



South East
Consortium

Framework Agreement Start Date: 9th January 2024

SOUTHERN HOUSING

AND

SERVICE PROVIDERS

FRAMEWORK ALLIANCING AGREEMENT
Heating and Water Hygiene Framework



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is made **BETWEEN:**

- (1) **SOUTHERN HOUSING** (FCA Registration Number 8983) of Fleet House, 59-61 Clerkenwell Road, London, EC1M 5LA in its capacity as representative of and agent for the SEC Members (the “**Client**”); and
- (2) The **SERVICE PROVIDERS** named in Schedule 1 (Framework Lots) of this Framework Agreement.

1. BACKGROUND

Framework Agreement

- 1.1 The Client is setting up a framework of service providers for the provision of Heating and Water Hygiene which the Client and Authorised Entities can call upon on an ad hoc basis as required.
- 1.2 Each Service Provider is hereby appointed to the Framework Lots as set out in Schedule 1 (Framework Lots) of this Framework Agreement. This Framework Agreement shall comprise 5 Framework Lots.
- 1.3 Each Service Provider has represented that it has the necessary skills, experience and resources to provide the Services required of it under and pursuant to this Framework Agreement and that it is willing to do so.

Role of this Framework Agreement

- 1.4 This Framework Agreement is intended to govern the on-going relationship between the Service Providers, the Client and the Authorised Entities in connection with any request made by the Client or an Authorised Entity to a Service Provider to provide Services.
- 1.5 This Framework Agreement is designed to encourage the Client, the Authorised Entities and the Service Providers to work with each other in an open, co-operative and collaborative manner in a spirit of mutual trust, respect and co-operation with the joint intention of achieving the Framework Objectives and Call Off Contract Objectives.
- 1.6 In consideration of the procurement, preparation and administration of this Framework Agreement by the Client, each Service Provider shall pay to the Client the SEC Fees payable in respect of each Call Off Contract awarded to it under this Framework Agreement in accordance with the provisions of Clause 27.

Authorising Agreements

- 1.7 The Client may, without the consent of the Service Providers, grant Entities the right to enter into Call Off Contracts pursuant to this Framework Agreement by entering into an Authorising Agreement with the particular Entity.
- 1.8 The Client shall provide the Service Providers with written notification of any Entities it enters into Authorising Agreements with pursuant to Clause 1.7 within fifteen (15) Working Days of the date of the Authorising Agreement.

2. DEFINITIONS AND INTERPRETATION

Definitions

2.1 In this Framework Agreement, the following expressions shall have the following meanings:

- “Action Plan”** has the meaning given to that term in Clause 7.7;
- “Actual Monthly Amount”** has the meaning given to that term in Clause 27.1.2;
- “Authorised Entity”** means an Entity with whom the Client has entered into an Authorising Agreement pursuant to Clause 1.7;
- “Authorised Entity’s Representative”** means the person appointed by the relevant Authorised Entity from time to time to act as its representative in connection with this Framework Agreement, which, unless otherwise agreed by the Client, shall be the Authorised Entity’s contract administrator;
- “Authorising Agreement”** means the form of agreement contained in Schedule 8 (Authorising Agreement);
- “Award Process”** means the process for the award of Call Off Contracts outlined in Clause 5 (which term shall include both Direct Selection and Mini-Competitions);
- “Call Off Contract”** means any of the following contracts as selected by the Client or the Authorised Entity making the call off at their absolute discretion:
- (i) The TAC-1 form of contract with such schedule of amendments as the Client or Authorised Entity may issue as part of the Award Process;
 - (ii) Any contract from the JCT suite of contracts with such schedule of amendments as the Client or Authorised Entity may issue as part of the Award Process;
 - (iii) Any other industry standard form construction or maintenance contract that may be in use from time to time, with such schedule of amendments as the Client or Authorised Entity may issue as part of the Award Process;
- and in each case subject to such further project specific amendments as may be agreed between the Client or the Authorised Entity and the Service Provider;
- “Call Off Contract Annual Review”** has the meaning given to that term in Clause 7.3;
- “Call Off Contract Objectives”** means the objectives set out in Clause 4.2;
- “Call Off Contract KPIs”** means the key performance indicators set out in Schedule 7 (Call Off Contract KPIs) (as the same may be amended, supplemented or updated from time to time in accordance with paragraph 2 of Schedule 7);

“Capability Criteria”	means the criteria contained in Schedule 3 (Capability Criteria), subject to such amendments as the Client or the Authorised Entity considers necessary to reflect the requirements of the Call Off Contract in question;
“Commencement Date”	means the date of this Framework Agreement;
“Contract Notice”	means the contract notice for the Framework Agreement published in the UK Find a Tender Service and dated 26 th April 2023;
“Control”	means the right to control as described in section 416 of the Income and Corporation Taxes Act 1988;
“Core Group”	means the core group described in Clause 3A.2;
“Direct Selection”	has the meaning given to that term in Clause 5.2;
“Early Warning”	means early warning in accordance with Clause 3A.4;
“Entity”	means any entity listed or referred to in the Contract Notice as being entitled to access the Framework Agreement and award Call Off Contracts under it;
“Expiry Date”	means the fourth (4 th) anniversary of the Commencement Date;
“EIR”	means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner in relation to such regulations;
“First SEC Fee Date”	has the meaning given to that term in Clause 27.1.1;
“FOIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner in relation to such legislation;
“Framework Agreement”	means this framework alliancing agreement and its schedules;
“Framework KPIs”	means the key performance indicators set out in Schedule 6 (Framework KPIs) (as the same may be amended, supplemented or updated from time to time in accordance with paragraph 2 of Schedule 6);
“Framework Lots”	means the Lots set out in Schedule 1 (Framework Lots);
“Framework Manager”	means the person appointed by the Client from time to time to manage this Framework Agreement on its behalf;
“Framework Members”	means the Client, the Framework Manager, the Service Providers and the Authorised Entities;
“Framework Objectives”	means the objectives set out in Clause 4.1;

“Framework Quality Commitments”	means the quality commitments made by the relevant Service Provider in its tender submission for the Framework Agreement;
“Framework Term”	means the period commencing on the Commencement Date and, subject to earlier termination in accordance with the terms of this Framework Agreement, ending on the Expiry Date;
“Information”	has the meaning given under section 84 of the FOIA;
“Mini-Competition”	means the procedure outlined in Clauses 5.3 to 5.8;
“Other SEC Framework Agreement”	means any other framework agreement procured by SEC from time to time;
“Other SEC Framework Service Provider”	means any service provider appointed to an Other SEC Framework Agreement from time to time;
“Pricing Submission”	means the relevant Service Provider’s pricing submission as contained in their tender submission for the Framework Agreement;
“Projected Monthly Value”	has the meaning given to that term in Clause 27.1.1;
“Quality Submission”	means the relevant Service Provider’s quality submission as contained in their tender submission for the Framework Agreement;
“Relevant Authority”	means any court with competent jurisdiction and any local, national or supra-national agency, inspectorate, minister, ministry, official or public or statutory person of the government of the United Kingdom or of the European Union;
“Relevant SEC Fee Percentage(s)”	means the fee percentage(s) that apply to the Call Off Contract in question (based on its value and whether it has been awarded by a full member or guest member of SEC), as shown in Part 1 of Schedule 5 (SEC Fees);
“Request for Information”	means a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the EIR;
“SEC”	means the social housing procurement consortium known as the South East Consortium, constituted by an agreement between its members, as may be varied from time to time;
“SEC Fees”	means the fees payable by a Service Provider to the Client in respect of each Call Off Contract awarded to that Service Provider under this Framework Agreement, as more particularly described and calculated in accordance with Clause 27 and Part 1 of Schedule 5 (SEC Fees);
“SEC Member”	means any full member or guest member of SEC from

time to time;

“Services”	means the Services to be carried out by a Service Provider pursuant to a Call Off Contract as more specifically described in the relevant Call Off Contract;
“Service Provider”	means any one of those organisations listed in Schedule 1 (Framework Lots) of this Framework Agreement;
“Service Provider’s Representative”	means the person appointed by the relevant Service Provider from time to time to act as its representative in connection with this Framework Agreement, pursuant to Clause 4B.3, which, unless otherwise agreed by the Client, shall be the Service Provider’s contract manager;
“Subsequent SEC Fee Date”	has the meaning given to that term in Clause 27.1.1;
“Subsidiary”	has the meaning given to it in section 1159 of the Companies Act 2006;
“Supply Chain”	means any party or parties providing works, services or supplies to one or more Framework Members;
“Suspension Notice”	means a notice issued pursuant to Clause 5.15 or 7.12 (as the case may be);
“Working Days”	means Monday to Friday excluding public holidays.

- 2.2 References to Clauses and schedules are references to Clauses of and schedules to this Framework Agreement.
- 2.3 The provisions of the schedules are incorporated in this Framework Agreement.
- 2.4 Reference to the singular includes the plural and vice versa and references to any gender includes both genders.
- 2.5 References to a person includes any individual, firm, unincorporated association or body corporate.
- 2.6 The headings in this Framework Agreement are included for ease of reference only and shall not affect the interpretation or construction of this Framework Agreement.
- 2.7 Any reference to any statute or any section of any statute includes any statutory extension, amendment, modification, consolidation or re-enactment and any statutory instrument, order or regulation made under any statute for the time being in force.
- 2.8 A reference to specific standards, codes of practice, guidelines, rules and/or schemes shall be construed as including all amendments, modifications, supplements, re-drafts and/or substitutes.

3. COMMENCEMENT, APPOINTMENT AND DURATION

- 3.1 Each Service Provider’s appointment shall be governed by this Framework Agreement and any relevant Call Off Contract. Each Service Provider shall when requested by the Client or an Authorised Entity following the selection process set out in Clause 5, enter into a Call Off Contract for the carrying out of the relevant Services.
- 3.2 Subject to earlier termination in accordance with its terms, this Framework Agreement shall commence on the Commencement Date and shall continue until the Expiry Date.

3.3 Notwithstanding any other provision of this Framework Agreement to the contrary, neither the Client nor any Authorised Entity is obliged to enter into any Call Off Contracts with any Service Provider during the Framework Term and neither the Client nor any Authorised Entity shall be liable for any loss of profits, loss of contracts or other costs or losses suffered or incurred by a Service Provider as a result of that Service Provider not being awarded one or more Call Off Contracts during the Framework Term.

3A FRAMEWORK MEMBERS AND CORE GROUP

3A.1 The Framework Members shall work together and individually in the spirit of trust, fairness and collaboration to achieve the Framework Objectives, and in all matters governed by this Framework Agreement they shall act reasonably and without delay.

3A.2 The Core Group shall review and support the implementation of this Framework Agreement and shall fulfil the other functions stated in this Framework Agreement or agreed by the Framework Members, and:

3A.2.1 the Core Group shall comprise of the following persons:

- (i) The Framework Manager
- (ii) The Service Providers' Representatives
- (iii) The Authorised Entities' Representatives; and
- (iv) such other persons as the Framework Members may agree;

3A.2.2 each Framework Member shall ensure at its own cost that any person who is its representative for the purposes of the Core Group (or an agreed alternate) shall attend Core Group meetings and fulfil the agreed functions of a Core Group member in accordance with this Framework Agreement.

3A.3 Meetings of the Core Group:

3A.3.1 shall be convened by the Framework Manager by not less than five (5) Working Days' notice (unless all Core Group members agree a shorter period) to all Core Group members stating the agenda, and shall be held not less than twice per annum;

3A.3.2 shall be chaired by the Framework Manager and shall deal only with the matters listed in the agenda (unless all Core Group members otherwise agree);

3A.3.3 shall make decisions by consensus of all Core Group members present at that meeting and the Framework Members shall comply with any decision of the Core Group made within the scope of its agreed functions.

3A.4 Each Framework Member shall give Early Warning to the other Framework Members as soon as it is aware of any matter adversely affecting or threatening its own performance or the performance of another Framework Member under this Framework Agreement and:

3A.4.1 the notifying Framework Member shall submit as part of its Early Warning (within the scope of its agreed role, expertise and responsibilities) proposals for avoiding or remedying that matter;

3A.4.2 the Framework Manager shall convene a Core Group meeting within five (5) Working Days from the date of Early Warning (unless all Core Group members agree a shorter period) to agree an appropriate course of action (unless all Core Group members agree such course of action without a meeting).

4. OBJECTIVES

4.1 The Framework Objectives are as follows:

- 4.1.1 to engage in alliancing activities across this Framework Agreement with the Framework Members
- 4.1.2 to engage in alliancing activities across Other SEC Framework Agreements with the Client, Other SEC Framework Service Providers and the users of such framework agreements
- 4.1.3 to achieve improvements in environmental performance, sustainability and reductions in environmental impact including community initiatives;
- 4.1.4 to actively promote this Framework Agreement and Other SEC Framework Agreements to the market and potential users; and
- 4.1.5 to advise on market conditions / changes, legislative updates, and training for SEC staff;

4.2 The Call Off Contract Objectives are as follows:

- 4.2.1 the timely and fair payment of all suppliers and sub-contractors by the Service Providers;
- 4.2.2 the Client's and the Authorised Entities' satisfaction with the performance of the Service Providers together with high levels of resident satisfaction;
- 4.2.3 to work in a spirit of continuous improvement to continually improve value for money, quality and best value;
- 4.2.4 to consider and adopt any efficiency initiatives the Client or any Authorised Entities may bring to the attention of Service Providers and to apply the methodology of value engineering; and
- 4.2.5 to embrace and put forward new technologies, products and practices in the provision of the Services;
- 4.2.6 to provide training for Authorised Entities.

4.3 The Client, the Authorised Entities and the Service Providers, within the scope of their agreed roles, expertise and responsibilities, shall seek to achieve the Framework Objectives and Call Off Contract Objectives.

4B FRAMEWORK MANAGER AND REPRESENTATIVES

4B.1 The Framework Manager shall manage this Framework Agreement on the Client's behalf, and shall:

- 4B.1.1 monitor achievement of the Framework Objectives and Call Off Contract Objectives,
- 4B.1.2 call, organise, chair and minute Core Group meetings under Clause 3A; and
- 4B.1.3 monitor Supply Chain collaboration under Clause 10.

4B.2 The Client shall keep the other Framework Members informed of any change in the identity of the Framework Manager from time to time.

4B.3 Each Service Provider shall appoint a person to act as its representative in connection with this Framework Agreement and shall provide the other Framework Members with the name and contact details of this individual. Each Service Provider shall keep the other Framework Members informed of any change in the identity of its representative from time to time.

5. SELECTION AND APPOINTMENT OF SERVICE PROVIDERS TO CARRY OUT CALL OFF CONTRACTS

5.1 The Service Providers acknowledge that where the Client or an Authorised Entity wishes to award a Call Off Contract under this Framework Agreement the selection of a Service Provider from a Framework Lot shall be made by the Client or the Authorised Entity either by Direct Selection in accordance with the provisions of Clause 5.2, or by way of Mini-Competition in accordance with the provisions of Clauses 5.3 to 5.8. For the avoidance of doubt, the decision as to whether to select a Service Provider by Direct Selection or by way of a Mini-Competition shall be entirely at the Client's or the Authorised Entity's discretion.

Direct Selection of a Service Provider

5.2 The Client or an Authorised Entity may award a Call Off Contract directly to a Service Provider under a Framework Lot without any further competition between the Service Providers, ("**Direct Selection**") in any of the following circumstances:

5.2.1 where the Client or the Authorised Entity is able to determine which Service Provider will provide it with the most economically advantageous offer for the proposed Call Off Contract by reference to the Service Providers' tender submissions for the Framework Agreement and having regard to the particular requirements of the Call Off Contract in question;

5.2.2 where the Client or the Authorised Entity has determined through application of the Capability Criteria that only that Service Provider is capable of carrying out the Call Off Contract;

5.2.3 where the Call Off Contract has substantial similarities to a previous project in which the Service Provider was involved (whether such project was awarded under this Framework Agreement or not);

5.2.4 where the Service Provider has already performed works and/or services relating to the Call Off Contract and the Client or the Authorised Entity requires continuity of service in respect of such a subsequent phase or stage of work;

5.2.5 where the Call Off Contract involves certain requirements that are of particular importance to the Client or the Authorised Entity, and the Service Provider's Pricing Submission and/or Quality Submission for the Framework Agreement was particularly strong or competitive in relation to those requirements in comparison with the other Service Providers' Provider's Pricing Submissions and/or Quality Submissions;

5.2.6 where the Service Provider (or an employee(s) of the Service Provider) has already carried out works and/or services "at risk" on behalf of the Client or the Authorised Entity in relation to the site or property to which the Call Off Contract will relate;

5.2.7 where for reasons of urgency it is not reasonably practicable to award the Call Off Contract by way of a Mini-Competition;

5.2.8 where the estimated value of the Services to be carried out in relation to the Call Off Contract is less than the amount below which direct awards are permitted by the Client's or the relevant Authorised Entity's standing orders from time to time;

5.2.9 where the Client or the Authorised Entity is working in a joint venture or other collaborative arrangement with another party and the use of a particular Service Provider is reasonably necessary in order to satisfy that party's own internal supply chain protocols;

5.2.10 where for reasons of confidentiality or commercial sensitivity it is not reasonably practicable to award the Call Off Contract by way of a Mini-Competition;

5.2.11 where the Client or the Authorised Entity has invited expressions of interest from Service Providers in relation to an intended Mini-Competition for a Call Off Contract, and only one Service Provider has responded to express their interest within the requisite timescale set by the Client or the Authorised Entity.

5.2.12 in cases where the Client or Authorised Entity considers that none of the circumstances set out in clause 5.2.1 to 5.2.12 apply, where the Service Provider is the number 1 ranked Service Provider on the Framework Lot in question at the time of award of the Call Off Contract. If such Service Provider either declines the award of the Call Off Contract, is suspended from participating in the Award Process pursuant to Clause 5.15, 7.12 or Schedule 6, or the Client or the Authorised Entity, acting reasonably and having regard to the Capability Criteria, does not consider that it is capable of carrying out the Call Off Contract, the Client or the Authorised Entity may award the Call Off Contract by Direct Selection to the Service Provider who is the number 2 ranked Service Provider on the Framework Lot in question at the time of award of the Call Off Contract, and so on and so forth;

Mini-Competition

5.3 If the Client or an Authorised Entity wishes to award a Call Off Contract by way of a Mini-Competition, the Client or the Authorised Entity shall identify the Service Providers appointed to the relevant Framework Lot who are capable of carrying out the particular Call Off Contract (excluding any Service Provider(s) that are suspended from participating in the Award Process pursuant to Clause 5.15, 7.12 or Schedule 6) and shall invite those Service Providers to take part in a Mini-Competition.

5.4 Each Service Provider acknowledges that the Client or the Authorised Entity may apply the Capability Criteria to determine which Service Providers are capable of carrying out the Call Off Contract for the purposes of Clause 5.3, and are therefore to be invited to participate in the Mini-Competition.

5.5 The invitation to take part in a Mini-Competition shall:

5.5.1 be issued in writing;

5.5.2 explain whether the Mini-Competition is to comprise of written tender / selection proposals by the Service Providers, site visits, interviews or presentations or a combination of any of these things;

5.5.3 where the Mini-Competition is to involve the submission of written tender proposals by the Service Providers, specify a fixed time limit for submission of such proposals, such time limit being of sufficient duration to allow proposals to be submitted, taking into account factors such as the complexity of the Services in question, the nature of the Client's or the Authorised Entity's requirements and the time needed to compile and submit proposals;

5.5.4 set out the evaluation criteria on which tenders submitted pursuant to the Mini-Competition will be assessed, which shall be based on the Mini-Competition Evaluation Criteria set out in Schedule 4 with such amendments as the Client or the Authorised Entity may stipulate to reflect the requirements of the Call Off Contract in question; and

5.5.5 contain a copy of the form of Call Off Contract that will be entered into with the successful Service Provider.

5.6 When invited by the Client or an Authorised Entity to participate in a Mini-Competition, the Service Provider shall provide written confirmation to the party carrying out the tender as to whether or not it wishes to participate.

5.7 Each Service Provider shall be responsible for any costs it incurs in participating in a Mini-Competition and acknowledges and agrees that neither the Client nor any Authorised Entity shall have any liability for such costs under any circumstances.

- 5.8 The Mini-Competition will be assessed on the basis of the evaluation criteria set out in the invitation and all Service Providers participate in the Mini-Competition will be informed of the outcome of that evaluation.

Issue of a Call Off Contract

- 5.9 As soon as possible following any selection of a Service Provider whether by Mini-competition or by Direct Selection, the Client or the Authorised Entity shall issue a Call Off Contract to the successful Service Provider.
- 5.10 Upon the issue of any Call Off Contract, the Service Provider shall execute and return the relevant Call Off Contract to the Client or the Authorised Entity within ten (10) Working Days of receipt of the same or such other period as the Client or the Authorised Entity may specify.
- 5.11 Should the Service Provider fail to comply with its obligation in Clause 5.10 above, the Client or the Authorised Entity shall be entitled to treat the Service Provider as having declined the offer to enter into the Call Off Contract and the Client or the Authorised Entity may recommence the selection process under this Clause 5.
- 5.12 Each Service Provider acknowledges and agrees that any Call Off Contract shall be executed in the manner directed by the Client or by the Authorised Entity, and this may either involve manual or electronic signatures depending on the governance processes of the Client or the Authorised Entity from time to time.
- 5.13 Once appointed to carry out Services under a Call Off Contract, the Service Provider shall carry out those Services in accordance with the terms of the Call Off Contract.

Inconsistency between terms of a Call Off Contract and this Framework Agreement

- 5.14 The terms of this Framework Agreement will supplement and complement the terms of any Call Off Contract. However, in the event of any conflict or discrepancy between the terms of a Call Off Contract and the terms of this Framework Agreement the terms of the relevant Call Off Contract will prevail.

Suspension from Award Process due to financial standing concerns

- 5.15 If at any time during the Framework Term:

5.15.1 a Service Provider's Creditsafe score is less than 30; and/or

5.15.2 any aspect of the Service Provider's financial standing falls below the minimum levels and requirements set out in the selection questionnaire for the Framework Agreement;

the Client may issue the Service Provider with a notice (a "**Suspension Notice**") confirming that the Service Provider shall be suspended from participating in the Award Process until such time as:

5.15.3 the Service Provider regains a Creditsafe score of 30 or above and/or the relevant aspect(s) of its financial standing has been restored to a level which meet the minimum levels and requirements set out in the selection questionnaire for the Framework Agreement; or

5.15.4 the Service Provider is able to demonstrate to the Client's reasonable satisfaction via other means that it is of sufficient financial standing to carry out the Services that may be required if it under this Framework Agreement, notwithstanding the fact that it has a Creditsafe score of less than 30 and/or an aspect of its financial is below the minimum levels and requirements set out in the selection questionnaire,

and the Service Provider shall be so suspended.

6. PRICE

- 6.1 The price payable to Service Providers for the carrying out of Services pursuant to Call Off Contracts will be calculated by reference to the rates and prices set out in the particular Service Provider's Pricing Submission subject to:
- 6.1.1 any refinements that are necessary to reflect the particular requirements of the Call Off Contract in question;
 - 6.1.2 any reduction that may be offered and agreed pursuant to a Mini-Competition or during a Direct Selection of the Service Provider; and/or
 - 6.1.3 any adjustments in accordance with Part 2 of Schedule 5 (SEC Fees).

7. PERFORMANCE REVIEW

Framework KPI Performance Review

- 7.1 The provisions of Schedule 6 (Framework KPIs) shall apply in relation to the review of each Service Providers' performance against the Framework KPIs.

Call Off Contract KPI Performance Review

- 7.2 The provisions of Schedule 7 (Call Off Contract KPIs) shall apply in relation to the review of each Service Providers' performance against the Call Off Contract KPIs.

Call Off Contract Annual Review

- 7.3 If requested by the relevant Authorised Entity, the Client shall undertake an annual review of each Service Provider's performance under each Call Off Contract awarded to the particular Service Provider under this Framework Agreement in accordance with and subject to the remaining provisions of this Clause 7 (a "**Call Off Contract Annual Review**").
- 7.4 Each Service Provider shall, within ten (10) days of the date of any written request from the Client provide the Client with such cost and performance related information as it may reasonably require to enable it to monitor the Service Provider's performance on Call Off Contracts entered into pursuant to this Framework Agreement.
- 7.5 The Client will not undertake a Call Off Contract Annual Review in respect of a Call Off Contract if the Framework Term has expired (or is due to expire) prior to the date of the proposed review.
- 7.6 The purpose of each Call Off Contract Annual Review shall be to review the particular Service Provider's performance under the relevant Call Off Contract against the Framework Quality Commitments in the immediately preceding twelve (12) month period. Each annual review shall be attended by representatives of the Client, the Service Provider and the Authorised Entity in question.
- 7.7 Each Service Provider shall provide the Client with such assistance and information as it may reasonably require to enable it to carry out a Call Off Contract Annual Review pursuant to Clause 7.3.
- 7.8 Without limitation to the generality of Clause 7.7, each Service Provider shall provide the Client and the relevant Authorised Entity with details of its performance against the Framework Quality Commitments in the previous twelve (12) months by no later than ten (10) Working Days prior to the date of the Call Off Contract Annual Review, together with such information as the Client may reasonably require in connection with the same.
- 7.9 If it is determined by the Client (acting reasonably) at a Call Off Contract Annual Review that the Service Provider has failed to achieve one or more of the Framework Quality Commitments in the period to which the review relates the Client shall issue the Service Provider with a notice containing

details of such failure(s) within ten (10) Working Days of the date of the review (such notice be copied to relevant Authorised Entity).

- 7.10 The Service Provider shall, within ten (10) Working Days of the date of the notice given under Clause 7.9, issue to the Client and the Authorised Entity its proposals for how intends to rectify the failures set out in the notice within a three (3) month period (or a shorter period, as reasonably determined by the Client) from the date of the Call Off Contract Annual Review (the “**Action Plan**”).
- 7.11 The Client and the Service Provider acknowledge that the Authorised Entity shall monitor the Service Provider’s compliance with the Action Plan and shall provide the Service Provider and the Client with a report in relation to the same within three (3) months of the date of the relevant Call Off Contract Annual Review. The Service Provider shall promptly provide the Authorised Entity with such information and assistance as the Authorised Entity may reasonably require to enable it to monitor the Service Provider’s compliance with the Action Plan and prepare the report referred to in this Clause 7.11.
- 7.12 If the report referred to in Clause 7.11 shows that the Service Provider has failed to comply with the Action Plan (and such failure was not caused directly by the Authorised Entity), the Client may issue the Service Provider with a notice (a “**Suspension Notice**”) which shall:
- 7.12.1 specify the failure(s) in question;
- 7.12.2 set out the timescale within which the Service Provider is required to rectify the failure(s); and
- 7.12.3 confirm that the Service Provider shall be suspended from participating in the Award Process until such time as the Service Provider has rectified the failure(s) to the Client’s and the Authorised Entity’s reasonable satisfaction,
- and the Service Provider shall be so suspended.
- 7.13 If the Service Provider remedies the failure(s) set out in the Suspension Notice to the Client’s and the Authorised Entity’s reasonable satisfaction within the timescales set out in the Suspension Notice, the Suspension Notice shall be lifted.
- 7.14 If the Service Provider fails to remedy the failure(s) set out in the Suspension Notice to the Client’s and the Authorised Entity’s reasonable satisfaction within the timescales set out in the Suspension Notice (and such failure was not caused directly by the Authorised Entity), the Client may either, in its absolute discretion:
- 7.14.1 grant the Service Provider an additional period of time to remedy the failure(s) in question; or
- 7.14.2 terminate the Service Provider’s appointment to this Framework Agreement by notice in writing having immediate effect.
- 7.15 The provisions of Clauses 7.13 and 7.14 shall apply (*mutatis mutandis*) in respect of any additional period of time the Service Provider is given to remedy the failure(s) in question under Clause 7.14.1.

8. CONTINUOUS IMPROVEMENT AND INCENTIVES

- 8.1 The Service Providers shall, throughout the Framework Term, look for and seek to achieve continuous improvement in the quality and carrying out of the Services.
- 8.2 The Framework Members shall consider and seek to agree such incentives, additional to those described in this Framework Agreement, as may be appropriate to encourage the Service Providers to maximise their efforts pursuant to this Framework Agreement and any Call Off Contract.

9. INFORMATION SHARING

- 9.1 Subject to Clause 9.2, if a Service Provider has in its possession any knowledge or information that is or would be of assistance to the Client or an Authorised Entity in connection with a Call Off Contract, then the Service Provider shall promptly volunteer and share such knowledge or information with the Client or Authorised Entity without the need to be asked for such knowledge or information and irrespective of whether the Service Provider is contractually obliged to share such knowledge or information under any Call Off Contract that may have been entered into pursuant to this Framework Agreement.
- 9.2 A Service Provider shall not be required to volunteer or share knowledge or information pursuant to Clause 9.1 which the Service Provider is legally and/or contractually prohibited from disclosing.

10. SUPPLY CHAIN COLLABORATION

- 10.1 The Framework Members shall seek to establish and develop relationships with Supply Chain members that are complementary to the relationships under this Framework Agreement and that assist in the achievement of the Framework Objectives and Call Off Contract Objectives
- 10.2 The Framework Members shall participate in joint initiatives with each other with a view to establishing joint Supply Chain relationships which are designed to achieve:
- 10.2.1 improved prices;
 - 10.2.2 improved warranties and other added value;
 - 10.2.3 integrated briefs;
 - 10.2.4 a consistent approach to ordering;
 - 10.2.5 improved delivery;
 - 10.2.6 a clear methodology for surveys, manufacture, supplies, installation and other specialist activities;
 - 10.2.7 systems of joint performance review against agreed targets;
 - 10.2.8 long-term commitments subject to achievement of agreed targets; and
 - 10.2.9 terms and conditions that are reasonably acceptable to the Framework Members.
- 10.3 Each Service Provider shall procure that the payment terms of any of its contracts with third party contractors and suppliers (where such third-party contractors and suppliers are delivering any part of the works and services to be delivered by the Service Provider pursuant to a Call Off Contract) require payment to be made by the Service Provider to such third parties within thirty (30) calendar days.

10A. ALLIANCING ACROSS OTHER SEC FRAMEWORK AGREEMENTS

- 10A.1 Each Service Provider shall engage in alliancing across Other SEC Framework Agreements with the Client, the Other SEC Framework Service Providers and the users of such framework agreements through:
- 10A.1.1 working collaboratively with such persons to devise solutions for issues encountered on contracts awarded under this Framework Agreement and under Other SEC Framework Agreements;
 - 10A.1.2 sharing information with such persons that may be of assistance in connection with the performance of contracts awarded under this Framework Agreement and under

Other SEC Framework Agreements;

- 10A.1.3 participating in initiatives with such persons with a view to establishing joint supply chain relationships; and
- 10A.1.4 undertaking such other alliancing activities that may be agreed between the relevant parties from time to time.

11. HEALTH AND SAFETY

The Client, the Authorised Entities and the Service Providers shall work together and individually within their agreed roles, responsibilities and expertise and in accordance with this Framework Agreement to achieve the highest possible standards of health and safety in all activities forming part of the Services.

12. GENERAL OBLIGATIONS & WARRANTIES

12.1 Each Service Provider warrants (and where relevant undertakes) to the Client that:

12.1.1 it has full power and authority and all necessary consents to enter into and to perform its obligations under this Framework Agreement and any other agreements to which it is a party and which are to be entered into under or in connection with this Framework Agreement;

12.1.2 no litigation, arbitration, adjudication, dispute or administrative proceeding has been commenced, is pending or to its knowledge is threatened against the Service Provider, and no judgment or award has been given or made or is pending against it, which:

- (i) in any way questions its power or authority to enter into or perform its obligations under this Framework Agreement or any other agreements to which it is a party and which are to be entered into under or in connection with this Framework Agreement; or
- (ii) may have a material adverse effect on its ability to perform its obligations under this Framework Agreement or any other agreements to which it is a party and which are to be entered into under or in connection with this Framework Agreement;

12.1.3 all information, representations and other matters of fact communicated in writing to the Client or to its agents, advisers or employees, by or on behalf of the Service Provider, in its selection questionnaire or tender submission for the Framework Agreement, or otherwise in respect of this Framework Agreement, were when given and remain, as at the date of this Framework Agreement, true, complete and accurate in all material respects (save to the extent that they have been superseded by subsequent communications in writing to the Client or the relevant agents, advisers or employees); and

12.1.4 every consent, authorisation, certificate, licence, or approval of, or registration with, or declaration to, any Relevant Authority required to authorise, or required in connection with the execution, delivery, validity, enforceability or admissibility in evidence of, this Framework Agreement or the performance by the Service Provider of its obligations under this Framework Agreement has been or will within any applicable period be obtained or made and is, or will when obtained be, in full force and effect, and there has been no material default in the observance of the conditions or restrictions (if any) imposed in, or in connection with, any of them.

12.2 The rights and remedies of the Client in relation to any misrepresentation or breach of warranty (or other provision of this Framework Agreement) on the part of the Service Provider shall not be prejudiced by any investigation by or on behalf of the Client into the affairs of the Service Provider, by the performance of this Framework Agreement or by any other act or thing which may be done or omitted to be done by the Client under this Framework Agreement and which would or might, but for this Clause 12.2, prejudice such rights and remedies.

13. ASSIGNMENT AND SUBCONTRACTING

- 13.1 The rights of the Service Providers under this Framework Agreement are personal and the Service Providers shall not, without the prior written consent of the Client, assign, transfer or subcontract any rights and/or obligations under this Framework Agreement to any party.
- 13.2 The Client and Authorised Entities may at any time assign, novate, charge or transfer their interest in this Framework Agreement and/or any rights arising under it to any party on written notice to the Service Providers without the consent of the Service Providers being required. The Service Providers shall enter into all necessary documentation to give effect to such assignment, novation, charge or transfer.

14. TERMINATION

The Client's Right to Terminate

- 14.1 If a Service Provider:
- 14.1.1 commits a material breach of the terms of this Framework Agreement or any Call Off Contract;
or
 - 14.1.2 ceases to carry on its business, becomes insolvent, or has a liquidator, trustee in bankruptcy, receiver, manager, administrator or administrative receiver appointed in respect of its assets or (where the Service Provider is a partnership) those of any partner of the firm, or suffers any event analogous to any of the foregoing in any jurisdiction in which it is incorporated or resident; or
 - 14.1.3 becomes Controlled by a person or persons which do not Control it at the date of this Framework Agreement; or
 - 14.1.4 becomes a Subsidiary of a body of which it is not a Subsidiary at the date of this Framework Agreement,

the Client may terminate the appointment of the Service Provider under one or more Framework Lots by notice in writing having immediate effect.

- 14.2 Without affecting any other right or remedy available to it, the Client may terminate a Service Provider's appointment under one or more Framework Lots at any time, by giving written notice of termination to the Service Provider, that termination taking effect on the date of receipt of notice by the Service Provider or any later date as may be specified in the notice, if:
- 14.2.1 this Framework Agreement has been subject to a substantial modification for the purposes of regulation 72 of the Public Contracts Regulations 2015 (the "**PCR 2015**") which would have required a new procurement procedure in accordance with regulation 72(9) of the PCR 2015;
or
 - 14.2.2 the Service Provider has, at the Commencement Date, been in one of the situations referred to in regulation 57(1) of the PCR 2015, including as a result of the application of regulation 57(2) of the PCR 2015, and should therefore have been excluded from the procurement procedure for this Framework Agreement.

Service Provider's Right to Terminate

- 14.3 A Service Provider may terminate its appointment under one or more Framework Lots following any breach of this Framework Agreement by the Client (other than a breach which is notified to, and remedied by the Client within fifteen (15) Working Days of the notice), or in the event of the Client ceasing to carry on its business.

General

- 14.4 The termination of a Service Provider's appointment under one or more Framework Lots shall not automatically terminate any Call Off Contract entered into at or before the date of termination unless the reason for termination is also a ground for the termination of any such Call Off Contract.
- 14.5 Termination of the appointment of a Service Provider under one or more Framework Lots shall not affect the mutual rights and obligations of the relevant parties accrued at the date of termination and the ongoing rights and obligations of such parties as stated in this Framework Agreement.
- 14.6 Any Call Off Contract entered into during the Framework Term shall continue in full force and effect until its respective termination date, notwithstanding the termination or expiry of this Framework Agreement.
- 14.7 For the avoidance of doubt, the termination of a Service Provider's appointment under one Framework Lot shall not automatically terminate that Service Provider's appointment under any other Framework Lot unless expressly provided otherwise.

Obligations on Termination or Expiry

- 14.8 On termination or expiry of this Framework Agreement, the Client, the Authorised Entities and the relevant Service Provider(s) shall promptly:
 - 14.8.1 return to the other relevant parties all documents and materials (and any copies) containing such parties' confidential information;
 - 14.8.2 erase all the other relevant parties' confidential information from its computer systems (to the extent possible); and
 - 14.8.3 on request, certify in writing to the other relevant parties that it has complied with the requirements of this Clause 14.8.

15. PROBLEM SOLVING, DISPUTE AVOIDANCE AND RESOLUTION

- 15.1 As soon as a party is aware of any difference or dispute with another arising out of, or in connection with, this Framework Agreement which does not fall to be dealt with under a Call Off Contract, they shall give notice to the other relevant party(ies) and to the Framework Manager who shall convene a Core Group meeting inviting all involved Framework Members who shall attend and who shall make constructive proposals in seeking to achieve an agreed solution.
- 15.2 The relevant parties will endeavour to resolve any difference or dispute by direct negotiation in good faith and each such party will give serious consideration to a request by the other to refer a difference or dispute to mediation.
- 15.3 If any difference or dispute is not resolved in accordance with Clause 15.2 and provided that neither party has by reason of that difference or dispute exercised a right of termination under Clause 14, then such dispute may be referred to conciliation or to mediation or to any other form of alternative dispute resolution as the parties may agree.
- 15.4 The procedures under Clauses 15.1, 15.2 and 15.3 are without prejudice to a party's right to refer any difference or dispute to adjudication.
- 15.5 Any difference or dispute may be referred by a party to the courts of England and Wales.

16. NOTICES

- 16.1 Any notice, request, instruction or other documentation to be given under this Framework Agreement shall be delivered or sent by first class post or by fax or electronic mail to the address of the recipient

party set out in this Framework Agreement (or to such other address as that party may have notified the other relevant party for this purpose) and any such notice or other document shall be deemed to have been served, (if delivered) at the time of delivery or (if sent by post) upon the expiration of 48 hours after posting and (if sent by fax or electronic mail) upon transmission unless a notice of non-delivery is received within 2 hours after transmission.

17. FREEDOM OF INFORMATION

- 17.1 The Service Providers acknowledge that the Client and the Authorised Entities may be subject to the requirements of the FOIA and the EIR and shall assist and co-operate with the Client or the Authorised Entity concerned to enable it to comply with its information disclosure obligations.
- 17.2 Each Service Provider shall and shall procure that its sub-contractors shall:
- 17.2.1 transfer to the Client or the Authorised Entity all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
 - 17.2.2 provide the Client or the Authorised Entity with a copy of all Information in its possession, or power in the form that the Client or the Authorised Entity requires within five (5) Working Days (or such other period as the Client or the Authorised Entity may specify) of the Client's or the Authorised Entity's request; and
 - 17.2.3 provide all necessary assistance as is reasonably requested by the Client or the Authorised Entity to enable the Client or the Authorised Entity to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the EIR.
- 17.3 the Client or the Authorised Entity concerned shall be responsible for determining in its absolute discretion whether any Information is exempt from disclosure in accordance with the provisions of the FOIA or the EIR.
- 17.4 In no event shall a Service Provider respond directly to a Request for Information unless expressly authorised to do so by the Client or the relevant Authorised Entity.
- 17.5 Each Service Provider acknowledges that the Client and the Authorised Entities may, acting in accordance with the relevant codes of practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000, be obliged to disclose Information without consulting or obtaining consent from the Service Provider or despite having taken the Service Provider's views into account.
- 17.6 Each Service Provider shall ensure that all Information is retained for disclosure and shall permit the Client and the Authorised Entities to inspect such records as requested from time to time.

18. CONFIDENTIALITY

- 18.1 Subject to Clauses 9 and 17, the Client and the Service Providers shall keep secret and not disclose and shall procure that their employees and any subcontractors keep secret and do not disclose any information of a confidential nature obtained by them by reason of this Framework Agreement. This obligation shall not apply to information:
- 18.1.1 which is in the public domain or is trivial or cannot reasonably be considered to be confidential;
or
 - 18.1.2 which the Client is required to disclose as a matter of law or in discharge of its obligations of public accountability and freedom of information.
- 18.2 The Service Providers agree that the Client may supply information to the Authorised Entities who wish, or may wish to enter into a Call Off Contract with a Service Provider.

18.3 Each Service Provider undertakes to make no reference in any advertising or other promotional material to this Framework Agreement without the prior written consent of the Client.

19. NO AGENCY, PARTNERSHIP OR JOINT VENTURE

Nothing contained in this Framework Agreement shall be construed as creating an agency, partnership or joint venture relationship between the Service Providers, the Client and the Authorised Entities.

20. APPLICABLE LAW

This Framework Agreement shall be governed by the laws of England and Wales and shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

21. SEVERANCE

21.1 Any Clause or provision of this Framework Agreement which is held to be illegal or unenforceable (in whole or in part) under any enactment or rule of law shall no longer form part of this Framework Agreement.

21.2 In the event that a Clause or provision (or part of a Clause or part of a provision) is excluded under Clause 21.1 above the validity and enforceability of the remainder of this Framework Agreement shall not be affected.

22. SURVIVAL OF CERTAIN CLAUSES

The provisions of Clauses 2, 17, 18, 20, 21, 24 and 27 (and without limitation to the foregoing, any other provision of this Framework Agreement which by its terms is to be performed or observed notwithstanding termination or expiry, or which is either expressed to, or by implication is intended to survive termination or expiry) shall survive the termination or expiry of this Framework Agreement.

23. COUNTERPARTS

This Framework Agreement may be executed in any number of counterparts, all of which when taken together shall constitute one and the same instrument.

24. DATA PROTECTION

Each Service Provider shall comply with the provisions of Schedule 9 (Data Protection).

25. TRAINING

The Service Providers shall participate fully with the Client and the Authorised Entities in developing training programmes, packages and other associated employment related projects and, where applicable, in securing grants to support these initiatives.

26. RESIDENT CONSULTATION

The Service Providers shall in relation to this Framework Agreement and any Call Off Contract when requested by the Client or an Authorised Entity, provide such information, co-operation and assistance as the Client or Authorised Entity may require to meet the Client's or the Authorised Entity's obligations under section 20 of the Landlord and Tenant Act 1985 and other related legislation.

27. SEC FEES

27.1 Each Service Provider shall pay to the Client the SEC Fees payable in respect of each Call Off Contract awarded to it under this Framework Agreement in accordance with the provisions of this Clause 27.1:

Notification of Projected Value of a Call Off Contract

27.1.1 Within five (5) Working Days of the commencement date of a Call Off Contract awarded to a Service Provider under this Framework Agreement, the Client shall provide the Service Provider with a notification which confirms the following:

- (i) the projected total value of the Call Off Contract and the projected monthly value of such Call Off Contract, in both cases excluding VAT. For the avoidance of doubt, the projected monthly value for this purpose shall be an amount equal to the total projected value divided by the number of months that the Call Off Contract is due to last for, disregarding the effect of any proposed retention (the “**Projected Monthly Value**”);
- (ii) the “**First SEC Fee Date**” for the Call Off Contract which shall be the last day of the month following the commencement date of the Call Off Contract, or such other date as the Client may specify;

By way of example, if the commencement date of a Call Off Contract is 27 January the First SEC Fee Date shall be 28 February.

- (iii) the “**Subsequent SEC Fee Date**” for the Call Off Contract, which shall be the last day of each subsequent month; and

By way of example, if the First SEC Fee Date for the Call Off Contract is 28 February, the Subsequent SEC Fee Date shall be 31 March, 30 April and so on

- (iv) the Relevant SEC Fee Percentage(s) that apply to that Call Off Contract.

Payment of SEC Fees due in respect of each Call Off Contract

27.1.2 Within five (5) Working Days of:

- (i) the First SEC Fee Date for the Call Off Contract; and
- (ii) each Subsequent SEC Fee Date for the Call Off Contract

the Service Provider shall provide the Client with confirmation of the total amount invoiced by the Service Provider to the Authorised Entity pursuant to the terms of the Call Off Contract in the month immediately preceding the First SEC Fee Date or relevant Subsequent SEC Fee Date (as appropriate) (excluding any payments made in respect of VAT) (the “**Actual Monthly Amount**”), together with a copy of the relevant invoices and payment notices and such other information as the Client may require in connection with the same;

27.1.3 Within ten (10) Working Days of receipt of the confirmation and information referred to in Clause 27.1.2, the Client shall submit an invoice to the Service Provider for a fee equal to:

the Actual Monthly Amount for the month in question multiplied by the Relevant SEC Fee Percentage(s),

and the Service Provider shall pay the fee stated in such invoice within thirty (30) calendar days of the date of the invoice;

- 27.1.4 In the event that the Service Provider fails to comply with its obligation under Clause 27.1.2 in relation to a particular month the Client shall, without prejudice to Clauses 27.1.5 and 27.1.6, be entitled to submit an invoice to the Service Provider for a fee equal to:

the Projected Monthly Value of the Call Off Contract multiplied by the Relevant SEC Fee Percentage(s),

and the Service Provider shall pay the fee stated in such invoice within thirty (30) calendar days of the date of the invoice;

- 27.1.5 In the event that it transpires that the Actual Monthly Amount for the month in question was higher than the Projected Monthly Value of the Call Off Contract, the Client shall be entitled to submit an invoice to the Service Provider for a fee equal to:

the difference between those amounts multiplied by the Relevant SEC Fee Percentage(s), plus interest on such fee at a rate of 2% above the Bank of England base rate from time to time,

and the Service Provider shall pay the amount stated in such invoice within thirty (30) calendar days of the date of the invoice;

- 27.1.6 For the avoidance of doubt, in the event that it transpires that the Actual Monthly Amount for the month in question was lower than the Projected Monthly Value of the Call Off Contract, the Service Provider shall not be entitled to reimbursement of any amount it has paid pursuant to Clause 27.1.4 or to any reduction in the amount of any invoice submitted by the Client under that Clause, nor shall it give the Service Provider any entitlement to exercise a right of set off in respect of any other invoices issued by the Client under this Clause 27.

- 27.1.7 The Client reserves the right to contact the Authorised Entity to verify the accuracy of any information and amounts provided by the Service Provider under Clause 27.1.2. This may include obtaining copies of the payment notices, or any other confirmation, from the Authorised Entity. If the information obtained from the Authorised Entity differs from the information and amounts provided by the Service Provider under Clause 27.1.2 then the Client may use the information provided by the Authorised Entity to submit an invoice to the Service Provider pursuant to Clause 27.1.5.

General

- 27.2 If a Service Provider fails to make any payment which (in accordance with the provisions of this Clause 27) is due in full on the due date the Client may charge that Service Provider interest (both before and after judgement) on the amount unpaid from time to time at the rate of 2% above the Bank of England base rate from time to time.

Note:

The interest charge is calculated by dividing the number of days the payment is late by 365, and then multiplying the resulting figure by the interest rate and the amount of the invoice.

By way of example:

The Service Provider is 20 days late in paying an invoice of £5,000 (inclusive of VAT). The relevant interest rate is 2.75% (being 2% above the Bank of England Base rate). The interest charge is £7.53 for the 20-day period. i.e.:

$$20/365 = 0.054$$
$$0.054 \times 2.75\% = 0.0015$$
$$0.0015 \times 5000 = \text{£}7.53.$$

- 27.3 The Client shall be entitled to recover from a Service Provider any administrative and legal costs it incurs in taking steps to recover any late or unpaid SEC Fees from that Service Provider under this Clause 27.
- 27.4 All SEC Fees due under this Clause 27 are exclusive of VAT. If any VAT is payable on such fees the Service Provider shall, on receipt of a valid VAT invoice from the Client, pay to the Client such additional amounts in respect of VAT as are payable.
- 27.5 Each Service Provider acknowledges and agrees that it collects as agent for the Client and holds on trust for the Client any monies received from the Authorised Entities which comprise any part of the SEC Fees payable to the Client pursuant to the provisions of this Clause 27.
- 27.6 For the avoidance of doubt (and without limitation to any other provision of this Framework Agreement), a breach of any provision of this Clause 27 by a Service Provider shall constitute a material breach of the provisions of this Framework Agreement by that Service Provider for the purposes of Clause 14 of this Framework Agreement.

28. ACCREDITATIONS

- 28.1 Each Service Provider shall ensure that throughout the Framework Term it maintains any accreditations that it was required to hold in order to satisfy any minimum requirements set out in the tender documents for the Framework Agreement.
- 28.2 Each Service Provider shall procure that throughout the Framework Term any consortium members or proposed subcontractors detailed in its tender submission for the Framework Agreement maintain any accreditations such consortium members and/or subcontractors were required to hold in order to satisfy any minimum requirements set out in the tender documents for the Framework Agreement.
- 28.3 Each Service Provider acknowledges and agrees that as a condition of participation in any Award Process under this Framework Agreement it may be required to provide the Client or Authorised Entity with evidence to demonstrate that the Service Provider, its consortium member(s) and/or its proposed subcontractors hold the relevant accreditations. If the Service Provider is unable to provide such evidence when requested to do so, it may be excluded from the Award Process for the particular Call Off Contract.

IN WITNESS whereof the Service Providers and the Client have entered into this Framework Agreement on the day in the year first before written

Executed by **SOUTHERN HOUSING**)
acting by:)

.....
Authorised Signatory

.....
Authorised Signatory

Executed by)
Name of Contractor)
acting by:)

.....
Director

.....
Director/Secretary

SCHEDULE 1

FRAMEWORK LOTS

Note to bidders: This Schedule will be populated with the details of the successful Service Providers for each Lot.

Lot 1 – Domestic and Commercial

SERVICE PROVIDER'S NAME	REGISTERED ADDRESS	COMPANY NUMBER	SERVICE PROVIDER'S LOT RANKING
Aaron Services Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	3193203	1
BSW Heating Ltd	3 Old Barn Lane, Kenley, Surrey, CR8 5AT	1047746	2
Swale Heating Ltd	Heard Way, Eurolink Ind Est, Sittingbourne, Kent, ME10 3SA	1076034	3
BSW Building Services Ltd	Rock Lodge Vineyard, Scaynes Hill, West Sussex, RH17 7NG	1637144	4
Getfix Ltd	Unit 3 Sovereign Park, Cleveland Way, Hemel Hempstead, HP2 7DA	8926173	5
T Brown Group Limited	Bluebird House, Mole Business Park, Station Road, Leatherhead, Surrey, KT22 7BA	1006630	6
Smith and Byford Limited	St George House, Station Approach, Cheam, Surrey, SM2 7AT	1074356	7
ThermoServ Ltd	Sterling House, 27 Hatchlands Road, Redhill, Surrey, RH1 6RW	1337045	8
Purdy Contracts Ltd	Brooklyn Lodge, Mott Street, Waltham Abbey, Essex, E4 7RW	1830283	9
Gas Call Services Ltd	2 Queenslie Court, Summerlee Street, Glasgow, G33 4DB	SC163066	10
Axis Europe PLC	3 Tramway House, Tramway Avenue, London, E15 4PN	1991637	11
Robert Heath Heating Limited	Heath House, 264 Burlington Road, New Malden, Surrey, KT3 4NN	1773699	12
K&T Heating Services Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	5158607	13

Lot 2 – Domestic Heating

SERVICE PROVIDER'S NAME	REGISTERED ADDRESS	COMPANY NUMBER	SERVICE PROVIDER'S LOT RANKING
Aaron Services Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	3193203	1
BSW Heating Ltd	3 Old Barn Lane, Kenley, Surrey, CR8 5AT	1047746	2
Swale Heating Ltd	Heard Way, Eurolink Ind Est, Sittingbourne, Kent, ME10 3SA	1076034	3
BSW Building Services Ltd	Rock Lodge Vineyard, Scaynes Hill, West Sussex, RH17 7NG	1637144	4
T Brown Group Limited	Bluebird House, Mole Business Park, Station Road, Leatherhead, Surrey, KT22 7BA	1006630	5

British Gas Social Housing Ltd trading as PH Jones	Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD	1026007	6
Getfix Ltd	Unit 3 Sovereign Park, Cleveland Way, Hemel Hempstead, HP2 7DA	8926173	7
Smith and Byford Limited	St George House, Station Approach, Cheam, Surrey, SM2 7AT	1074356	8
ThermoServ Ltd	Sterling House, 27 Hatchlands Road, Redhill, Surrey, RH1 6RW	1337045	9
K&T Heating Services Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	5158607	10
Gas Call Services Ltd	2 Queenslie Court, Summerlee Street, Glasgow, G33 4DB	SC163066	11
Axis Europe PLC	3 Tramway House, Tramway Avenue, London, E15 4PN	1991637	12
Duplex Care Limited	Unit 11 Watermark Way, Foxholes Business Park, Hertford, SG13 7TZ	10458806	13
Purdy Contracts Ltd	Brooklyn Lodge, Mott Street, Waltham Abbey, Essex, E4 7RW	1830283	14

Lot 3 – Commercial Heating

SERVICE PROVIDER'S NAME	REGISTERED ADDRESS	COMPANY NUMBER	SERVICE PROVIDER'S LOT RANKING
BSW Heating Ltd	3 Old Barn Lane, Kenley, Surrey, CR8 5AT	1047746	1
BSW Building Services Ltd	Rock Lodge Vineyard, Scaynes Hill, West Sussex, RH17 7NG	1637144	2
Swale Heating Ltd	Heard Way, Eurolink Ind Est, Sittingbourne, Kent, ME10 3SA	1076034	3
Aaron Services Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	3193203	4
Getfix Ltd	Unit 3 Sovereign Park, Cleveland Way, Hemel Hempstead, HP2 7DA	8926173	5
ThermoServ Ltd	Sterling House, 27 Hatchlands Road, Redhill, Surrey, RH1 6RW	1337045	6
Smith and Byford Limited	St George House, Station Approach, Cheam, Surrey, SM2 7AT	1074356	7
Purdy Contracts Ltd	Brooklyn Lodge, Mott Street, Waltham Abbey, Essex, E4 7RW	1830283	8
T Brown Group Limited	Bluebird House, Mole Business Park, Station Road, Leatherhead, Surrey, KT22 7BA	1006630	9
Axis Europe PLC	3 Tramway House, Tramway Avenue, London, E15 4PN	1991637	10
Robert Heath Heating Limited	Heath House, 264 Burlington Road, New Malden, Surrey, KT3 4NN	1773699	11
Higgins Mechanical Services	C/O Cox Costello & Horne, 26 Main Avenue, Moor Park, HA6 2HJ	11601359	12

Lot 4 – Water Hygiene Risk Assessments*

*Not awarded under this framework

Lot 5 – Water Hygiene Remedial Repairs

SERVICE PROVIDER'S NAME	REGISTERED ADDRESS	COMPANY NUMBER	SERVICE PROVIDER'S LOT RANKING
H2O Nationwide Limited	Crossways Point 15, Victory Way, Crossways Business Park, Dartford, Kent, DA2 6DT	3599380	1
Icom Estate Solutions Ltd (BDR Technical Solutions Ltd)	Caspian House, Timothys Bridge Road, Stratford Enterprise Park, Stratford-upon-Avon, CV37 9NR	6070361	2
Envirocure Limited	Salisbury House, Waterside Court, Neptune Way, Medway City Estate, Rochester, Kent, ME2 4NZ	4476109	3
Northumbrian Water Limited	Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ	2366703	4
T Brown Group Limited	Bluebird House, Mole Business Park, Station Road, Leatherhead, Surrey, KT22 7BA	1006630	5
Urban Environments Limited	Unit 16, St Julians, Sevenoaks, Kent, TN15 0RX	3612782	6
SMS Environmental Limited	Quad One, Becquerel Avenue, Harwell Campus, Didcot, Oxford, OX11 0RA	4243379	7
ECG Building Maintenance Ltd	11 First Road, Blantyre Industrial Estate, Blantyre, Glasgow, G72 0ND	SC147376	8
Churchill Contract Services Ltd	First Floor, Cedar House, Parkland Square, 750a Capability Green, Luton, LU1 3LU	3762020	9
Integrated Water Services Ltd	C/O South Staffordshire Plc, Green Lane, Walsall, England, WS2 7PD	5283349	10

SCHEDULE 2

CALL OFF CONTRACT AMENDMENTS

Contract amendments will be issued at the point of call off, if applicable. Such amendments may include (but shall not be limited to) the amendments set out in the attached separate documents.

SCHEDULE 3

CAPABILITY CRITERIA

1. The Capability Criteria may include:
 - The Service Provider's capability to carry out a project of the size and complexity of the proposed project;
 - The Service Provider's capability to carry out works in the locality of the proposed project;
 - The Service Provider's capability to carry out projects involving the type of work that the proposed project involves
 - The Service Provider's financial stability and standing;
 - The insurances held by the Service Provider;
 - The Service Provider's health and safety record;
 - The Service Provider's capacity, taking into account the value of Services already awarded to it under the Framework Agreement;
 - The accreditations held by the Service Provider; and
 - The Service Provider's performance on current or previous Call Off Contracts awarded to it under the Framework Agreement;
2. The Service Providers acknowledge that in determining whether a Service Provider satisfies the Capability Criteria in respect of a particular Call Off Contract the Client or the Authorised Entity may have regard to:
 - a. the information provided by the Service Provider in its selection questionnaire or tender submission for a place on the Framework Agreement (the "**Tender Submission**");
 - b. any update of such information that the Service Provider provides pursuant to paragraph 3 of this Schedule 3; and
 - c. any other information or knowledge that the Client or the Authorised Entity holds about the Service Provider (whether obtained through market sources or otherwise), and which the Client or the Authorised Entity considers relevant.
3. On an annual basis during the Framework Term the Client may request the Service Provider to provide it with an updated version of the information the Service Provider provided in its Tender Submission in such format as the Client may reasonably specify. The Service Provider shall provide the Client with such information within five (5) Working Days of any request, or within such longer period as the Client may specify.
4. Each Service Provider agrees that the Client may provide Authorised Entities with the information the Service Provider provided in its Tender Submission (together with any update of such information that the Service Provider provides pursuant to paragraph 3 above) for the purposes of enabling the Authorised Entities to determine whether the Service Provider satisfies the Capability Criteria in respect of a particular Call Off Contract.

SCHEDULE 4

MINI-COMPETITION EVALUATION CRITERIA

The Client or the Authorised Entity making the call off will confirm to the Service Providers, in the invitation to take part in the Mini-Competition, the criteria that will be used to assess tenders that are submitted pursuant to the Mini-Competition. Such criteria will be based on the criteria set out in the table below, with such amendments as the Client or the Authorised Entity may stipulate to reflect the requirements of the Call Off Contract in question.

The percentage weightings given to the price and quality elements of the criteria will be confirmed by the Client or the Authorised Entity making the call off in the invitation to take part in the Mini-Competition. These weightings will be within the ranges set out in the table below. Accordingly, the Service Providers acknowledge that a Mini-Competition may be assessed on the basis of price alone, if the Client / Authorised Entity considers it appropriate.

Criteria	Criteria weighting
Qualitative criteria which may include the following: <ul style="list-style-type: none">- [conformity of the Service Provider's proposal with the Client's / the Authorised Entity's requirements;- relevant experience, qualifications and track record of the team proposed by the Service Provider;- the Service Provider's customer service proposals;- the Service Provider's proposed work method;- the Service Provider's health and safety proposals and proposals for workforce development;- the Service Provider's social value proposals;]	[0% to 80%]
The Service Providers' proposed price for carrying out the Call Off Contract	[20% to 100%]

SCHEDULE 5

SEC FEES

Part 1 – Calculation of SEC Fees payable to SEC under the Framework Agreement

Call Off Contract Value (excluding VAT)	SEC Fee Percentage where Call Off Contract awarded by a full member of SEC	SEC Fee Percentage where Call Off Contract awarded by a guest member of SEC
£0 - £5,000,000	1.50%	2.00%
£5,000,001 - £10,000,000	1.00%	1.50%
£10,000,001 - £20,000,000	0.50%	1.00%
£20,000,001 - £40,000,000	0.25%	0.50%
£40,000,001 - £70,000,000	0.13%	0.25%
£70,000,000 +	0%	0%

The above fees operate on a cascade system, so for example, a Call Off Contract with a value of £7.5m awarded by a full member will attract an SEC Fee Percentage of 1.5% on the first £5m and an SEC Fee Percentage of 1% on the next £2.5m. Please note that where a Call Off Contract has a value of more than £70 million no fee will be payable on amounts over this value.

Part 2 - Automatic reduction to rates under Call Off Contracts awarded under the Framework Agreement

Service Providers acknowledge and agree that the reduction in the SEC Fee percentage payable by the Service Provider as the Call Off Contract value increases is to be passed on to the particular client organisation as a saving under the Call Off Contract. This will be achieved by the inclusion of provisions in the Call Off Contract which provide for an automatic corresponding percentage reduction in the rates and prices payable to the Service Provider under the contract as the contract value increases, as illustrated by the tables below:

Table 1: Call Off Contracts awarded by full members

Call Off Contract Value (excluding VAT)	SEC Fee Percentage payable to SEC	Rates payable to Service Provider under Call Off Contract
£0 - £5,000,000	1.50%	Tendered rates
£5,000,001 - £10,000,000	1.00%	Tendered rates minus 0.5%
£10,000,001 - £20,000,000	0.50%	Tendered rates minus 1%
£20,000,001 - £40,000,000	0.25%	Tendered rates minus 1.25%
£40,000,001 - £70,000,000	0.13%	Tendered rates minus 1.37%
£70,000,000 +	0%	Tendered rates minus 1.5%

Table 2: Call Off Contracts awarded by guest members

Call Off Contract Value (excluding VAT)	SEC Fee Percentage payable to SEC	Rates payable to Service Provider under Call Off Contract
£0 - £5,000,000	2.0%	Tendered rates
£5,000,001 - £10,000,000	1.50%	Tendered rates minus 0.5%
£10,000,001 - £20,000,000	1.00%	Tendered rates minus 1%
£20,000,001 - £40,000,000	0.50%	Tendered rates minus 1.5%
£40,000,001 - £70,000,000	0.25%	Tendered rates minus 1.75%
£70,000,000 +	0%	Tendered rates minus 2%

Under the above approach, the Service Provider's tendered rates will apply to the first £5million of the contract value, its tendered rates minus 0.5% will apply to the next £5 million, and so on (in line with the relevant table above).

SCHEDULE 6

FRAMEWORK KPIS

1. The Framework KPIS as at the date of this Framework Agreement are as follows:

Framework KPI No.	Description of KPI	KPI Breach
1	Monthly sharing of the “Actual Monthly Amount” (as defined in Clause 27.1.2) with the Client	A Service Provider will be deemed to have breached this KPI where it fails to share details of the Actual Monthly Amount 3 or more times (whether consecutive or not) during any 12 month period
2	Aged debt not to be older than 3 months	A Service Provider will be deemed to have breached this KPI if, on 2 or more occasions in any 12 month period, it fails to make payment of any invoice submitted by the Client under Clause 27 within 3 months of the date of the invoice
3	Attendance at every Core Group meeting by a representative of the Service Provider	A Service Provider will be deemed to have breached this KPI where it fails to attend a Core Group meeting
4	Training provided to SEC staff (including any update on market conditions / changes and legislative updates)	A Service Provider will be deemed to have breached this KPI where it fails to participate in at least 1 training session with the other Service Providers per annum.

2. The Client may (acting reasonably) throughout the Framework Term amend, update and/or supplement the Framework KPIS, and if it does so, shall provide the Service Providers with details of any changes.
3. Each Service Provider shall provide the Client with such assistance and information as it may reasonably require from time to time in order to carry out a review of the Service Provider’s performance against the Framework KPIS.

Consequences of breach of Framework KPIS

4. If a Service Provider commits a breach of Framework KPI number 1 it shall be suspended from participating in the Award Process until such time as the Service Provider has shared details of the Actual Monthly Amount for 3 consecutive months.
5. If a Service Provider commits a breach of Framework KPI number 2 it shall be suspended from participating in the Award Process until such time as: (a) it has paid all of the relevant invoices in full (together with any interest and other costs payable in accordance with Clauses 27.2 and 27.3); and (b) it has complied with its payment obligations under Clause 27 for 3 consecutive months.
6. If a Service Provider commits a breach of Framework KPI number 3, the Client shall issue the Service Provider with a warning notice. If, following the issue of a warning notice, the Service Provider fails to attend another Core Group meeting the Service Provider may (at the Client’s discretion) be

suspended from participating in the Award Process until the Service Provider next attends a Core Group meeting

SCHEDULE 7

CALL OFF CONTRACT KPIS

1. The Call Off Contract KPIS as at the date of this Framework Agreement are as follows:

Call Off Contract KPI No.	Description of KPI	KPI Target
1	Fair payment of sub-contractors / supply chain in accordance with any sub-contract / supplier agreement	100% payment on time
2	Resident satisfaction	95%

2. The Client may (acting reasonably) throughout the Framework Term amend, update and/or supplement the Call Off Contract KPIS, and if it does so, shall provide the Service Providers with details of any changes.
3. On an annual basis throughout the Framework Term, each Service Provider shall provide the Client with such information as it may reasonably require to enable the Client to assess the Service Provider's performance under Call Off Contracts against the Call Off Contract KPIS.

SCHEDULE 8

AUTHORISING AGREEMENT

This is a document signed by the client when they use the framework for the first time. It shows they are signing up to use a compliant framework.

SCHEDULE 9

DATA PROTECTION

1. DEFINITIONS

1.1 Defined terms used in this Schedule shall have the following meanings:

Controller, Processor, Data Subject, Personal Data, Personal Data Breach, Data Protection Officer take the meaning given in the UK GDPR.

Law: means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, regulation, order, regulatory policy, mandatory guidance or code of practice, judgement of a relevant court of law, or directives or requirements with which the Service Provider is bound to comply.

Data Protection Legislation: (i) all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR, and the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; and (ii) (to the extent that it may be applicable) the EU GDPR). The UK GDPR and EU GDPR are defined in section 3 of the Data Protection Act 2018.

Data Protection Impact Assessment: an assessment by the Client carried out in accordance with Section 3 of the UK GDPR and sections 64 and 65 of the DPA 2018.

Data Loss Event: any event that results, or may result, in unauthorised access to Personal Data held by the Service Provider under this Framework Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Framework Agreement, including any Personal Data Breach.

Data Subject Request: a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to Data Protection Legislation to access their Personal Data.

DPA 2018: Data Protection Act 2018.

Joint Controllers: takes the meaning given in Article 26 of the UK GDPR.

Law Enforcement Processing: processing under Part 3 of the DPA 2018.

Protective Measures: appropriate technical and organisational measures designed to ensure compliance with obligations of the Client and the Service Provider arising under Data Protection Legislation and this Framework Agreement, which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it.

Service Provider Personnel: means all directors, officers, employees, agents, consultants and contractors of the Service Provider and/or of any Sub-Processor engaged in the performance of its obligations under this Framework Agreement.

Sub-processor: any third party appointed to process Personal Data on behalf of the Service Provider related to this Framework Agreement.

UK GDPR: the UK General Data Protection Regulation.

2. DATA PROTECTION

2.1 The Client and the Service Provider acknowledge that for the purposes of Data Protection Legislation, the Client is the Controller and the Service Provider is the Processor. The only processing that the Service Provider is authorised to do is listed in paragraph 3 of this Schedule by the Client and may not be determined by the Service Provider. The term

“processing” and any associated terms are to be read in accordance with Article 4 of the UK GDPR.

- 2.2 The Service Provider shall notify the Client immediately if it considers that any of the Client's instructions infringe Data Protection Legislation.
- 2.3 The Service Provider shall provide all reasonable assistance to the Client in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Client, 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 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.
- 2.4 The Service Provider shall, in relation to any Personal Data processed in connection with its obligations under this Framework Agreement:
- (a) process that Personal Data only in accordance with this Schedule, unless the Service Provider is required to do otherwise by Law. If it is so required the Service Provider shall promptly notify the Client before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Client may reasonably reject. In the event of the Client reasonably rejecting Protective Measures put in place by the Service Provider, the Service Provider must propose alternative Protective Measures to the satisfaction of the Client. Failure to reject shall not amount to approval by the Client of the adequacy of the Protective Measures. Protective Measures must take account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that:
 - (i) the Service Provider Personnel do not process Personal Data except in accordance with this Framework Agreement (and in particular this Schedule);
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Service Provider Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Service Provider's duties under this Clause;
 - (B) are subject to appropriate confidentiality undertakings with the Service Provider or any Sub-processor;
 - (C) 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 Client or as otherwise permitted by this Framework Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and

- (d) not transfer Personal Data outside of the UK unless the prior written consent of the Client has been obtained and the following conditions are fulfilled:
 - (i) the destination country has been recognised as adequate by the UK government in accordance with Article 45 UK GDPR or section 74 of the DPA 2018;
 - (ii) the Client or the Service Provider has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 DPA 2018) as determined by the Client;
 - (iii) the Data Subject has enforceable rights and effective legal remedies;
 - (iv) the Service Provider complies with its obligations under Data Protection Legislation by providing an appropriate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Client in meeting its obligations); and
 - (v) the Service Provider complies with any reasonable instructions notified to it in advance by the Client with respect to the processing of the Personal Data;
 - (e) at the written direction of the Client, delete or return Personal Data (and any copies of it) to the Client on termination of the Framework Agreement unless the Service Provider is required by Law to retain the Personal Data.
- 2.5 Subject to paragraph 2.6, the Service Provider shall notify the Client immediately if it:
- (a) receives a Data Subject Request (or purported Data Subject Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either party's obligations under Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Framework Agreement;
 - (e) receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - (f) becomes aware of a Data Loss Event.
- 2.6 The Service Provider's obligation to notify under paragraph 2.5 shall include the provision of further information to the Client, as details become available.
- 2.7 Taking into account the nature of the processing, the Service Provider shall provide the Client with full assistance in relation to either party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 2.5 (and insofar as possible within the timescales reasonably required by the Client) including but not limited to promptly providing:
- (a) the Client with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Client to enable the Client to comply with a Data Subject Request within the relevant timescales set out in Data Protection Legislation;
 - (c) the Client, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Client following any Data Loss Event;
 - (e) assistance as requested by the Client with respect to any request from the Information Commissioner's Office, or any consultation by the Client with the Information Commissioner's Office.
- 2.8 The Service Provider shall maintain complete and accurate records and information to demonstrate its compliance with this paragraph 2. This requirement does not apply where the Service Provider employs fewer than 250 staff, unless:

- (a) the Client determines that the processing is not occasional;
 - (b) the Client determines the processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - (c) the Client determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 2.9 The Service Provider shall allow for audits of its Data Processing activity by the Client or the Client's designated auditor.
- 2.10 The Client and the Service Provider shall each designate its own data protection officer if required by Data Protection Legislation.
- 2.11 Before allowing any Sub-processor to process any Personal Data related to this Framework Agreement, the Service Provider must:
- (a) notify the Client in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Client;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this paragraph 2 such that they apply to the Sub-processor; and
 - (d) provide the Client with such information regarding the Sub-processor as the Client may reasonably require.
- 2.12 The Service Provider shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 2.13 The Client and the Service Provider agree to take account of any guidance issued by the Information Commissioner's Office. the Client may upon giving the Service Provider not less than 30 working days' notice to the Service Provider amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

3. SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS

- 3.1 The contact details of the Client's Data Protection Officer are: puneet.rajput@southernhousing.org.uk
- 3.2 The contact details of the Service Provider's Data Protection Officer are: **[Insert Contact details]**
- 3.3 The Service Provider shall comply with any further written instructions with respect to processing by the Client.
- 3.4 Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Controller and the Processor	The Client and the Service Provider acknowledge that for the purposes of Data Protection Legislation, the Client is the Controller and the Service Provider is the Processor in accordance with paragraph 2.1.
Subject matter of the processing	The processing is needed in order to ensure that the Service Provider can effectively deliver the Framework Agreement to provide the Services.
Duration of the processing	The term of the Framework Agreement.

Nature and purposes of the processing	<p>The Personal Data will be processed for the provision of the Services as set out above.</p> <p>The specific processing activities will include collection, organisation, storage, retrieval, communication/disclosure, reporting, storing, analysis, presentation and other such activity which the Client as Controller may request in order to deliver the Services.</p>
Type of Personal Data being Processed	<p>Name Address phone number email address disability/medical conditions Vulnerabilities (including do not visit alone requirements) Employment status (specifically requirements relating to avoiding school run or time off work needed) Preferred language Religion (including observance of religious festivals)</p>
Categories of Data Subject	<p>Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, residents</p>
Plan for return and destruction of the data once the processing is complete	<p>At the written direction of the Client, the Service Provider shall delete or return Personal Data (and any copies of it) to the Client on termination of the Framework Agreement unless the Service Provider is required by Law to retain the Personal Data.</p>