“National Whistleblowing Standards”	means the National Whistleblowing Standards published by the office of the Independent National Whistleblowing Officer (INWO) and any updates or amendments thereto and any replacement thereof;
“New Contractor”	means any entity which is awarded a contract by the Authority to provide services similar or identical to the Services in place of the Contractor (including the Authority in the event of the provision of the Services being undertaken in-house);
“NHSS Additional Conditions for the Provision of Services”	means the additional terms and conditions (if any) contained in Schedule Part 2 (NHSS Additional Conditions for the Provision of Services);

“NHSS Conditions for the Provision of Services”	means these terms and conditions, including any NHSS Additional Conditions for the Provision of Services, in each case as may be varied by the Letter of Award;
“Order”	means each purchase order (in Writing) submitted by the Authority to the Contractor drawing down the quantity of Services specified therein as part of the Contract;
“Party”	means each of the Contractor and the Authority and “Parties” shall be construed accordingly;
“Patient Identifiable Information”	means information relating to the identity, medical condition or history of any patient or prospective patient of the Authority or any other Health Board and any and all data generated and/or derived therefrom;
“Person”	includes any individual, partnership, firm, trust, body corporate, government, governmental body, authority, agency, unincorporated body of Persons or association and a reference to a Person includes a reference to that Person's successors and permitted assignees;
“Personal Data”	shall have the meaning given in the UK GDPR;
“Personal Data Breach”	shall have the meaning given in the UK GDPR;
“Point of Contact”	means the point of contact representing the Contractor identified as such in the Tender, or such alternative point of contact as notified to the Authority Manager, from time to time, in Writing;
“Pre-Transfer Liabilities”	means (other than in respect of any claims in relation to pension entitlement under any pension scheme) (1) all claims, including but not limited to claims for redundancy payments, unlawful deduction of wages, unfair, wrongful or constructive dismissal compensation, compensation for sex, race or disability discrimination, claims for equal pay, compensation for less favourable treatment of part-time workers, and any claims whether in delict, contract or statute or otherwise, demands, actions, proceedings and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs and expenses reasonably incurred in connection with a claim or investigation (including without limitation any investigation by the Equality and Human Rights Commission, or other

enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation), and any expenses and legal costs on an indemnity basis and (2) all losses, costs, claims, demands, actions, fines, penalties, awards, liabilities and expenses incurred (either before, on or after the Service Transfer Date) in connection with or as a result of:

- (a) any claim or demand by or in respect of the Affected Employees or any of them or any former employee of the Contractor, arising either under statute, contract or at common law from any act, fault or omission of the Contractor in relation to the period prior to the Service Transfer Date; and
- (b) any claim or demand (either under statute or at common law) by any trade union or staff association or any other workers' representatives within the meaning of TUPE arising from or connected with any breach by the Contractor of its obligations to that trade union, staff association or other workers' representatives under TUPE to the extent that such claim or demand relates to the period before the Service Transfer Date, subject always to the Authority and/or any New Contractor having complied with its obligations under Regulation 13 of the TUPE Regulations;

“Processing”	shall have the meaning given in the UK GDPR and the terms “Process” and “Processed” shall be construed accordingly;
“Processing Instructions”	shall have the meaning given in Clause 31.4;
“Processor”	shall have the meaning given in the UK GDPR;
“Prohibited Act”	shall have the meaning ascribed to it in Clause 35.2;
“Protective Measures”	means appropriate technical and organisational measures which must include the Minimum Requirements and may also include, without limitation: pseudonymising and encrypting Personal Data; ensuring confidentiality, integrity, availability and resilience of systems

and services used by the Contractor and, where relevant, by any Sub-processor in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services; ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident; and regularly assessing and evaluating the effectiveness of such technical and organisational measures adopted from time to time by the Contractor and, where relevant, by any Sub-processor;

- “Purpose”** shall have the meaning given in Clause 31.4;
- “PVG Scheme”** means the Protection of Vulnerable Groups Scheme, managed by Disclosure Scotland and created for the purpose of protecting the vulnerable in society through enabling safer recruitment;
- “Receipt of Order”** means, if personally delivered, at the time of delivery; if posted, at the expiration of forty-eight (48) hours (or in the case of airmail seven (7) Days) after the envelope containing the same was delivered into the custody of the postal authorities; and if sent by electronic mail, at the time of transmission;
- “Relevant Person”** means any person who is a member of the administrative management or supervisor body of the Contractor or has powers of representation, decision or control in relation to the Contractor;
- “Replacement Supplier”** means:
- (a) a supplier which, partially or wholly, takes over or acquires the business or assets of the Contractor or acquires ownership of the Contractor following:
 - (i) any corporate restructuring of or involving the Contractor; or
 - (ii) the Contractor becoming insolvent; or
 - (b) any supplier identified in the Tender (and/ or any clarifications thereto submitted by the Contractor to the Authority) to whom the Contractor anticipates it may wish to effect a Transfer during the Contract Period;

“Representative”	shall have the meaning given in the UK GDPR;
“Schedule”	means the schedule in two (2) parts annexed hereto;
“Service Transfer Date”	means the date of any transfer of the activities carried out by the Contractor under the Contract (or any part of the activities), for whatever reason, from the Contractor to the Authority or a New Contractor;
“Services”	means all services (including Goods, if any) that the Contractor is required to perform pursuant to the Contract, as set out in the Specification;
“Specification”	means the specification of the Services and any Goods set out in the Invitation to Tender and the Contractor’s Tender subject to any specific provision in the Letter of Award;
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Contractor in connection with the Contract;
“Substitution Date”	shall have the meaning ascribed to it in Clause 17.4;
“Tender”	means the tender submitted to the Authority by Contractor in response to the Invitation to Tender;
“Third Country”	shall have the meaning given in the UK GDPR;
“Transfer”	means novation or transfer in whole or in part of the obligations and benefit of the Contract;
“Transferee”	means any party to whom a Transfer is made;
“TUPE Regulations”	means the Transfer of Undertakings (Protection of Employment) Regulations 2006;
“UK GDPR”	shall have the meaning given in Section 3(10) of the DPA 2018;
“Writing”	means any communication in writing including by electronic means (excluding text messages) and “Written” shall be construed accordingly; and
“Year”	means during the Contract Period, any twelve (12) month period commencing on the Commencement Date or an anniversary thereof.

- 1.2 In these NHSS Conditions for the Provision of Services, all references to any statute or statutory provision shall be deemed to include references to any statute or statutory provision which amends, extends, consolidates or replaces the same and shall include any orders, regulations codes of practice, instruments or other subordinate legislation made thereunder and any conditions attaching thereto.
- 1.3 Any headings to Clauses, together with the front cover and the index are for convenience only and shall not affect the meaning of these NHSS Conditions for the Provision of Services. Unless the contrary is stated references to Clauses shall mean the Clauses of these NHSS Conditions for the Provision of Services.
- 1.4 Unless otherwise expressly defined in these NHSS Conditions for the Provision of Services, the words used in these NHSS Conditions for the Provision of Services shall bear their natural meaning. The Parties have had equal opportunity to take legal advice and the contra proferentem rule shall not apply to the interpretation of these NHSS Conditions for the Provision of Services.
- 1.5 Where a term of these NHSS Conditions for the Provision of Services provides for a list of items following the word "including" or "includes" then such list is not to be interpreted as being an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. The ejusdem generis principle is not to be applied when interpreting these NHSS Conditions for the Provision of Services. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.

- 1.6 In these NHSS Conditions for the Provision of Services, words importing any particular gender include all other genders.
- 1.7 In these NHSS Conditions for the Provision of Services, words importing the singular only shall include the plural and vice versa.
- 1.8 Subject to the contrary being stated expressly or implied from the context in these NHSS Conditions for the Provision of Services, all communication between the Parties shall be in Writing.
- 1.9 All monetary amounts are expressed in pounds sterling but in the event that pounds sterling is replaced as legal tender in the United Kingdom by a different currency then all monetary amounts shall be converted into such other currency at the rate prevailing on the date such other currency first became legal tender in the United Kingdom.
- 1.10 Except where an express provision of these NHSS Conditions for the Provision of Services states the contrary, each and every obligation of a Party under the terms and conditions is to be performed at that Party's cost.
- 1.11 Any reference to a Party "procuring" another person to act or omit to act in a certain manner shall mean that the Party so procuring shall be liable for any default on the part of the person acting or omitting to act in that manner.
- 1.12 All references to these NHSS Conditions for the Provision of Services include (subject to all relevant approvals) a reference to these NHSS Conditions for the Provision of Services as amended, supplemented, substituted, novated or assigned from time to time.
- 1.13 For resolution of a conflict or inconsistency in the Contract, the documents shall rank in the following descending order of importance:

- Order;
- Letter of Award;
- NHSS Additional Conditions for the Provision of Services;
- NHSS Conditions for the Provision of Services (excluding the NHSS Additional Conditions for the Provision of Services);
- Invitation to Tender; and
- Tender.

2. DUE DILIGENCE

2.1 The Contractor hereby agrees and accepts that (i) it has received all information required by it in order to determine whether it is able to provide the Services to the Authority in accordance with these NHSS Conditions for the Provision of Services; and (ii) it is deemed to have inspected all possible Locations before submitting its Tender so as to have understood the nature and extent of the Services that may be required and satisfied itself in relation to all matters connected with the Services and the Location and in regard to its ability to meet all requirements of the Contract.

3. ORDERING OF SERVICES AND PERFORMANCE

3.1 The Authority shall purchase and the Contractor shall perform the Services in accordance with the Contract and each Order which shall be in Writing, submitted by the Authority to the Point of Contact, and provision of the Services by the Contractor and receipt thereof by the Authority shall be subject to these NHSS Conditions for the Provision of Services which shall govern the Contract between the Authority and the Contractor to the exclusion of any other terms and conditions. The

Contractor agrees that it will not in its dealings with the Authority seek to impose or rely on any other terms and conditions and no other terms and conditions shall be attached to any order or invoice by the Contractor.

- 3.2 Orders shall be submitted by the Authority to the Contractor in Writing detailing the Services required, specifying the price of the Services ordered in accordance with and as part of the Contract Price, the Location and the timescale for performance pursuant to Clause 5.1.
- 3.3 In the absence of Written agreement between the Authority and the Contractor to the contrary, the Contractor shall commence and complete performance of the Services in accordance with the dates specified by the Authority in an Order.
- 3.4 The Contractor shall perform the Services at the Location or such other location as agreed by the Parties in Writing.
- 3.5 The Authority may by written notice require the Contractor to execute the Services in such order as the Authority may decide. In the absence of such notice, the Contractor shall submit such detailed programmes of work and progress reports as the Authority may from time to time require.
- 3.6 Performance shall be completed when the Services referred to in an Order have been completed in accordance with the Specification at the Location to the Authority's satisfaction.
- 3.7 Unless agreed in advance with the Authority, if the Services are performed before the date specified in the Order (or such other date which the Contractor and the Authority have agreed in Writing), the Authority shall be entitled at its sole discretion to refuse to accept the Services until the contractual date for performance.

- 3.8 In the event that the Authority specifies next day or short notice Services performance timescales in an Order, and where such timescales are not otherwise agreed within the terms of the Contract, the Contractor may charge any reasonable and properly incurred additional costs incurred by the Contractor in respect of the performance of the said Services to the Authority.
- 3.9 Any sub-contractor used by the Contractor in providing the Services (or any part of the Services) shall be deemed to be an agent of the Contractor and not the Authority.
- 3.10 Part performance of the Services may be rejected unless the Authority has previously agreed in Writing to accept such part performance.
- 3.11 The Contractor is responsible for obtaining all licences for the provision of the Services and shall be responsible for any delays due to such licences not being available when required.
- 3.12 The Authority may at its entire discretion extend the Contract Period at such times and by such period(s) as are set out in the Invitation to Tender (as amended by the Letter of Award), by providing no less than three (3) months' Written notice to the Contractor.
- 3.13 The Parties acknowledge and agree that the provision of Services under the Contract is not an exclusive arrangement and that the Authority may purchase services from any third party that are the same as or comparable to the Services and the Contractor may supply services to any third party that are the same as or comparable to the Services.
- 3.14 The Authority may, at any time during the Contract Period, require the Contractor to deliver up to the Authority any data captured, collated or otherwise acquired by the Contractor in the course of, or derived from,

the performance of the Contract (including the performance of the Services (and supply of Goods (if any))) in the format and on the media reasonably specified by the Authority.

4. MANNER OF CARRYING OUT THE SERVICES

- 4.1 The Contractor shall make no delivery of materials, plant or other things nor commence any work at the Location without obtaining the Authority's prior Written consent.
- 4.2 Access to the Location shall not be exclusive to the Contractor, and only such as shall enable it to carry out the Services concurrently with the execution of work by others. The Contractor shall co-operate with such others as the Authority may reasonably require.
- 4.3 The Authority shall have power at any time during the progress of the Services to order:
- 4.3.1 the removal from the Location of any materials which in the opinion of the Authority are either hazardous, noxious or not in accordance with the Contract; and/or
- 4.3.2 the substitution of proper and suitable materials; and/or
- 4.3.3 the removal and proper re-execution, notwithstanding any previous test thereof or interim payment therefore, of any work which, in respect of material or workmanship, is not in the opinion of the Authority in accordance with the Contract.
- 4.4 On completion of the Services (or expiry or sooner termination of the Contract), the Contractor shall (unless otherwise agreed by the Authority in Writing) remove its plant, equipment and unused materials and shall clear away from the Location all rubbish arising out of the performance of the Services and leave the Location in a neat and tidy condition.

5. TIME

- 5.1 The time for performance of the Services shall be stated in the Order or, in the absence of any such statement, shall conform to the Specification (or as otherwise agreed in Writing between the Parties) and if no time for performance is expressly agreed then performance of the Services shall be made within fourteen (14) Days of Receipt of Order.
- 5.2 Where the time for performance of the Services has been agreed by the Parties and stated in the Order or otherwise agreed in Writing (and for the avoidance of doubt, not where performance is to be made within fourteen (14) Days of Receipt of Order because no time for performance has expressly been agreed), then time for performance shall be of the essence and without prejudice to any other right or remedy of the Authority.
- 5.3 The Authority may at its sole discretion, delay for a reasonable period, an agreed time of performance of the Services provided that a minimum of three (3) Days' Written notice is given to the Point of Contact.
- 5.4 Subject always to Clause 52 (Force Majeure), failure by the Contractor to perform the Services or any part of them within the time agreed in accordance with Clause 5.1 shall without prejudice to the Authority's other rights and remedies, entitle the Authority (at its option):
- 5.4.1 to withdraw such Services or such part thereof from the Order provided confirmation is given to the Point of Contact in Writing to this effect;
- 5.4.2 to release itself from any obligations to accept and pay for such Services provided confirmation is given to the Point of Contact in Writing to this effect;

5.4.3 to purchase other services of the same or similar description from the Contractor or any third party; and/or

5.4.4 to recover from the Contractor, the amount by which the cost of purchasing other services exceeds the amount that would have been payable to the Contractor in respect of the Services replaced by such purchase and all costs incurred by the Authority in purchasing such alternative services, provided that the Authority uses all reasonable endeavours to mitigate its losses in this respect.

6. CONTRACT PRICE AND PAYMENT

6.1 In consideration of the Contractor's due and proper performance of its obligations under the Contract, the Contractor may charge the Authority the Contract Price in accordance with this Clause 6 (Contract Price and Payment).

6.2 Invoices shall not be rendered by the Contractor until all Services to be performed pursuant to an Order under the Contract have been performed to the Authority's reasonable satisfaction unless otherwise agreed in Writing.

6.3 Invoices shall be sent by the Contractor in accordance with any applicable requirements as set out in the Invitation to Tender or the Letter of Award or otherwise as may be reasonably required by the Authority.

6.4 The Authority shall pay the price in each valid invoice to the Contractor (by BACS (Bank Automated Clearing System) if the Authority so chooses), within thirty (30) Days of receipt of the Contractor's valid invoice (rendered in accordance with this Clause 6 (Contract Price and Payment) and Clause 7.1).

- 6.5 Except where otherwise stated in the Order, the Contract Price is exclusive of VAT that shall be payable, if applicable, by the Authority in addition to such part of the Contract Price as is payable under each valid invoice at the rate prevailing as at the relevant tax invoice date. All invoices provided to the Authority by the Contractor shall show the VAT calculations separately.
- 6.6 The Authority shall not be responsible for the payment of any charges for Services supplied in excess of the Services required by the Order.
- 6.7 No payment of or on account of the Contract Price (or any part thereof) shall constitute any admission by the Authority as to proper performance by the Contractor of its obligations pursuant to the Contract.
- 6.8 In the event of the Authority breaching Clause 6.4, the Contractor shall be entitled to charge interest on the outstanding amount owed by the Authority in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- 6.9 Invoices covering payment in respect of materials purchased by, or services provided to, the Contractor, or for reimbursement of expenses, shall be payable by the Authority to the extent expressly permitted in the Contract, only if accompanied by relevant receipts.
- 6.10 The Contractor shall maintain complete and accurate records of the time spent and materials used by the Contractor in providing the Services in such form as the Authority shall approve. The Contractor shall allow the Authority to inspect such records at all reasonable times on request.

7. FORMS

- 7.1 Unless otherwise agreed in Writing by the Authority and the Contractor:
- 7.1.1 an invoice shall be rendered on the Contractor's own invoice

form; and

7.1.2 all delivery notes (if any) and invoices shall be clearly marked with the Authority's Order number, the name and address of the Authority and the full and accurate description and scope of the Services (or quantity of the Goods, as applicable) and date of performance (and delivery of any Goods, as applicable).

7.2 Subject to the prior written agreement of the Parties, the arrangements set out in Clause 7.1 may be suspended in favour of alternative arrangements (including electronic trading and new logistics processes) at the option of the Authority.

8. CONTRACTOR'S RESPONSIBILITIES

8.1 The Contractor shall provide the Services and deliver the Deliverables to the Authority in accordance with the Specification and shall allocate sufficient resources to the Services to enable it to comply with its obligations.

8.2 The Contractor shall (at its cost):

8.2.1 co-operate with the Authority in all matters relating to the Services;

8.2.2 employ and procure in and about the provision of the Services only such persons as (i) are careful, skilled and experienced in their occupation; (ii) have all specified and otherwise reasonably required qualifications to provide the Services and have the additional training (if any) specified in the Specification; (iii) have provided proof of identity to the Contractor; and (iv) are legally entitled to work in the United Kingdom (where such persons shall perform any of the Services within the United Kingdom)

and where applicable, satisfy all requirements which the Authority imposes on the employment of persons who did not obtain their qualifications in the United Kingdom. The Contractor shall exhibit to the Authority satisfactory evidence of all relevant qualifications;

8.2.3 ensure that:

- (a) all Contractor Personnel are informed and aware of the standards of performance that they are required to provide and are able to meet that standard;
- (b) adherence of the Contractor Personnel to such standards of performance is routinely monitored and that remedial action is taken promptly where such standards are not attained;
- (c) quality is improved through the development and implementation of appropriate procedures, policies and standards and systematic monitoring; and
- (d) a sufficient number and standard of Contractor Personnel is available to meet the requirements of the Contract during holidays or absences;

8.2.4 take the steps reasonably required by the Authority to prevent unauthorised persons being admitted to the Location. If the Authority gives the Contractor notice that any person is not to be admitted to or is to be removed from the Location or is not to become involved in or is to be removed from involvement in the performance of the Contract, the Contractor shall take all reasonable steps to comply with such notice and if required by

the Authority, the Contractor shall replace any person removed under this condition with another suitably qualified person and procure that any pass issued to the person removed is surrendered;

8.2.5 if and when instructed by the Authority, give to the Authority a list of names and addresses of all persons who are or may be at any time concerned with the Services or any part of them, specifying the capacities in which they are so concerned, and giving such other particulars and evidence of identity and other supporting evidence as the Authority may reasonably require;

8.2.6 accept any decision of the Authority as to whether any person is to be admitted to or is to be removed from the Location or is to become involved in or is to be removed from involvement in the performance of the Contract;

8.2.7 ensure that all Contractor Personnel used to perform the Services or any part thereof, use reasonable skill and care in the performance of the Services; and

8.2.8 perform the Services in accordance with Good Industry Practice.

8.3 The Contractor shall:

8.3.1 observe and ensure that all Contractor Personnel appointed by the Contractor to perform the Services observe all health and safety rules and regulations and any other security requirements that apply at each Location and that have been communicated to it by or on behalf of the Contractor, or about which such Contractor Personnel ought reasonably to be

aware. The Authority reserves the right to refuse any employee and/or agent appointed by the Contractor in relation to the Services, access to the Location, which shall only be given to the extent necessary for the performance of the Services;

8.3.2 notify the Authority as soon as it becomes aware of any health and safety hazards or issues which arise in relation to the Services; and

8.3.3 before the date on which the Services are to start, obtain, and at all times maintain, all necessary licences and consents and comply with all relevant legislation in relation to:

- (a) the Services;
- (b) the installation of the Contractor's equipment (if any);
- (c) the use of all documents, information and materials provided by the Contractor or its agents, sub-contractors, consultants or employees relating to the Services; and
- (d) the use of the Authority's equipment (if any) in relation to the Contractor's equipment.

8.4 The Contractor shall ensure that:

8.4.1 any member of its Contractor Personnel having direct contact with any patient(s) of the Authority or a Health Board shall (prior to such contact) have undergone a Disclosure Scotland disclosure check of the type appropriate to the nature of the part or parts of the Services that each such member of the Contractor Personnel performs, and has PVG Scheme membership where appropriate;

- 8.4.2 all such Disclosure Scotland disclosure checks and PVG Scheme applications are carried out at all times in accordance with all applicable laws; and
- 8.4.3 no person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out regulated work or who may otherwise present a risk to patient(s) of the Authority or a Health Board, shall be engaged as a member of Contractor Personnel in the provision of the Services.
- 8.5 The Contractor shall bear the cost of carrying out all Disclosure Scotland disclosure checks and applications referred to in Clause 8.4 above.
- 8.6 For the purposes of Clause 8.4 above, the appropriate level of PVG Scheme/Disclosure Scotland checks shall be determined by reference to the Police Act 1997 and/or by reference to the Disclosure (Scotland) Act 2020, the Protection of Vulnerable Groups (Scotland) Act 2007, and any and all regulations made under these Acts and any and all guidance issued by Disclosure Scotland.
- 8.7 The Contractor acknowledges and agrees that:
- 8.7.1 the Authority is entering into this Contract on the basis of the Specification and the Specification is accurate and complete in all material respects, and is not misleading; and
- 8.7.2 if it considers that the Authority is not, or may not, be complying with any of the Authority's obligations, it shall only be entitled to rely on this as relieving the Contractor's performance under this Contract:
- (a) to the extent that it restricts or precludes performance of

the Services by the Contractor; and

- (b) if the Contractor, promptly after the actual or potential non-compliance has come to its attention, has notified details to the Authority in writing.

9. AUTHORITY'S OBLIGATIONS

9.1 The Authority shall:

9.1.1 provide such access to the Locations and data, and such office accommodation and other facilities as may reasonably be requested by the Contractor and agreed with the Authority in Writing in advance, for the purposes of the Services; and

9.1.2 inform the Contractor of all health and safety rules and regulations and any other reasonable security requirements that apply at any of the Locations.

10. CHANGE CONTROL

10.1 If requested by the Authority, the Contractor and the Authority shall each appoint a representative, duly authorised to discuss matters relating to the Services, who shall meet at such times as the Parties agree (acting reasonably) to discuss matters relating to the Services. If either Party wishes to change the scope or execution of the Services in the Contract, it shall submit details of the requested change to the other Party in Writing.

10.2 If the Authority requests a change to the scope or execution of the Services in the Contract, the Contractor shall, within a reasonable time (and in any event not more than five (5) Days after receipt of the Authority's request) provide a written estimate to the Authority of:

- 10.2.1 the likely time required to implement the change;
 - 10.2.2 any necessary variations to the Contract Price arising from the change;
 - 10.2.3 any necessary variations to the Specification arising from the change; and
 - 10.2.4 any other impact of the change on the NHSS Conditions for the Provision of Services.
- 10.3 The Contractor shall not unreasonably withhold its consent to any requested change.
- 10.4 If both Parties consent to the proposed change, the change shall be made, only after agreement of the necessary variations to the Contract Price, the Services, the Specification and any other relevant terms of the Contract to take account of the change that has been reached.

11. VARIATION OF THE CONTRACT

- 11.1 Any variation of the terms and conditions of the Contract (including these NHSS Conditions for the Provision of Services (but excluding any amendments agreed in terms of Clause 31.4 (Processing Instructions)) shall only be effective if agreed between the Authority and the Contractor in Writing executed by duly authorised representatives of such signatories and once such variations are agreed between the Parties, the Authority hereby agrees that such variations shall automatically apply to any Orders submitted by the Authority to the Contractor, to the extent only that Services have not yet been delivered pursuant to such Order.
- 11.2 In the event that the Invitation to Tender details any changes which the Authority wishes to implement during the Contract Period, the Authority and the Contractor shall act reasonably to give effect to such changes.

11.3 Notwithstanding the foregoing the Contractor shall not unreasonably withhold consent to a proposed variation to the Contract made by the Authority.

11.4 The Contractor hereby undertakes to the Authority to work continuously with the Authority to improve and develop the Contractor's performance under the Contract to reflect changing needs and new developments within the National Health Service in Scotland and, where possible, to deliver cost reductions to the Authority in connection with such improvements and developments during the Contract Period.

12. PROPERTY AND RISK

12.1 Risk in any Goods shall pass to the Authority immediately following delivery of the Goods in accordance with the Order.

12.2 Notwithstanding delivery, title in the Goods shall pass from the Contractor to the Authority at the date of payment of the full Contract Price for all Services performed (including the Goods) pursuant to an Order under the Contract.

13. TOOLS

13.1 All tools, equipment and materials of the Contractor used in the performance of the Contractor's obligations under the Contract shall be provided and used at the sole risk of the Contractor whether or not they are situated at the Location.

13.2 Any tools, patterns, materials, drawings, specifications and/or other data provided by the Authority to the Contractor in connection with the Contract will at all times be at the Contractor's risk and remain the property of the Authority and shall be delivered up to the Authority

immediately on request and are to be used by the Contractor solely for the purpose of completing the Contract.

14. ACCEPTANCE

14.1 The Authority shall have a continued right to reject Services irrespective of whether the Authority has in law accepted the Services. In particular, taking delivery, inspection, or use of or making payment for the Services (or part of them) by the Authority shall not constitute acceptance, waiver or approval and shall be without prejudice to any right or remedy that the Authority may have against the Contractor, provided that the right of rejection shall cease within a reasonable time from the date on which the Authority discovers or might reasonably be expected to discover the failure in performance of the Services or other relevant breach of contract.

14.2 If the Authority so elects, and without prejudice to the Authority's other rights and remedies, the Contractor shall free of charge and as quickly as possible re-perform the Services so rejected provided the Authority has first confirmed its rejection of the Services in Writing.

15. QUALITY

15.1 The Contractor warrants to the Authority that:

15.1.1 the Contractor will perform the Services with reasonable care and skill and in accordance with Good Industry Practice; and

15.1.2 the Services will conform with all descriptions and specifications provided to the Authority by the Contractor, including the Specification.

- 15.2 The provisions of this Clause 15 (Quality) shall survive any performance, acceptance or payment pursuant to the Contract or remedial services provided by the Contractor.
- 15.3 The Contractor warrants that all statements and representations made in the Contractor's Tender response for the provision of the Services and any response to any Single Procurement Document (Scotland) (SPD) submitted by or on behalf of the Contractor in respect of the provision of the Services, in each case as clarified and/or amended in any subsequent submissions and accepted by the Authority relating to such submissions are true and accurate in all material respects.
- 15.4 The Authority relies on the skill and judgement of the Contractor in performing the Services and the execution of the Contract.
- 15.5 The Services and all Deliverables shall conform in all respects with all Laws.
- 15.6 The Contractor shall operate and apply ethical standards (which the Authority acting reasonably considers to be appropriate) to its own operations and shall ensure that these are applied by all sub-contractors of the Contractor involved in the performance of the Services.
- 15.7 The Authority (or its nominated representative) shall be entitled at any time to audit the Contractor's sub-contractors and to inspect any premises at which the Services are performed in whole or in part to establish compliance with Clause 15.6 and the Contractor shall procure all necessary access rights from its sub-contractors for the purposes of this Clause 15.7.
- 15.8 In the event that the Authority does not consider the Contractor is operating and applying appropriate ethical standards in accordance with

Clause 15.6 it shall serve Written notice upon the Contractor to that effect. If the Contractor fails to satisfy the Authority, acting reasonably, within sixty (60) days of such notice that it has taken steps necessary to operate and apply appropriate ethical standards in its own operations and ensure that these are applied by all sub-contractors involved in the performance of the Services, the Authority may forthwith terminate the Contract by Written notice.

16. HEALTH AND SAFETY

16.1 The Contractor represents and warrants to the Authority that the Contractor has satisfied itself that all necessary tests and examinations have been made or will be made (including all tests and examinations of all applicable Locations) prior to performance of the Services to ensure that the Services are designed and performed so as to be safe and without risk to the health and safety of persons using the same and that it has made available to the Authority adequate information about the use for which the Services have been designed and have been tested and about any conditions necessary to ensure that when put to use the Services will be safe and without risk to health.

16.2 In the event that the Contractor is in breach of Clause 16.1 then without prejudice to any other right or remedy of the Authority, the Authority shall be entitled to reject the Services and the Contractor shall, subject to Clause 18 (Liability and Indemnity), indemnify the Authority against all Direct Losses incurred by the Authority as a result of such breach by the Contractor, including the cost of purchasing alternative services and all administrative costs incurred by the Authority in inviting and awarding tenders for the provision of such alternative services.

17. TRANSFER AND SUB-CONTRACTING

- 17.1 The Contractor shall not assign or Transfer the whole or any part of the Contract without the prior Written consent of the Authority.
- 17.2 The Contractor shall not sub-contract the provision of any of the Services without the prior Written consent of the Authority.
- 17.3 The Authority may agree to a Transfer to a Replacement Supplier provided always that:
- 17.3.1 the Authority may request such information relating to the proposed Replacement Supplier as it considers necessary to allow the Authority to consider any request for such Transfer;
- 17.3.2 the Replacement Supplier shall be required to satisfy any qualitative criteria applied by the Authority in connection with award of the Contract to the Contractor; and
- 17.3.3 no substantial or material amendments shall be made to the Contract as a consequence of such Transfer.
- 17.4 In the event that the Authority agrees to such Transfer, it shall notify the Contractor in Writing and such notification shall specify the date from which such Transfer shall take effect (the “**Substitution Date**”). As from the Substitution Date:
- 17.4.1 the Replacement Supplier shall assume all responsibilities, obligations and rights of the Contractor under the Contract; and
- 17.4.2 all references to “Contractor” shall be deemed to be to the Replacement Supplier.
- 17.5 Without prejudice to Clause 17.1, in the event that the Contractor sub-contracts the provision of any of the Services, every act or omission of the sub-contractor shall for the purposes of the Contract be deemed to

be the act or omission of the Contractor and the Contractor shall be liable to the Authority as if such act or omission had been committed or omitted by the Contractor itself.

- 17.6 The Authority shall be entitled to assign, novate, contract or otherwise dispose of its rights and obligations under the Contract or any part thereof to any other body (including but not limited to any private sector body) which substantially performs any of the functions that previously had been performed by the Authority.
- 17.7 Without prejudice to Clause 17.5 the Contract shall automatically devolve to any statutory successor of the Authority.
- 17.8 Any change in the legal status of the Authority shall not affect the validity of the Contract. In such circumstances the Contract shall bind and inure to the benefit of any successor body of the Authority.
- 17.9 The Authority shall be entitled to disclose to any body to whom the Contract may be transferred pursuant to the foregoing provisions any Confidential Information of the Contractor which relates to the performance of the Contract by the Contractor. In such circumstances the Authority shall authorise the said transferee to use such Confidential Information only for the purpose relating to the performance of the Contract and for no other purpose and shall take all reasonable steps to ensure that such body accepts an obligation of confidence in terms similar to Clause 29 (Confidentiality).
- 17.10 The Contractor shall not make any change in the sub-contractors for the Services identified in the Tender (if any) (as may be amended by the Letter of Award) unless it has received Written approval from the Authority. The Contractor shall notify the Authority Manager in Writing

immediately in the event that it proposes to make any change in its sub-contractors and shall supply the Authority with all necessary information regarding the proposed change in order for the Authority to determine whether or not it is willing to grant approval for such change.

17.11 Where the Contractor enters into a sub-contract for the purpose of performing the Contract, the Contractor shall cause a term to be included in such sub-contract:

17.11.1 which requires payment to be made to the sub-contractor within a specified period not exceeding thirty (30) days from receipt of a valid invoice as defined by the sub-contract requirements and provides that, for the purpose of payment alone, where the Authority has made payment to the Contractor and the sub-contractor's invoice includes Services in relation to which payment has been made by the Authority then, to the extent that it relates to such Services, the invoice shall be treated as valid and payment shall be made to the sub-contractor without deduction;

17.11.2 which notifies the sub-contractor that the contract forms part of a larger contract for the benefit of the Authority and that should the sub-contractor have any difficulty in securing the timely payment of an invoice that matter may be referred by the sub-contractor to the Authority Manager; and

17.11.3 in the same terms as set out in this Clause 17.11 (including for the avoidance of doubt this Clause 17.11.3) subject only to modification to refer to the correct designation of the equivalent party as the Contractor and sub-contractor as the case may be.

18. LIABILITY AND INDEMNITY

18.1 The Contractor shall indemnify and hold harmless the Authority against all Direct Losses which the Authority may suffer or incur to the extent such Direct Losses are incurred by the Authority as a result of or in connection with:

18.1.1 any alleged or actual infringement of any third party's Intellectual Property Rights or other rights arising out of the use or supply of the products of the Services (including the Deliverables); or

18.1.2 breach of, or negligent performance or failure or delay in performance of, the Contract by the Contractor, including any provision of Services in breach of these NHSS Conditions for the Provision of Services.

18.2 Except in the case of:

18.2.1 the indemnity provided by the Contractor under Clause 18.1.1; and

18.2.2 death or personal injury caused by negligence, and fraudulent misrepresentation or in other circumstances where liability may not be so limited under any applicable law,

in each case in respect of which liability shall be unlimited; and

18.2.3 the indemnity provided by the Contractor under Clause 31.28, which shall be subject to the limitation on liability set out in Clause 18.4 below,

the liability of either Party under or in connection with the Contract, whether arising in contract, delict, negligence, breach of statutory duty

or otherwise shall (subject to Clause 18.3) not exceed the greater of TWO MILLION POUNDS STERLING (£2,000,000) or one hundred and fifty percent (150%) of the total Contract Price paid or payable by the Authority to the Contractor in respect of Services performed or to be performed under the Contract, or where an alternative sum is specified in the Invitation to Tender or Letter of Award, the sum so specified.

18.3 If the total Contract Price paid or payable by the Authority to the Contractor over the Contract Period is less than or equal to one million pounds Sterling (£1,000,000), then the figure of TWO MILLION POUNDS STERLING (£2,000,000) in Clause 18.2 above shall be replaced with ONE MILLION POUNDS STERLING (£1,000,000).

18.4 The total aggregate liability of the Contractor pursuant to the indemnity provided by the Contractor under Clause 31.29 shall (unless expressly stated otherwise in the NHSS Additional Conditions for the Provision of Services) be limited to the greater of five million pounds Sterling (£5,000,000) or two hundred percent (200%) of the total Contract Price paid or payable by the Authority to the Contractor in respect of Services performed or to be performed under the Contract.

18.5 The Contract Price of the Services has been negotiated and agreed on the basis that the Parties may limit their liability to each other as set out in these NHSS Conditions for the Provision of Services.

18.6 The provisions of this Clause 18 (Liability and Indemnity) shall survive termination of this Contract, however arising.

19. INSURANCE

The Contractor shall effect with a reputable insurance company a policy or policies of insurance covering employers' liability, public liability and professional

indemnity liability, each with a minimum limit of indemnity of FIVE MILLION POUNDS STERLING (£5,000,000) for any one incident or series of related incidents in any one Year, or (if applicable) such alternative insurances and/or limits of cover as have been specified in the Invitation to Tender and/or Letter of Award, or as otherwise may be agreed between the Authority and the Contractor in Writing. The Contractor shall at the request of the Authority produce the relevant policy or policies together with the receipts or other evidence of payment of the latest premium due thereunder.

20. DISPUTE RESOLUTION PROCEDURE

20.1 During any dispute, including a dispute as to the validity of the Contract, the Contractor shall continue its performance of the provisions of the Contract (unless and to the extent only that the Authority requests in Writing to the Point of Contact that the Contractor does not do so).

20.2 The Parties will use all of their respective reasonable endeavours to resolve such dispute by negotiation. If negotiations fail to resolve such dispute either Party may refer the matter to an independent assessor chosen by mutual agreement, or failing agreement, appointed on the application of either Party by the President of the Law Society of Scotland. The Parties will co-operate with any person appointed as an independent assessor providing him with such information and other assistance as he shall require and will pay his costs, as he shall determine or in the absence of such determination such costs will be shared equally. Neither Party will commence legal proceedings against the other until thirty (30) Days after the independent assessor's intervention in the dispute in question has failed to resolve the dispute.

21. ENVIRONMENTAL CONSIDERATIONS

21.1 The Contractor shall comply in all material respects with applicable environmental laws and regulations in force from time to time in relation to the Services or any other matter which is the subject of the Contract. Where the provisions of any such legislation are implemented by the use of voluntary agreements or codes of practice (as amended from time to time), the Contractor shall comply with such agreements or codes of practice as if they were incorporated into Scots law. Without prejudice to the generality of the foregoing, the Contractor shall promptly provide all such information regarding the environmental impact of any Services supplied or used under the Contract as may reasonably be required by the Authority to permit informed choices by end users.

21.2 The Contractor shall meet all reasonable requests by the Authority for information evidencing the Contractor's compliance with the provisions of this Clause 21 (Environmental Considerations).

22. CANCELLATION OF ORDERS

Orders may be cancelled without penalty by the Authority provided such notice as is referred to in the Invitation to Tender is provided by the Authority (or in the absence of any reference therein to such notice period, at any time up to one (1) calendar month) prior to the commencement date for the relevant Services as described in Clause 5.1 (as may be amended pursuant to Clause 5.3) and such cancellation shall have immediate effect as from the date of Written notice of cancellation issued by the Authority to the Contractor.

23. TERMINATION OF CONTRACT

23.1 In addition to the Authority's other rights of termination set out in these NHSS Conditions for the Provision of Services and without prejudice to

its other rights and remedies, the Authority may without penalty to the Authority, terminate the Contract in whole or in part:

23.1.1 immediately on notice to the Contractor in the event that:

- (a) the Contractor becomes Insolvent or otherwise ceases to be capable of providing the Services provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 17.3 in which event the Authority shall not be entitled to terminate the Contract on the grounds of the Contractor's Insolvency; or
- (b) the Contractor is in default of any duty of care or any fiduciary or statutory duty owed to the Authority and/or any patient, employee or agent of the Authority; or

23.1.2 by giving fourteen (14) days' Written notice to that effect to the Contractor in the event that:

- (a) the Contractor has failed to perform any material obligation under the Contract provided that (if capable of remedy) such failure has not been remedied to the Authority's reasonable satisfaction within a period of thirty (30) days following Written notice demanding remedy of

the failure in question being served by the Authority on the Contractor;

- (b) the Contractor has failed (in whole or in part) to perform any obligation of the Contractor owed to the Authority on more than three (3) occasions;
- (c) there is a change of ownership or control of the Contractor which, in the reasonable opinion of the Authority, will have a material impact on the provision of the Services or the image or reputation of the Authority, provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 17.3 in which event the Authority shall not be entitled to terminate the Contract on the grounds of a change of ownership or control of the Contractor;
- (d) the Contractor sub-contracts or purports to assign or Transfer the Contract or any part of the Contract in breach of Clause 17 (Transfer and Sub-contracting);
- (e) the Authority considers that procurement of a new contract is required as a result of a substantial modification, or a series of modifications which, taken together, constitute a substantial modification, being, or having been, effected to the Contract;
- (f) the Authority becomes aware that the Contractor and/or any Relevant Person has been convicted of any of the

offences listed in Regulation 58(1) of The Public Contracts (Scotland) Regulations 2015;

- (g) a court of competent jurisdiction makes a declaration that the Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under The Public Contracts (Scotland) Regulations 2015; or
- (h) proceedings are served on the Authority in connection with or related to:
 - (i) any substitution of the Contractor with a Replacement Supplier or any Transfer or assignment of the Contract in whole or in part approved by the Authority pursuant to Clause 17 (Transfer and Sub-contracting); and/or
 - (ii) the Contract between the Authority and the Replacement Supplier or the Transferee.

23.2 The Authority shall be entitled to recover from the Contractor the amount of any Direct Losses resulting from termination by the Authority under Clause 23.1 (excluding for this purpose any termination under Clauses 23.1.2(e), 23.1.2(g) or 23.1.2(h)) or any other ground of termination attributable to the default of the Contractor. For the purposes of this Clause 23.2, Direct Losses shall include all reasonable costs incurred by the Authority in respect of the time spent by its officers and agents in terminating the Contract and/or in making alternative arrangements for the provision of the Services.

23.3 The Contractor may terminate the Contract by giving one (1) month's Written notice of termination to the Head of Procurement if the Authority has committed a material breach of the Contract and the Contractor has served Written notice on the Authority giving details of the breach and giving the Authority twenty-eight (28) days to correct the breach but the Authority has failed to do so. In the event that the Contractor terminates the Contract pursuant to this Clause 23.3, the Contractor shall be entitled to recover from the Authority the amount of any Direct Losses resulting from termination of the Contract, subject always to compliance with Clause 46 (Duty to Mitigate).

23.4 Either Party may terminate the Contract without penalty (save in respect of antecedent breach) in the event that a Force Majeure Event prevails beyond a period of sixty (60) days following notification pursuant to Clause 52.3, by giving a minimum of thirty (30) days' Written notice to the other Party. On the expiry of this notice period, the Contract shall terminate. Such termination shall be without prejudice to the rights of the Parties in respect of any breach of the Contract occurring prior to such termination.

24. OTHER REMEDIES

24.1 Without prejudice to any other rights and remedies provided in these NHSS Conditions for the Provision of Services, if any Services are not supplied in accordance with, or the Contractor fails to comply with, any terms of the Contract, the Authority shall be entitled to exercise any one or more of the following rights or remedies:

24.1.1 to terminate the Contract in accordance with Clause 23 (Termination of Contract) or any other express right of termination which may otherwise apply (and to recover from the

Contractor any Direct Losses resulting from termination in accordance with Clause 23.2);

24.1.2 to refuse to accept the provision of any further Services by the Contractor and to require the immediate repayment by the Contractor of all sums previously paid by the Authority to the Contractor under the Contract in respect of any Services which have not been supplied in accordance with any terms of the Contract; or

24.1.3 to require the Contractor, without charge to the Authority, to carry out such additional work or to perform such additional services as is necessary to correct the Contractor's failure.

25. CONSEQUENCES OF TERMINATION

25.1 In the event of termination of the Contract, the Authority shall make payment to the Contractor of all sums properly due and payable up to the date of termination of the Contract.

25.2 To the extent reasonably requested by the Authority, the Contractor will assist the Authority in ensuring a smooth, timely, risk-reduced transition of the activities carried out under the Contract to a New Contractor at the end of the Contract Period, at the Contractor's cost, and shall return to such party as the Authority may nominate, such items relating to the Contract as may have been supplied to the Contractor by or on behalf of the Authority.

25.3 Any termination of the Contract (in whole or in part) or expiry will not prejudice the rights, obligations and duties of each Party arising prior to such termination or expiry taking effect.

- 25.4 Any termination of the Contract (in whole or in part) or expiry of the Contract shall not affect either Party's obligations which these NHSS Conditions for the Provision of Services provides shall survive the termination or expiry or the continuance of the part or parts not terminated where the Contract is terminated in part only.
- 25.5 In anticipation of expiry or termination of the Contract (for any reason) the Authority may require the Contractor to deliver up to the Authority any data (including Confidential Information) relevant to the provision of the Services on an appropriate media.
- 25.6 Clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect after the expiry or termination of the Contract.

26. COMMUNICATIONS

All written and oral communications, all documents and the labelling and marking of all packages shall be in English.

27. INTELLECTUAL PROPERTY

- 27.1 The Contractor assigns to the Authority, with full title guarantee and free from all third party rights, the Intellectual Property Rights and all other rights in the product of the Services (including the Deliverables).
- 27.2 The Contractor shall, promptly at the Authority's request, do (or procure to be done) all such further acts and things and the execution of all such other documents as the Authority may from time to time require for the purposes of securing for the Authority the full benefit of the Contract (including all rights, title and interest in and to the Intellectual Property Rights and all other rights assigned to the Authority in accordance with Clause 27.1).

27.3 The Contractor warrants that, except to the extent that the Services incorporate designs furnished by the Authority, nothing done by the Contractor in the provision of the Services or performance of the Contract, or use by the Authority of the Services shall infringe any Person's Intellectual Property Rights.

28. AUDIT AND ACCOUNTS

28.1 The Contractor shall keep proper records in respect of the Contract Price due to it under the Contract for the Contract Period and a minimum of three (3) years thereafter.

28.2 For the purpose of the examination and certification of the Authority's accounts or any examination pursuant to Section 6(1) of the National Audit Act 1983 (or any re-enactment thereof) of the economy, efficiency and effectiveness with which the Authority has used its resources, Audit Scotland, the Accounts Commission, the Auditor General and the Authority or its auditors may examine such documents, information, reports, records and data, whether in human or machine readable form as they may reasonably require which are owned, held or are otherwise within the control of the Contractor and may require the Contractor to produce such oral or written explanation as they consider necessary. The Contractor acknowledges that it will fully cooperate with any counter fraud policy or investigation, whether carried out by the Counter Fraud and Security Management Service, or any equivalent body, successor or function, at any time. For the avoidance of doubt it is hereby declared that the carrying out of an examination under Section 6(3)(d) of the National Audit Act 1983 or any re-enactment thereof in relation to the Contractor is not a function exercisable under the Contract.

28.3 The Contractor shall take all reasonable steps to place similar obligations on its sub-contractors in all sub-contracts entered into in relation to the Contract to ensure access by the Authority and its duly authorised representatives, where appropriate, to the relevant information of such sub-contractors.

29. CONFIDENTIALITY

29.1 In respect of all Confidential Information provided by, or on behalf of either Party (the “**Discloser**”) to the other Party (the “**Recipient**”), the Recipient undertakes to the Discloser that it will:

29.1.1 keep that Confidential Information completely and strictly confidential and keep in safe custody all documentation and media recording of the same;

29.1.2 save as expressly permitted in these NHSS Conditions for the Provision of Services, not disclose, copy, reproduce, publish or distribute the whole or any part of that Confidential Information to any person unless authorised in Writing by a duly authorised representative of the Discloser;

29.1.3 use that Confidential Information only for the performance of the Contract and will not use that Confidential Information for its own benefit or for the benefit of anyone other than the Discloser; and

29.1.4 maintain that Confidential Information as the Discloser’s property.

29.2 The obligation to maintain the confidentiality of, and the prohibitions and restrictions on use of, the Confidential Information shall not apply to information:

- 29.2.1 which the Discloser confirms in Writing is not required to be treated as Confidential Information;
 - 29.2.2 which is or comes into the public domain otherwise than through any disclosure prohibited by the Contract;
 - 29.2.3 which is received from a third party who lawfully acquired or developed it and who is under no obligation of confidence in relation to its disclosure; or
 - 29.2.4 which is disclosed pursuant to Clause 29.7.
- 29.3 For the purpose of this Clause 29 (Confidentiality), no Confidential Information shall be deemed to be in the public domain merely because such information is embraced by more general information or in the case of a complex body of information, because one or more elements of it are separately available in the public domain.
- 29.4 Where the Authority receives Confidential Information from the Contractor, the Authority may disclose such Confidential Information to, and permit its use by its staff, agents and any third party for any purpose provided for or contemplated by the Contract.
- 29.5 The Authority shall be entitled to disclose any Confidential Information received from the Contractor to its professional advisors to the extent that the Authority considers that they have a reasonable need to receive and consider the same.
- 29.6 Save as otherwise expressly permitted in these NHSS Conditions for the Provision of Services, the Contractor shall be permitted to disclose the Confidential Information only to its directors, officers, employees, agents and professional advisors who need to see and know it in connection with provision of the Services (who are hereafter called the “**Permitted**

Persons") subject to obtaining confidentiality restrictions no less stringent than those set out in this Clause and if required by the Authority, shall procure that such Permitted Persons enter into a confidentiality undertaking in a form approved by the Authority.

29.7 The Authority shall be free to disclose the terms of the Contract and any documents connected with provision of the Services to and within the Scottish Government Health and Social Care Directorates and to other Government departments, agencies and non-departmental public bodies and the Parties agree that the Authority shall be free to use and disclose such information on such terms and in such manner as the Authority sees fit.

29.8 The Parties acknowledge that damages may not be an adequate remedy for any breach of this Clause 29 (Confidentiality) by either Party or any of the Contractor's Permitted Persons and the Parties may be entitled to obtain any legal and/or equitable relief, including interdict, in the event of any breach of this Clause 29 (Confidentiality).

29.9 Without prejudice to the Parties' other obligations under the Contract, if directed to do so by the Discloser at any time and in any event promptly following termination or expiry of the Contract, the Recipient shall return to the Discloser or destroy all Confidential Information of the Discloser and shall certify that it does not retain any such Confidential Information, save to the extent that any Confidential Information needs to be retained:

29.9.1 for the purposes of the supply or receipt of the Services;

29.9.2 in cases where there is a partial termination for the purposes of the performance of the remainder of the Contract;

29.9.3 in order to enforce any of its rights or remedies under the

Contract; or

29.9.4 in order to maintain a record of the Confidential Information of the Discloser to enable the Recipient to establish its continuing obligations under this Clause 29 (Confidentiality).

29.10 In the event that either Party fails to comply with this Clause 29 (Confidentiality), the other Party reserves the right to terminate the Contract by notice in writing with immediate effect.

29.11 All obligations set out in this Clause 29 (Confidentiality) to keep confidential all Confidential Information as defined in:

29.11.1 part (b) of the definition of “Confidential Information” shall remain in force in perpetuity notwithstanding the expiry or termination (for any reason) of the Contract; and

29.11.2 part (a) and part (c) of the definition of “Confidential Information” shall remain in force during the Contract Period and for a period of ten (10) years thereafter.

30. FREEDOM OF INFORMATION

30.1 Nothing whether expressly provided in these NHSS Conditions for the Provision of Services, or otherwise implied, shall preclude the Authority from making public under the Freedom of Information (Scotland) Act 2002 and/or the Environmental Information (Scotland) Regulations 2004 and/or any codes or regulations applicable from time to time relating to access to public authorities’ information (“**FOI**”), details of any matters relating to the Contract unless (i) such details constitute a trade secret; (ii) the disclosure of such details would or would be likely to prejudice substantially the commercial interests of any person (including but not limited to the Contractor or the Authority); or (iii) such details fall within

any other exemption under FOI, provided always that application of any such exemption shall be at the sole discretion of the Authority. The Authority will take all reasonable steps to provide the Contractor with notice of any intended disclosures under FOI prior to making such information public.

30.2 The Contractor shall:

30.2.1 transfer to the Authority any request for information relating to the Contract that it receives as soon as practicable after receipt and, in any event, within five (5) Days of receiving a request for information;

30.2.2 provide the Authority with a copy of any information belonging to the Authority which is in the Contractor's possession or control in the form that the Authority reasonably requires within five (5) Days (or such other period as the Authority may reasonably require) of the request by the Authority; and

30.2.3 provide all such assistance and co-operation as may be reasonably required by the Authority to enable the Authority to comply with its obligations under FOI.

31. DATA PROTECTION

Controller/Processor and Personal Data

31.1 Where for the purposes of the Data Protection Legislation:

31.1.1 the Authority is the Controller and the Contractor is the Processor, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 31 (Data Protection) shall apply with the exception of Clauses 31.26, 31.27 and 31.28, and Schedule Part 1 (Processing Information)

shall only apply in so far as it relates to the Purpose;

31.1.2 the Authority and the Contractor are Joint Controllers, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 31 (Data Protection) shall apply with the exception of Clauses 31.5, 31.25, 31.27 and 31.28, and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Purpose;

31.1.3 the Contractor is a Controller for the Additional Controller Purpose, this Clause 31 (Data Protection) shall apply, subject to the amendments set out in Clause 31.27, and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Additional Controller Purpose;

31.1.4 the Contractor is a Controller because it (i) has that role in terms of the Data Protection Legislation in relation to the Purpose, this Clause 31 (Data Protection) shall apply, subject to the amendments set out in Clause 31.28, and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Purpose,

and the Parties acknowledge that in connection with the Contractor's performance of its obligations pursuant to or under the Contract, including but not limited to the performance of the Services, the Contractor may, in terms of the Data Protection Legislation, have more than one of the roles described in this Clause 31.1. This Clause 31.1 describes what provisions of this Clause 31 (Data Protection) and Schedule Part 1 (Processing Information) apply in relation to each role.

31.2 For the avoidance of doubt, references in this Clause 31 (Data Protection) to the term “**Personal Data**” shall only apply to Personal Data Processed in the course of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services and where, and to the extent that, the Contractor is a Controller for the Additional Controller Purpose as described in Clause 31.1.3 above, shall only apply to such of this Personal Data which the Contractor Processes for the Additional Controller Purpose.

Compliance with Data Protection Legislation

31.3 The Contractor warrants that it will, and will procure that any and all Sub-processors will, at all times throughout the Contract Period, Process Personal Data in compliance with the Data Protection Legislation.

Processing Instructions

31.4 The only Processing of Personal Data that the Contractor is authorised to undertake in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services, is listed in this Clause 31 (Data Protection) and in Schedule Part 1 (Processing Information), as the same may be amended from time to time by written agreement between the Parties (together, the “**Processing Instructions**”). In addition, the Contractor warrants that it will, and will procure that any and all Sub-processors will, at all times throughout the Contract Period, only Process the Personal Data for the purposes of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services (the “**Purpose**”).

- 31.5 The Contractor shall promptly comply with any Written request from the Authority requiring the Contractor to amend, transfer or delete the Personal Data.
- 31.6 The Contractor shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation and will provide the Authority with a Written explanation of the reasons why it considers any of the Authority's instructions to be so infringing.

Assistance to the Authority

- 31.7 The Contractor shall, as part of the performance of the Services and at no additional cost or expense to the Authority, provide all reasonable assistance to the Authority in ensuring compliance with the Authority's obligations under the Data Protection Legislation in relation to:

31.7.1 ensuring the security of the Personal Data;

31.7.2 any notifications, communications and remedial action that may be required to be made or taken following any Data Loss Event, including notifications to the Commissioner following a Data Loss Event and communications to affected or potentially affected Data Subjects;

31.7.3 responding to Data Subject Requests within the timescale set out in the Data Protection Legislation;

31.7.4 responding to any other requests, complaints or communications relating to either Party's obligations under the Data Protection Legislation;

31.7.5 responding to any request from any third party for disclosure of Personal Data;

31.7.6 any communication from the Commissioner or any other

regulatory authority or any consultation by the Authority with the Commissioner or any other regulatory authority, to the extent that such communication or consultation relates to or involves the Processing undertaken by the Contractor and/or any Sub-processor under or in connection with the Contract; and

31.7.7 the preparation of any Data Protection Impact Assessment prior to commencing any new Processing that has been agreed between the Parties pursuant to Clause 31.4. Such assistance may, at the discretion of the Authority, include:

- (a) a systematic description of the envisaged Processing operations and the purpose of the Processing;
- (b) an assessment of the necessity and proportionality of the Processing operations in relation to the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services;
- (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
- (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

31.8 At any time throughout the Contract Period, or following the date of termination, at the request of the Authority, the Contractor shall provide to the Authority a copy of all Personal Data held by the Contractor in the format and on the media reasonably specified by the Authority.

Technical and Organisational Measures

31.9 The Contractor shall:

31.9.1 Process the Personal Data only in accordance with Clause 31.4, unless the Contractor is required to do otherwise by Law, in which case the provisions of Clause 31.6 shall apply; and

31.9.2 ensure that it has in place Protective Measures, to ensure a level of security appropriate to the risk involved and which the Contractor shall maintain throughout the Contract Period at its cost and expense, and which are appropriate to protect against a Data Loss Event, having taken account of:

- (a) the nature scope, context and purposes of the Processing;
- (b) the nature of the Personal Data to be protected;
- (c) the harm that might result from a Data Loss Event, including the risks to the rights and freedoms of Data Subjects;
- (d) the state of technological development; and
- (e) the cost of implementing any measures.

Contractor Personnel

31.10 The Contractor shall ensure that it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:

31.10.1 are aware of and comply with the Contractor's duties under the Contract, in particular those obligations set out in this Clause 31 (Data Protection);

31.10.2 are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor, as the case may be, which

confidentiality undertakings require the Contractor Personnel to keep the Personal Data confidential and to only Process the Personal Data for the Purpose;

31.10.3 are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in Writing to do so by the Authority or as otherwise permitted by the Contract; and

31.10.4 have undergone adequate training in the use, care, protection and handling of Personal Data and on the Data Protection Legislation insofar as it relates to Processing.

International Transfers of Personal Data

31.11 The Contractor shall not transfer Personal Data outside of the United Kingdom without the prior Written consent of the Authority.

31.12 If the Authority gives its Written consent to a transfer of Personal Data outside of the United Kingdom, the Contractor shall ensure that:

31.12.1 where the transfer is to a Third Country in respect of which no adequacy regulation has been made by the Secretary of State, the Contractor has Appropriate Safeguards in place in respect of such transfer and, where practicable, the particular Appropriate Safeguards to be used by the Contractor for such transfer shall be subject to the Authority's prior Written approval, which approval shall not be unreasonably withheld or delayed;

31.12.2 the transfer and any Processing of Personal Data following such transfer complies at all times with Clause 31.4; and

31.12.3 the transfer otherwise complies with Data Protection Legislation.

Notifications required to be given by the Contractor to the Authority

31.13 The Contractor shall, at its own cost and expense, notify the Authority immediately (and within three (3) Days of receipt of the relevant communication at the latest) if it:

31.13.1 receives a Data Subject Request (or purported Data Subject Request);

31.13.2 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;

31.13.3 receives any communication from the Commissioner, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Contract; or

31.13.4 receives a request from any third party for disclosure of Personal Data where compliance with such request is required or permitted by Law,

and the Contractor will provide the Authority with a copy of the relevant Data Subject Request, request, complaint or communication, as the case may be and such further information regarding the same as the Authority may request from time to time.

31.14 Taking into account the nature of the Processing, the Contractor shall provide the Authority with all reasonable assistance in relation to any complaint, communication or request notified to the Authority pursuant to Clause 31.13 (and insofar as possible within the timescales reasonably required by the Authority).

31.15 The Contractor shall, at its own cost and expense:

31.15.1 notify the Authority of any Data Loss Event of which it becomes aware within twenty-four (24) hours of becoming aware of such Data Loss Event; and

31.15.2 provide the Authority, as soon as practicable and wherever possible within twenty-four (24) hours of becoming aware of such Data Loss Event, with such information regarding the Data Loss Event as the Authority may reasonably require, including but not limited to:

- (a) the nature of the Data Loss Event, including, where possible the categories and approximate number of Data Subjects and Personal Data records affected by the Data Loss Event;
- (b) the likely consequences of the Data Loss Event; and
- (c) where the Data Loss Event involves the Contractor and/or any Sub-processor, the measures taken or proposed to be taken by the Contractor and/or any Sub-processor to address the Data Loss Event, including those to mitigate the possible adverse effects of the Data Loss Event.

31.16 If the Contractor cannot provide all of the information set out in Clause 31.15 within the timescale specified, the Contractor shall, within such timescale advise the Authority of the delay and of the reasons for the same and advise the Authority when the Contractor expects to be able to provide the relevant outstanding information, which information may be provided in phases without undue delay, as details become available.

Records

- 31.17 The Contractor shall maintain complete, accurate and up-to-date written records of all Processing carried out under or in connection with the Contract. Such records shall contain the following information:
- 31.17.1 the name and contact details of the Contractor's Representative (if any) and of the Contractor's Data Protection Officer (if any);
 - 31.17.2 the categories of Processing carried out in connection with the Purpose;
 - 31.17.3 where applicable, details of any transfers of Personal Data pursuant to Clause 31.12, including the identity of the recipient of such transferred Personal Data and the countries to which such Personal Data is transferred, together with details of the Appropriate Safeguards used; and
 - 31.17.4 a general description of the Protective Measures implemented by the Contractor pursuant to Clause 31.9.

Use of Sub-processors

- 31.18 The Contractor shall not allow any Sub-processor to Process any Personal Data unless the Contractor has:
- 31.18.1 notified the Authority in Writing of the intended Sub-processor and the Processing activity that the Contractor wishes the Sub-processor to undertake on the Contractor's behalf;
 - 31.18.2 obtained the prior Written consent of the Authority in respect of the use of such Sub-processor in connection with the Processing undertaken pursuant to the Contract;
 - 31.18.3 entered into a binding written agreement with the Sub-processor, which agreement sets out enforceable data protection obligations on the same or similar terms as set out in

this Clause 31 (Data Protection) such that they apply to the Sub-processor, in particular such binding written agreement must provide:

- (a) sufficient guarantees that the Sub-processor will adopt Protective Measures such that the Processing undertaken by the Sub-processor will meet the requirements of the Data Protection Legislation; and
- (b) details of the Processing that is to be undertaken by the Sub-processor, which Processing shall only involve activity that is set out in Schedule Part 1 (Processing Information);
and

31.18.4 provided the Authority with such other information regarding the Sub-processor as the Authority may reasonably require from time to time.

31.19 The Contractor shall cease using a Sub-processor to undertake any Processing of Personal Data pursuant to or in connection with the Contract immediately upon receipt of a Written request from the Authority requesting that such Sub-processor ceases Processing the Personal Data, in circumstances where the Authority has reasonable grounds for concern about the Sub-processor's ability to carry out the Processing in accordance with the Data Protection Legislation.

31.20 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.

Audit Right

31.21 The Contractor shall, and shall procure that any and all Sub-processors shall, make available to the Authority, at no cost or expense to the

Authority, all information necessary to demonstrate the Contractor's compliance with its obligations under this Clause 31 (Data Protection) and the Data Protection Legislation.

31.22 The Contractor shall, and shall procure that any and all Sub-processors shall, allow for and contribute to audits, including inspections, conducted by the Authority or by another auditor mandated by the Authority, for the purpose of reviewing and assessing the Contractor's compliance with its obligations under this Clause 31 (Data Protection) and the Data Protection Legislation, provided that the Authority shall, where possible:

31.22.1 provide the Contractor with reasonable prior notice of such audit or inspection;

31.22.2 ensure that such audit is carried out during normal business hours; and

31.22.3 ensure that each such audit and inspection is carried out so as to cause minimal disruption to the Contractor's business and other customers.

31.23 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under Clause 31.22, unless the audit identifies a breach of the Contractor's obligations under this Clause 31 (Data Protection) and/or the Data Protection Legislation, in which case the Contractor shall reimburse the Authority for all of the Authority's reasonable costs incurred in the course of the audit.

31.24 If an audit identifies that the Contractor has failed to perform its obligations under the Contract in any material manner, the Authority may, at its sole discretion:

31.24.1 treat such failure as a material breach of the Contract; or

31.24.2 agree with the Contractor a remedial plan to resolve such failure, which remedial plan the Contractor shall implement at its sole cost and expense.

Deletion or Return of Personal Data

31.25 Within one (1) month following the date of termination of the Contract, or if earlier, the date of the cessation of those Services pursuant to or in connection with which the Processing of Personal Data by the Contractor on behalf of the Authority was undertaken, the Contractor shall, at the Written direction of the Authority, securely delete or securely return to the Authority all affected Personal Data (and any copies of it) and the Contractor shall certify in Writing to the Authority that to the best of the Contractor's knowledge and belief all Personal Data (and any copies of it) have been securely deleted or securely returned to the Authority, unless the Contractor is required by Law to retain the Personal Data. If the Contractor is required by Law to retain the Personal Data, the Contractor shall advise the Authority of such requirement in Writing.

Additional Considerations for Joint Controllers

31.26 Where the Parties are Joint Controllers:

31.26.1 Without prejudice to Clauses 31.7 and 31.13:

- (a) the Parties agree that the Authority shall handle all Data Subject Requests and all requests from third parties for disclosure of Personal Data;
- (b) the Parties agree that the Authority shall be responsible for co-ordinating the notifications, communications and

remedial action that may be required to be made or taken following any Data Loss Event;

- (c) each Party shall be responsible for responding to communications addressed to that Party from the Commissioner or other regulatory authority and for participating in consultations with the Commissioner or other regulatory authority at their instance relating to the Processing of any Personal Data but that Party shall keep the other Party informed in relation to same; and
- (d) any Processing Instructions which, in terms of the Data Protection Legislation, are inconsistent with the Contractor's role as Joint Controller with the Authority, shall not apply to the Contractor.

Controller for Additional Controller Purposes

31.27 Where, and to the extent that, the Contractor is a Controller pursuant to Clause 31.1.3:

31.27.1 Clauses 31.5, 31.7, 31.8, 31.14, 31.17 - 31.26 inclusive shall not apply;

31.27.2 Clause 31.4 shall apply but shall be amended such that all words in Clause 31.4 following "for the purposes of the" where they appear in the last sentence shall be deleted and replaced with the words "Additional Controller Purpose";

31.27.3 in Clause 31.9.2, the words "Protective Measures" shall be deleted and replaced with the words "appropriate technical and organisational measures";

31.27.4 Clause 31.10 shall apply but shall be amended such that:

- (a) in Clause 31.10.2 the words “Additional Controller” shall be inserted prior to the word “Purpose”; and
- (b) in Clause 31.10.3, the words “directed in Writing to do so by the Authority” shall be deleted and replaced with the words “required or permitted by Law in connection with the Additional Controller Purpose”;

31.27.5 and the Contractor requires to transfer Personal Data outside of the UK, the Contractor shall advise the Authority in Writing and shall ensure that the transfer complies with the Data Protection Legislation;

31.27.6 and the Contractor receives a Data Subject Request, or any communication from the Commissioner, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Additional Controller Purpose the Contractor shall action the same.

Contractor is Controller for the Purpose

31.28 Where, and to the extent that, the Contractor is a Controller pursuant to Clause 31.1.4:

31.28.1 Clauses 31.5, 31.7, 31.17 – 31.26 inclusive shall not apply;

31.28.2 in Clause 31.9.2, the words “Protective Measures” shall be deleted and replaced with the words “appropriate technical and organisational measures”;

31.28.3 in Clause 31.10.3, the words “directed in Writing to do so by the Participating Authority” shall be deleted and replaced with the words “required or permitted by Law in connection with the Purpose”;

31.28.4 and the Contractor requires to transfer Personal Data outside of the UK, the Contractor shall advise the Participating Authority in Writing and shall ensure that the transfer complies with the Data Protection Legislation;

31.28.5 and the Contractor receives a Data Subject Request or any communication from the Commissioner, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Contract, the Contractor shall action the same in consultation with the Participating Authority.

Liability

31.29 Whether the Contractor is a Processor, Joint Controller and/or Controller, the Contractor shall indemnify and keep indemnified and defend at its own expense the Authority from and against any and all DP Losses incurred by the Authority or for which the Authority may become liable arising from or in connection with any failure by the Contractor or any Sub-processor or any of their employees or agents to comply with any of the Contractor's obligations under this Clause 31 (Data Protection).

31.30 The Authority shall indemnify and keep indemnified and defend at its own expense the Contractor from and against any and all DP Losses incurred by the Contractor or for which the Contractor may become liable whether the Contractor is a Processor, Joint Controller and/or Controller, arising solely from or in connection with any failure by the Authority or its employees or agents to comply with any of the Authority's obligations under this Clause 31 (Data Protection).

31.31 The provisions of Clauses 31.29 and 31.30 shall not affect the liability of either Party to any Data Subject.

31.32 The provisions of this Clause 31 (Data Protection) shall survive following termination of the Contract for any reason whatsoever.

32. THE HUMAN RIGHTS ACT 1998 AND THE ASYLUM AND IMMIGRATION ACT 1996

32.1 The Contractor shall, and shall use reasonable endeavours to procure that its employees or agents and/or sub-contractors shall, at all times, act in a way which is compatible with the Convention rights within the meaning of Section 1 of the Human Rights Act 1998 in the United Kingdom and in any other country from which any part of the Services shall be provided.

32.2 The Contractor shall not and shall procure that its employees, agents and sub-contractors shall not be in breach of the Asylum and Immigration Act 1996.

33. POWER TO AGREE

33.1 The Contractor warrants to the Authority that it has all necessary power, corporate standing and authorisation to enter into and be bound by the terms of the Contract. At all times in connection with the Contract, the Contractor shall be an independent contractor and nothing in the Contract shall create a relationship of agency or partnership or a joint venture as between the Contractor and the Authority and accordingly the Contractor shall not be authorised to bind the Authority.

33.2 The Contractor warrants that it currently has and shall maintain for the Contract Period all and any agreements (including licences) as may be required with any third parties to perform the obligations incumbent upon it under the Contract.

34. RELATIONSHIP OF THE PARTIES

The Contractor shall not incur any liabilities on behalf of the Authority or make any representations or give any warranty on behalf of the Authority or enter into any contract or obligation on behalf of the Authority.

35. INDUCEMENTS TO PURCHASE AND PROHIBITED ACTS

35.1 The Contractor shall not offer to the Authority or any of its employees or agents as an agreement collateral to the Contract, any inappropriate advantage. For the avoidance of doubt, the Contractor shall not breach this Clause 35.1 by virtue only of the application of a cash discount strictly in accordance with the Contract Price, or the institution of training of the Authority's employees in accordance with the Specification.

35.2 For the purposes of the Contract "**Prohibited Act**" means:

35.2.1 offering, giving or agreeing to give to the Authority, or any other public body or to any person employed by or on behalf of the Authority, or any other public body any gift or consideration of any kind as an inducement or reward:

(a) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of the Contract or any other agreement with the Authority or any other public body; or

(b) for showing or not showing favour or disfavour to any person in relation to the Contract or any other agreement with the Authority or any other public body;

35.2.2 entering into the Contract or any other agreement with the Authority or any other public body in connection with which commission has been paid or has been agreed to be paid by the Contractor or on its behalf, or to its knowledge, unless

before the relevant agreement is entered into particulars of any such commission and of the terms and conditions of any such agreement for the payment of such commission have been disclosed in writing to the Authority; or

35.2.3 committing any offence:

- (a) under the Bribery Act 2010;
- (b) under any Law creating offences in respect of fraudulent acts; or
- (c) at common law, in respect of fraudulent acts in relation to the Contract or any other agreement with the Authority or any other public body; or
- (d) defrauding or attempting to defraud or conspiring to defraud the Authority or any other public body.

35.3 The Contractor warrants that in entering into the Contract it has not committed any Prohibited Act.

35.4 If the Contractor (or anyone employed by or acting on behalf of it) commits any Prohibited Act, then the Authority shall be entitled to act in accordance with Clauses 35.4 to 35.6 below.

35.5 If a Prohibited Act is committed by the Contractor or by an employee not acting independently of the Contractor, then the Authority may terminate the Contract with immediate effect by giving Written notice to the Contractor, and no compensation or payment shall be due to the Contractor in respect of such termination.

35.6 If the Prohibited Act is committed by an employee of the Contractor or a sub-contractor acting independently of the Contractor, then the Authority

may give Written notice to the Contractor of termination and the Contract will terminate unless, within twenty (20) Days of receipt of such notice, the Contractor terminates the employee's employment or the sub-subcontract (as the case may be) and (if necessary) procures an alternative sub-contractor acceptable to the Authority.

35.7 Any notice of termination under this Clause 35 (Inducements to Purchase and Prohibited Acts) shall specify:

35.7.1 the nature of the Prohibited Act;

35.7.2 the identity of the party whom the Authority believes has committed the Prohibited Act; and

35.7.3 the date on which the Contract will terminate in accordance with the applicable provisions of this Clause 35 (Inducements to Purchase and Prohibited Acts).

35.8 Without prejudice to its other rights or remedies under this Clause 35 (Inducements to Purchase and Prohibited Acts), the Authority shall be entitled to recover from the Contractor:

35.8.1 the amount or value of any such gift, consideration or commission; and

35.8.2 any other loss sustained in consequence of any breach of this Clause 35 (Inducements to Purchase and Prohibited Acts).

35.9 Nothing contained in this Clause 35 (Inducements to Purchase and Prohibited Acts) shall prevent the Contractor from paying any proper commission or bonus to its employees within the agreed terms of their employment.

35.10 The Contractor shall notify the Authority on the occurrence (giving details) of any Prohibited Act promptly on the Contractor becoming aware of its occurrence.

36. NO PUBLICITY

Save as required by law and/or the requirements of any relevant stock exchange, no publicity shall be made by either Party relating to any matter in connection with the Contract without the prior written consent of the other Party.

37. AUTHORITY TO ACT

Any decision, act or thing that the Authority is required or authorised to take or do under the Contract (including submission of Orders) may be taken or done by any person authorised, either generally or specifically, by the Authority to take or do that decision, act or thing, provided that upon receipt of a Written request the Authority shall inform the Contractor of the name of any person so authorised.

38. EXECUTION OF ADDITIONAL DOCUMENTS

The Contractor shall from time to time upon the request of the Authority, execute any additional documents and do any other acts or things which may reasonably be required to implement the provisions of the Contract.

39. INVALIDITY

Any provision of the Contract that is held to be invalid, illegal or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions hereof and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purposes of the Contract, the Parties shall commence

good faith negotiations to remedy such invalidity.

40. NO REPRESENTATION

The Contractor acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the Services and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the Authority for any misrepresentation (whether made carelessly or not) or for breach of any warranty unless the representation relied upon is set out in the Contract or unless such representation was made fraudulently.

41. NO WAIVER

41.1 The failure by the Authority or the Contractor to insist upon the strict performance of any provision, term or condition of the Contract or to exercise any right or remedy consequent upon the breach thereof shall not constitute a waiver of that Party's rights or remedies in respect of any such breach by the other Party or any subsequent breach of such provision, term or condition.

41.2 No waiver of any of the provisions of the Contract shall be effective unless it is expressly stated to be a waiver and notified to the other Party in Writing in accordance with the provisions of Clause 48 (Notices).

42. EXPENSES

Each Party shall bear its own expenses in relation to the preparation, execution and implementation of the Contract including all costs, legal fees and other expenses so incurred.

43. CONTRACTOR WARRANTY RE NO PENDING ACTION

The Contractor warrants represents and undertakes to the Authority that there

are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Contractor and that there are no material contracts existing to which the Contractor is a party which prevent it from entering into and performing the Contract; and that the Contractor has satisfied itself as to the nature and extent of the risks assumed by it under the Contract and gathered all information necessary to perform its obligations under the Contract and all other obligations assumed by it.

44. SET OFF

Wherever under the Contract any sum of money is recoverable from or payable by the Contractor, that sum may be deducted from any sum then due, or which at any later time may become due, to the Contractor under the Contract or under any other agreement or contract with the Authority.

45. WAIVER OF CLAIMS AGAINST THE AUTHORITY

(Save in the case of fraud) no statements made by or on behalf of the Authority at any time before, during or after the competition leading to conclusion of the Contract shall add to or vary the Contract or be of any force or effect unless any such pre-contractual statements are expressly set out in the Contract. The Contractor waives any right it may have to make any claim whatsoever in connection with any non-fraudulent pre-contractual statements made by or on behalf of the Authority. This waiver shall be unconditional and irrevocable, but it is expressly agreed that it shall not exclude any liability of the Authority for pre-contractual statements made fraudulently.

46. DUTY TO MITIGATE

Each Party shall, at all times, take reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other Party pursuant to the Contract.

47. EQUALITY & DIVERSITY

- 47.1 The Contractor shall not discriminate unlawfully within the meaning and scope of any Law relating to discrimination (whether in relation to race, gender, disability, religion or otherwise) in employment or performance of the Contract. The Contractor shall take all reasonable steps to ensure the observance of this Clause by all staff and by all contractors and sub-contractors of the Contractor and the Contractor shall ensure that its policies and practices comply with the requirements of such Laws, including without limitation, the National Minimum Wage Act 1998, the Equality Act 2006, the Equality Act 2010 and the Pensions Act 1995 (the **“Anti-Discrimination Legislation”**).
- 47.2 The Contractor shall notify the Authority immediately of any investigation of or proceedings against the Contractor under the Anti-Discrimination Legislation and shall cooperate fully and promptly with any requests of the person or body conducting such investigation or proceedings, including allowing access to any documents or data required, attending any meetings and providing any information requested.
- 47.3 The Contractor shall indemnify the Authority against all costs, claims, charges, demands, liabilities, damages, losses and expenses incurred or suffered by the Authority arising out of or in connection with any investigation conducted or any proceedings brought under the Anti-Discrimination Legislation due directly or indirectly to any act or omission by the Contractor, its agents, employees or sub-contractors.

47.4 The Contractor shall impose on any sub-contractor obligations substantially similar to those imposed on the Contractor by this Clause 47 (Equality & Diversity).

48. NOTICES

48.1 Any notice to be given under the Contract shall, either, be delivered personally, sent by first class recorded delivery post (air-mail if overseas) or electronic mail. Except as otherwise provided in these NHSS Conditions for the Provision of Services, the address for service shall be the registered or principal office of the recipient or such other address for receipt of notices as either Party may previously have notified to the other Party in Writing. A notice shall be deemed to have been served:

48.1.1 if personally delivered, at the time of delivery;

48.1.2 if posted, at the expiration of forty-eight (48) hours (or in the case of air-mail seven (7) Days) after the envelope containing the same was delivered into the custody of the postal authorities; and

48.1.3 if sent by electronic mail, at the time of the transmission.

48.2 In proving such service, it shall be sufficient to prove that personal delivery was made, or that the envelope containing such notice was properly addressed and delivered into the custody of the postal authorities as prepaid first class, recorded delivery or air-mail letter (as appropriate), or in the case of electronic mail, that the email was transmitted, including when it was sent and to what address.

48.3 All notices deliverable to the Contractor shall be addressed to the Point of Contact.

48.4 This Clause 48 (Notices) does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any method of dispute resolution.

49. COMMUNITY BENEFITS

The Contractor shall implement and perform any Community Benefits to the extent set out in the Specification or otherwise detailed in the Contract.

50. TUPE

50.1 Where there is a transfer pursuant to the TUPE Regulations of the contracts of employment of any of the Contractor's staff (such Contractor's staff being referred to herein as "**Affected Employees**") to the Authority or a New Contractor then the following provisions of this Clause 50 (TUPE) shall apply.

50.2 The Contractor shall comply with the TUPE Regulations, provided always that notwithstanding the TUPE Regulations, the Contractor shall provide all the information which it is required to disclose in terms of Regulation 11 of the TUPE Regulations to the Authority no later than two (2) months before the Service Transfer Date.

50.3 The Contractor shall advise the Authority in Writing prior to the Service Transfer Date of any updates to the information referred to at Clause 50.1.

50.4 The Contractor warrants that the information to be provided by the Contractor in terms of Regulation 11 of the TUPE Regulations will be true, accurate and complete in all material respects.

50.5 The Contractor shall and does hereby indemnify the Authority and any New Contractor from and against all Pre-Transfer Liabilities relative to the period up to and including the Service Transfer Date.

50.6 The provisions of this Clause 50 (TUPE) shall survive following termination of the Contract for any reason whatsoever and without limit in time.

51. SPECIFIC IMPLEMENT

The Parties acknowledge and agree that in the event of a material failure on the part of the Contractor in performance of its obligations under the Contract, the loss or damage incurred by the Authority by reason of such material failure will be such that damages may not be an adequate remedy. Accordingly, the Authority shall have the right to specific performance of the Contractor's obligations under the Contract. Such remedy shall be in addition to and not in lieu or limitation of other remedies provided to the Authority hereunder or otherwise at law or in equity.

52. FORCE MAJEURE

52.1 Provided that it has complied with the provisions of Clause 52.3 neither Party shall be in breach of the Contract nor liable for any failure or delay in performance of any obligations under the Contract arising from a Force Majeure Event.

52.2 The corresponding obligations of the other Party will be suspended to the same extent as those of the first Party first affected by the Force Majeure Event.

52.3 Whichever Party is subject to a Force Majeure Event shall not be in breach of the Contract provided that:

52.3.1 it promptly notifies the other Party in Writing of the nature and extent of the Force Majeure Event causing its failure or delay in performance such notice to include details of the Force Majeure Event, including evidence of its effect on the obligations of the

Party affected by the Force Majeure Event and any action proposed to mitigate its effect;

52.3.2 it could not have avoided the effect of the Force Majeure Event by taking precautions which, having regard to all the matters known to it before the Force Majeure Event, it ought reasonably to have taken, but did not; and

52.3.3 it has used all reasonable endeavours to mitigate the effect of the Force Majeure Event, to carry out its obligations under the Contract in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible.

52.4 Failure by the Contractor to perform any of the obligations under the Contract by virtue of a Force Majeure Event shall, without prejudice to the Authority's other rights and remedies, entitle the Authority (at its option):

52.4.1 to withdraw such Services from the Order provided confirmation is given in Writing to this effect;

52.4.2 to release itself from any obligations to accept and pay for any Services performed late, as a direct result of a Force Majeure Event, provided confirmation is given in Writing to this effect; and

52.4.3 to purchase other services of the same or similar description from any other contractor or any third party.

53. FAIR WORK PRACTICES

The Contractor shall implement and commit to any fair work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of the Contract to the extent set out in the Specification or otherwise in the Contract.

54. ANTI-SLAVERY AND HUMAN TRAFFICKING ETC.

54.1 In performing its obligations under the Contract (including the provision of the Services), the Contractor shall:

54.1.1 comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including, but not limited to, the Modern Slavery Act 2015;

54.1.2 include in any contracts with its direct subcontractors and suppliers provisions which are at least as onerous as those set out in this Clause 54 (Anti-Slavery and Human Trafficking Etc.);

54.1.3 implement due diligence procedures for its own suppliers, subcontractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains; and

54.1.4 keep and maintain accurate and up to date records to trace the supply chain for all Services provided to the Authority in connection with the Contract showing all subcontractors and suppliers engaged in connection with the Contract and the steps the Contractor has taken to comply with this Clause 54 (Anti-Slavery and Human Trafficking Etc.), and permit the Authority and its third party representatives to inspect those records as required.

54.2 The Contractor represents and warrants that neither the Contractor, nor any of its officers, employees or other persons associated with it, having

made reasonable enquiries, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.

54.3 The Contractor shall promptly notify the Authority of any breach of this Clause 54 (Anti-Slavery and Human Trafficking Etc.).

54.4 The Authority may terminate the Contract immediately by giving written notice to that effect to the Contractor if the Contractor is in breach of this Clause 54 (Anti-Slavery and Human Trafficking Etc.).

55. COMPLIANCE WITH NATIONAL WHISTLEBLOWING STANDARDS

55.1 The provisions of this Clause 55 (Compliance with National Whistleblowing Standards) shall apply where it has been identified in the Invitation to Tender that compliance with the requirements of the National Whistleblowing Standards will be required.

55.2 The Contractor undertakes to the Authority that it will maintain in place throughout the Contract Period appropriate policies and procedures to enable its staff members (including for this purpose any staff, students, contractors, volunteers and any others who are working in any capacity for the Contractor in the provision of the Goods ("**Staff**")) to access a whistleblowing procedure that meets the requirements of the National Whistleblowing Standards.

55.3 The Contractor shall provide a copy of the policies and procedures maintained by the Contractor pursuant to Clause 55.2 to the Authority on request and shall provide the Authority with any such additional information with regard to the Contractor's compliance with Clause 55.2 as the Authority may reasonably require.

- 55.4 Without prejudice to the generality of the obligation under Clause 55.2, the Contractor shall:
- 55.4.1 ensure arrangements are in place to encourage and support Staff who raise a Concern;
 - 55.4.2 provide clear information about who Staff can raise Concerns with, both within the Contractor's organisation and externally;
 - 55.4.3 ensure that its policies and procedures permit and encourage Staff to contact the Authority's Confidential Contact in the event that a Staff member does not feel able to raise a Concern within the Contractor's organisation; and
 - 55.4.4 record all Concerns raised with the Contractor or its confidential contact, monitor those Concerns and report to the Authority in accordance with Clauses 55.5 and 55.6 below.
- 55.5 The Contractor shall provide quarterly reports to the Authority regarding any Concerns raised during the previous quarter. In the event that no Concerns have been raised during the previous quarter, the Contractor shall not be obliged to submit a quarterly report.
- 55.6 The Contractor shall provide annual reports to the Authority regarding any Concerns raised during the previous year. In the event that no Concerns have been raised during the previous year, the Contractor shall report accordingly.
- 55.7 The Contractor shall co-operate with the Authority with regard to any review or follow up investigation conducted by the Authority on the basis of the reports issued by the Contractor pursuant to Clauses 55.5 and/or 55.6. The Contractor shall provide the Authority with any such additional information as the Authority may reasonably require in this regard and

shall co-operate and provide assistance to the Authority (and any investigator appointed by the Authority) with regard to any investigation into any Concerns identified in connection with the provision of the Goods.

55.8 The Contractor shall co-operate with and provide such information and assistance to the Authority as the Authority may reasonably require to enable to enable the Authority to record and review information in relation to any Concerns raised about its services in accordance with the Authority's obligations under the National Whistleblowing Standards. This includes, but is not limited to, provision of any data based on the key performance indicators referred to in Paragraph 13 of Part 5 of the National Whistleblowing Standards.

55.9 Where any investigation within the Contractor's organisation into any Concern in connection with the provision of the Goods is not possible, due to actual or potential conflict of interest, the Contractor must discuss the Concern with the Authority and work with the Authority to investigate the issue.

56. LAW

The Contract shall be governed and construed in accordance with Scots law and both Parties hereby irrevocably submit to the exclusive jurisdiction of the Scottish Courts.

SCHEDULE: PART 1

PROCESSING INFORMATION

1. The Contractor shall comply with any further Written instructions with respect to Processing issued by the Authority.
2. Any such further instructions shall be incorporated into this Schedule Part 1.
3. This Schedule Part 1 must be read in conjunction with Clause 31.26.1(d).

Description	Details relevant to the Purpose	Details relevant to the Additional Controller Purpose
Subject matter of the Processing	The subject matter of the Processing is as detailed in the Specification.	The subject matter of the Processing is compliance with the Law.
Duration of the Processing	The Processing activities will be undertaken throughout the entire Contract Period.	The Processing activities will be undertaken as long as required for compliance with the Law.
Nature and purpose of the Processing	The Purpose of the Processing is the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including, but not limited to, performance of the Services, as detailed in the Specification.	As per definition of "Additional Controller Purpose".
Type of Personal Data	The types of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The types of Personal Data Processed will be as required for compliance with the Law.
Categories of Data Subject	The categories of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The categories of Personal Data Processed will be as required for compliance with the Law.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under union or member state law to preserve that type of data	The plan for the return and destruction of the Personal Data once the Processing is complete is as detailed in Clause 31.25.	N/A

Minimum Requirements	All technical and organisation measures with which the Contractor must comply are as detailed in the Specification.	N/A
Additional Information	<p>No Sub-processors have been approved in connection with the Contract.</p> <p>No transfers outside the United Kingdom have been approved in connection with the Contract.</p>	N/A

SCHEDULE: PART 2

NHSS ADDITIONAL CONDITIONS FOR THE PROVISION OF SERVICES