

DATED

2017

**CONTRACT FOR THE PROVISION OF
PAPER RECYCLING BANKS**

BETWEEN

TENDRING DISTRICT COUNCIL

and

[INSERT SUCCESSFUL SUPPLIER'S NAME]

PARTIES

- (1) **TENDRING DISTRICT COUNCIL** of Town Hall, Station Road, Clacton-on-Sea, Essex CO15 1SE (**Authority**).
- (2) **[INSERT CONTRACTORS NAME] [if a Company]** - incorporated and registered in England and Wales with company number **[INSERT COMPANY NUMBER]** whose registered office is at **[INSERT ADDRESS]** (**Supplier**).

BACKGROUND

- (A) TENDRING DISTRICT COUNCIL placed **[...INSERT DETAILS OF THE PROCUREMENT ROUTE]** seeking [expressions of interest/tender submissions] from potential providers for a **[INSERT DETAILS OF THE SERVICE]** Service.
- (B) The Authority has, through a competitive process, selected the Supplier to provide these services and the Supplier is willing and able to provide the services in accordance with the terms and conditions of this agreement.

AGREED TERMS

1. DEFINITIONS AND INTERPRETATION

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

Agreement: shall mean this Agreement.

Authorised Representatives: the persons respectively designated as such by the Authority and the Supplier, the first such persons being set out in Schedule 4.

Bribery Act: the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.

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

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

Change Control Procedure: the procedure for changing this agreement, as set out in Schedule 5.

Charges: the charges which shall become due and payable by the Authority to the Supplier in respect of the Services in accordance with the provisions of this agreement, as such charges are set out in Schedule 3.

Commencement Date: 14 December 2017

Commercially Sensitive Information: the information listed in Schedule 6 comprising the information of a commercially sensitive nature relating to the Supplier, its intellectual property rights or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss.

Contract: shall have the same meaning as Agreement.

Contract Year: a period of 12 months, commencing on the Commencement Date.

Data Processor: shall have the same meaning as set out in the Data Protection Act 1998.

Data Protection Legislation: the Data Protection Act 1998 (**DPA**), the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

Default Notice: is defined in clause 5.2.

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

EIRs: the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations.

FOIA: the Freedom of Information Act 2000, and any subordinate legislation made under the Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation.

Force Majeure: any cause affecting the performance by a party of its obligations under this agreement arising from acts, events, omissions or non-events beyond its reasonable control, including acts of God, riots, war, acts of terrorism, fire, flood, storm or earthquake and any disaster, but excluding any industrial dispute relating to the Supplier,

the Supplier's Personnel or any other failure in the Supplier's supply chain.

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

Initial Term: the period commencing on the Commencement Date and ending on the 2nd anniversary of the Commencement Date.

Insolvency Event: where:

- (a) the Supplier suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;
- (b) the Supplier commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors;
- (c) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (d) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the Supplier (being a company);
- (e) the holder of a qualifying floating charge over the assets of the Supplier (being a company) has become entitled to appoint or has appointed an administrative receiver; (i) a person becomes entitled to appoint a receiver over the assets of the Supplier or a receiver is appointed over the assets of the Supplier;
- (f) a creditor or encumbrancer of the Supplier attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
- (g) any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in (a) to (f) (inclusive);
- (h) the Supplier suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

Intellectual Property: any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, utility models, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, goodwill, copyright and rights in the nature of copyright, design rights, rights in databases, moral rights, know-how and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites.

Key Personnel: those personnel identified Schedule 4 for the roles attributed to such personnel, as modified pursuant to clause 10.

Law: any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of section 2 of the European Communities Act 1972, regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;

Management Reports: the reports to be prepared and presented by the Supplier in accordance with clause 12 and Schedule 4

Payment Plan: the plan for payment of the Charges as set out in Schedule 3.

Personal Data: shall have the same meaning as set out in the Data Protection Act 1998.

Prohibited Act: the following constitute Prohibited Acts:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority a financial or other advantage to:
 - (i) induce that person to perform improperly a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this agreement;
- (c) committing any offence:
 - (i) under the Bribery Act;

- (ii) under legislation or common law concerning fraudulent acts;
 - (iii) defrauding, attempting to defraud or conspiring to defraud the Authority.
- (d) any activity, practice or conduct which would constitute one of the offences listed under *clause 1.1(c)*, if such activity, practice or conduct had been carried out in the UK.

Remediation Notice: a notice served by the Authority in accordance with clause 24.1(a).

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

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

Request for Information: a request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the EIRs.

Service Failure: a failure by the Supplier to provide the Services.

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

Supplier's Personnel: all employees, staff, other workers, agents and consultants of the Supplier and of any Sub-Contractors who are engaged in the provision of the Services from time to time.

Supplier's Tender: the tender submitted by the Supplier and other associated documentation set out in Schedule 2.

Services: the services to be delivered by or on behalf of the Supplier under this agreement, as more particularly described in Schedule 1.

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

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

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

- (a) any extensions to this agreement which are agreed pursuant to clause 3; or
- (b) the earlier termination of this agreement in accordance with its terms.

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

Termination Payment Default: is defined in Schedule 3.

Working Day: Monday to Friday, excluding any public holidays in England and Wales, unless varied to include Saturdays by agreement of the parties.

- 1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.
- 1.3 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality) and that person's legal and personal representatives, successors and permitted assigns.
- 1.4 The schedules form part of this agreement and shall have effect as if set out in full in the body of this agreement and any reference to this agreement includes the schedules.
- 1.5 A reference to a **company** shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.6 Words in the singular shall include the plural and vice versa.
- 1.7 A reference to one gender shall include a reference to the other genders.
- 1.8 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.9 A reference to **writing** or **written** includes emails but not faxes.
- 1.10 Any obligation in this agreement on a person not to do something includes an obligation not to agree or allow that thing to be done.
- 1.11 A reference to a document is a reference to that document as varied or novated (in each case, other than in breach of the provisions of this agreement) at any time.
- 1.12 References to clauses and schedules are to the clauses and schedules of this agreement; references to paragraphs are to paragraphs of the relevant schedule.

- 1.13 Where there is any conflict or inconsistency between the provisions of the agreement, such conflict or inconsistency shall be resolved according to the following order of priority:
- (a) the clauses of the agreement;
 - (b) Schedule 1 to this agreement;
 - (c) the remaining schedules to this agreement other than Schedule 2;
 - (d) Schedule 2 to this agreement.

COMMENCEMENT AND DURATION

2. TERM

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

3. EXTENDING THE INITIAL TERM

- 3.1 The Authority may extend this agreement beyond the Initial Term by a further period of up to one year (Extension Period). If the Authority wishes to extend this agreement, it shall give the Supplier at least [three] months' written notice of such intention before the expiry of the Initial Term or Extension Period.
- 3.2 If the Authority gives such notice then the Term shall be extended by the period set out in the notice.
- 3.3 If the Authority does not wish to extend this agreement beyond the Initial Term this agreement shall expire on the expiry of the Initial Term and the provisions of clause 24 shall apply.

4. DUE DILIGENCE AND SUPPLIER'S WARRANTY

- 4.1 The Supplier acknowledges and confirms that:
- (a) it has had an opportunity to carry out a thorough due diligence exercise in relation to the Services and has asked the Authority all the questions it considers to be relevant for the purpose of establishing whether it is able to provide the Services in accordance with the terms of this agreement;
 - (b) it has received all information requested by it from the Authority pursuant to clause 4.1(a) to enable it to determine whether it is

able to provide the Services in accordance with the terms of this agreement;

- (c) it has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Authority pursuant to clause 4.1(b);
- (d) it has raised all relevant due diligence questions with the Authority before the Commencement Date; and
- (e) it has entered into this agreement in reliance on its own due diligence.

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

4.3 The Supplier:

- (a) as at the Commencement Date, warrants and represents that all information contained in the Supplier's Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the agreement; and
- (b) shall promptly notify the Authority in writing if it becomes aware during the performance of this agreement of any inaccuracies in any information provided to it by the Authority during such due diligence which materially and adversely affects its ability to perform the Services.

4.4 The Supplier shall not be entitled to recover any additional costs from the Authority which arise from, or be relieved from any of its obligations as a result of, any matters or inaccuracies notified to the Authority by the Supplier in accordance with clause 4.3(b) save where such additional costs or adverse effect on performance have been caused by the Supplier having been provided with fundamentally misleading information by or on behalf of the Authority and the Supplier could not reasonably have known that the information was incorrect or misleading at the time such information was provided. If this exception applies, the Supplier shall be entitled to recover such reasonable additional costs from the Authority or shall be relieved from performance of certain obligations as shall be determined by the Change Control Procedure.

- 4.5 Nothing in this clause 4 shall limit or exclude the liability of the Authority for fraud or fraudulent misrepresentation.

THE SERVICES

5. SUPPLY OF SERVICES

5.1 The Supplier shall provide the Services to the Authority with effect from the Commencement Date and for the duration of this agreement in accordance with the provisions of this agreement.

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

6. SERVICE STANDARDS

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

- (a) with reasonable skill and care;
- (b) in all respects in accordance with the Authority's policies set out in Schedule 1; and
- (c) in accordance with all Applicable Laws.

7. COMPLIANCE

7.1 The Supplier shall ensure that all Necessary Consents are in place to provide the Services and the Authority shall not (unless otherwise agreed) incur any additional costs associated with obtaining, maintaining or complying with the same.

7.2 Where there is any conflict or inconsistency between the provisions of the agreement and the requirements of a Necessary Consent, then the latter shall prevail, provided that the Supplier has made all reasonable attempts to obtain a Necessary Consent in line with the requirements of the Services.

7.3 The Supplier shall perform its obligations under this agreement (including those in relation to the Services) in accordance with all applicable Law regarding health and safety;

- 7.4 Each Party shall notify the other as soon as practicable of any health and safety incidents or material health and safety hazards at the Authority Premises of which it becomes aware and which relate to or arise in connection with the performance of this agreement. The Supplier shall instruct the Supplier's Personnel to adopt any necessary associated safety measures in order to manage any such material health and safety hazards.
- 7.5 The Supplier shall (and shall procure that the Supplier's Personnel shall):
- (a) perform its obligations under this agreement (including those in relation to the Services) in accordance with:
 - (i) all applicable equality law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise);
 - (ii) the Authority's equality and diversity policy as provided to the Supplier from time to time; and
 - (iii) any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality law; and
 - (b) take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).
 - (c) at all times comply with the provisions of the Human Rights Act 1998 in the performance of this agreement. The Supplier shall also undertake, or refrain from undertaking, such acts as the Authority requests so as to enable the Authority to comply with its obligations under the Human Rights Act 1998.

8. AUTHORITY'S PREMISES AND ASSETS

- 8.1 The Authority shall, subject to clauses 7 and 11 provide the Supplier (and its Sub-Contractors) with access to such parts of the Authority's Premises as the Supplier reasonably requires for the purposes only of properly providing the Services.

- 8.2 The Supplier shall ensure that:
- (a) only those of the Supplier's Personnel that are duly authorised to enter upon the Authority's Premises for the purposes of providing the Services, do so;
- 8.3 The Supplier shall notify the Authority immediately on becoming aware of any damage caused by the Supplier, its agents, employees or Sub-Contractors to any property of the Authority, to any of the Authority's Premises or to any property of any other recipient of the Services in the course of providing the Services.

CHARGES AND PAYMENT

9. PAYMENT

- 9.1 In consideration of the provision of the Services by the Supplier in accordance with the terms and conditions of this agreement, the Authority shall pay the Charges to the Supplier in accordance with the Payment Plan.
- 9.2 The Supplier shall invoice the Authority for payment of the Charges at the end of each calendar month. All invoices shall be directed to the Authority's Authorised Representative. The Authority shall pay the Charges which have become payable in accordance with the Payment Plan within 30 days of receipt of an undisputed invoice from the Supplier.
- 9.3 Where any party disputes any sum to be paid by it then a payment equal to the sum not in dispute shall be paid and the dispute as to the sum that remains unpaid shall be determined in accordance with clause 15. Provided that the sum has been disputed in good faith, interest due on any sums in dispute shall not accrue until the earlier of 30 days after resolution of the dispute between the parties.
- 9.4 Subject to clause 9.3, interest on the late payment of any undisputed Charges properly invoiced under this agreement can be claimed in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. The Supplier shall not suspend the supply of the Services if any payment is overdue.
- 9.5 The Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Authority following delivery of a valid VAT invoice. The Supplier shall indemnify the Authority against any liability (including any interest, penalties or costs

incurred) which is levied, demanded or assessed on the Authority at any time in respect of the Supplier's failure to account for, or to pay, any VAT relating to payments made to the Supplier under this agreement.

- 9.6 The Supplier shall maintain complete and accurate records of, and supporting documentation for, all amounts which may be chargeable to the Authority pursuant to this agreement. Such records shall be retained for inspection by the Authority for six years from the end of the Contract Year to which the records relate.
- 9.7 Where the Supplier enters into a Sub-Contract with a supplier or contractor for the purpose of performing the agreement, it shall cause a term to be included in such a Sub-Contract that requires payment to be made of undisputed sums by the Supplier to the Sub-Contractor within a specified period not exceeding 30 days from the receipt of a valid invoice, as defined by the Sub-Contract requirements.
- 9.8 The Authority may retain or set off any sums owed to it by the Supplier which have fallen due and payable against any sums due to the Supplier under this agreement or any other agreement pursuant to which the Supplier or any Associated Company of the Supplier provides goods or services to the Authority.
- 9.9 The Supplier shall make any payments due to the Authority without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise, unless the Supplier has a valid court order requiring an amount equal to such deduction to be paid by the Authority to the Supplier.

10. KEY PERSONNEL

- 10.1 Each party shall appoint the persons named as such in Schedule 4 as the individuals who shall be responsible for the matters allocated to such Key Personnel. The Key Personnel shall be those people who are identified by each party as being key to the success of the implementation and/or operation of the Services and who shall be retained on the implementation and/or operation of the Services for such time as a person is required to perform the role which has been allocated to the applicable Key Personnel. The Key Personnel shall have the authority to act on behalf of their respective party on the matters for which they are expressed to be responsible.

- 10.2 The Supplier shall not remove or replace any of the Key Personnel unless:
- (a) requested to do so by the Authority;
 - (b) the person is on long-term sick leave;
 - (c) the element of the Services in respect of which the individual was engaged has been completed to the Authority's satisfaction;
 - (d) the person resigns from their employment with the Supplier; or
 - (e) the Supplier notifies the Authority within 5 working days of any change.
- 10.3 The Supplier shall inform the Authority of the identity and background of any replacements for any of the Key Personnel as soon as a suitable replacement has been identified.
- 10.4 Each party shall ensure that the role of each of its Key Personnel is not vacant (in terms of a permanent representative) for more than 15 consecutive Working Days. Any replacement shall be as, or more qualified and experienced as the previous incumbent and fully competent to carry out the tasks assigned to the Key Personnel whom they have replaced. A temporary replacement shall be identified with immediate effect from the Supplier or the Authority becoming aware of the role becoming vacant.
- 10.5 The Authority may require the Supplier to remove, or procure the removal of, any of its Key Personnel whom it considers, in its reasonable opinion, to be unsatisfactory for any reason which has a material impact on such person's responsibilities.
- 10.6 If the Supplier replaces the Key Personnel as a consequence of this clause 10, the cost of effecting such replacement shall be borne by the Supplier.

11. OTHER PERSONNEL USED TO PROVIDE THE SERVICES

- 11.1 At all times, the Supplier shall ensure that:
- (a) each of the Supplier's Personnel is suitably qualified, adequately trained and capable of providing the applicable Services in respect of which they are engaged;
 - (b) there is an adequate number of Supplier's Personnel to provide the Services properly;

- (c) only those people who are authorised by the Supplier (under the authorisation procedure to be agreed between the parties) are involved in providing the Services; and
 - (d) all of the Supplier's Personnel comply with all of the Authority's policies including those that apply to persons who are allowed access to the applicable Authority's Premises.
- 11.2 The Authority may refuse to grant access to, and remove, any of the Supplier's Personnel who do not comply with any such policies, or if they otherwise present a security threat.
- 11.3 The Supplier shall replace any of the Supplier's Personnel who the Authority reasonably decides have failed to carry out their duties with reasonable skill and care. Following the removal of any of the Supplier's Personnel for any reason, the Supplier shall ensure such person is replaced promptly with another person with the necessary training and skills to meet the requirements of the Services.
- 11.4 The Supplier shall maintain up-to-date personnel records on the Supplier's Personnel engaged in the provision of the Services and shall provide information to the Authority as the Authority reasonably requests on the Supplier's Personnel. The Supplier shall ensure at all times that it has the right to provide these records in compliance with the applicable Data Protection Legislation.
- 11.5 The Supplier shall use its best endeavours to ensure continuity of personnel and to ensure that the turnover rate of its staff engaged in the provision or management of the Services is at least as good at the prevailing industry norm for similar services, locations and environments.

CONTRACT MANAGEMENT

12. REPORTING

The Supplier shall provide the management reports in the form and at the intervals set out in Schedule 4.

13. MONITORING

- 13.1 The Authority may monitor the performance of the Services by the Supplier.

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

14. CHANGE CONTROL, BENCHMARKING AND CONTINUOUS IMPROVEMENT

14.1 Any requirement for a Change shall be subject to the Change Control Procedure.

14.2 The Supplier shall have an ongoing obligation throughout the Term to identify new or potential improvements to the Services. As part of this obligation the Supplier shall identify and report to the Authority's Authorised Representative, annually throughout the Initial Term, on the following list, or as requested by the Authority:

- (a) the emergence of new and evolving relevant technologies which could improve the Services;
- (b) new or potential improvements to the Services including but not limited to the quality, responsiveness, procedures, benchmarking methods, performance mechanisms and customer support services in relation to the Services;
- (c) new or potential improvements to the interfaces or integration of the Services with other services provided by third parties or the Authority which might result in efficiency or productivity gains or in reduction of operational risk; and
- (d) changes in ways of working that would enable the Services to be delivered at lower costs and/or bring greater benefits to the Authority.

14.3 Any potential Changes highlighted as a result of the Supplier's reporting in accordance with clause 14.2 shall be addressed by the parties using the Change Control Procedure.

15. DISPUTE RESOLUTION

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

- (a) either party shall give to the other written notice of the Dispute, setting out its nature and full particulars (**Dispute Notice**), together with relevant supporting documents. On service of the

Dispute Notice, the Authorised Representatives shall attempt in good faith to resolve the Dispute;

- (b) if the Authorised Representatives are for any reason unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the Authority's Corporate Director (Operational Services) and the Supplier's [SENIOR OFFICER TITLE] who shall attempt in good faith to resolve it; and
- (c) if the Authority's Corporate Director (Operational Services) and the Supplier's [SENIOR OFFICER TITLE] are for any reason unable to resolve the Dispute within 60 days of it being referred to them, the parties will attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator shall be nominated by CEDR Solve. To initiate the mediation, a party must serve notice in writing (ADR notice) to the other party to the Dispute, requesting mediation. A copy of the ADR notice should be sent to CEDR Solve. The mediation will start not later than 60 days after the date of the ADR notice.

15.2 The commencement of mediation shall not prevent the parties commencing or continuing proceedings in relation to the Dispute under clause 37 which clause shall apply at all times.

16. SUB-CONTRACTING AND ASSIGNMENT

16.1 Subject to clause 16.3, neither party shall assign, novate or otherwise dispose of any or all of its rights and obligations under this agreement without the prior written consent of the other party, neither may the Supplier sub-contract the whole or any part of its obligations under this agreement except with the express prior written consent of the Authority, such consent not to be unreasonably withheld.

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

- (a) remain responsible to the Authority for the performance of its obligations under the agreement notwithstanding the appointment of any Sub-Contractor and be responsible for the acts omissions and neglects of its Sub-Contractors;
- (b) impose obligations on its Sub-Contractor in the same terms as those imposed on it pursuant to this agreement and shall procure that the Sub-Contractor complies with such terms; and

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

16.3 The Authority shall be entitled to novate the agreement to any other body which substantially performs any of the functions that previously had been performed by the Authority.

LIABILITY

17. INDEMNITIES

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

18. INSURANCE

18.1 The Supplier shall at its own cost effect and maintain with a reputable insurance company a policy or policies of insurance providing as a minimum the following levels of cover:

- (a) public liability insurance with a limit of indemnity of not less than £5,000,000 in relation to any one claim or series of claims;
- (b) employer's liability insurance with a limit of indemnity of not less than £5,000,000;

(the **Required Insurances**) in respect of all risks which may be incurred by the Supplier, arising out of the Supplier's performance of the agreement, including death or personal injury, loss of or damage to property or any other loss.

18.2 The Supplier shall give the Authority, on request, copies of all insurance policies referred to in this clause or a broker's verification of insurance to demonstrate that the Required Insurances are in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

- 18.3 If, for whatever reason, the Supplier fails to give effect to and maintain the Required Insurances, the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Supplier.
- 18.4 The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the agreement.

INFORMATION

19. FREEDOM OF INFORMATION

- 19.1 The Supplier acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
- (a) provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its obligations under the FOIA and EIRs;
 - (b) transfer to the Authority all Requests for Information relating to this agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;
 - (c) provide the Authority with a copy of all Information belonging to the Authority requested in the Request For Information which is in its possession or control in the form that the Authority requires within 5 Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
 - (d) not respond directly to a Request For Information unless authorised in writing to do so by the Authority.
- 19.2 The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Authority shall take reasonable steps to notify the Supplier of a Request For Information (in accordance with the Secretary of State's Section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this agreement) the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

20. DATA PROTECTION

- 20.1 The Supplier shall (and shall procure that any of its Supplier's Personnel involved in the provision of the agreement shall) comply with any notification requirements under the DPA and both Parties shall duly observe all their obligations under the DPA, which arise in connection with the agreement.
- 20.2 Notwithstanding the general obligation in clause 20.1, where the Supplier is processing Personal Data as a Data Processor for the Authority, the Supplier shall ensure that it has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the DPA; and
- (a) provide the Authority with such information as the Authority may reasonably require to satisfy itself that the Supplier is complying with its obligations under the DPA;
 - (b) promptly notify the Authority of any breach of the security measures required to be put in place pursuant to clause 20.2; and
 - (c) ensure it does not knowingly or negligently do or omit to do anything which places the Authority in breach of the Authority's obligations under the DPA.
- 20.3 The provisions of this clause shall apply during the continuance of the agreement and indefinitely after its expiry or termination.

21. CONFIDENTIALITY

- 21.1 Subject to clause 21.2, the parties shall keep confidential all matters relating to this agreement and shall use all reasonable endeavours to prevent their Representatives from making any disclosure to any person of any matters relating hereto.
- 21.2 Clause 21.1 shall not apply to any disclosure of information:
- (a) required by any applicable law, provided that clause 19.2 shall apply to any disclosures required under the FOIA or the EIRs;
 - (b) that is reasonably required by persons engaged by a party in the performance of such party's obligations under this agreement;

- (c) where a party can demonstrate that such information is already generally available and in the public domain otherwise than as a result of a breach of clause 21.1;
- (d) by the Authority of any document to which it is a party and which the parties to this agreement have agreed contains no commercially sensitive information;
- (e) to enable a determination to be made under clause 15;
- (f) which is already lawfully in the possession of the receiving party, prior to its disclosure by the disclosing party;
- (g) by the Authority to any other department, office or agency of the Government; and
- (h) by the Authority relating to this agreement and in respect of which the Supplier has given its prior written consent to disclosure.

21.3 On or before the Termination Date the Supplier shall ensure that all documents and/or computer records in its possession, custody or control which relate to personal information of the Authority's employees, rate-payers or service users, are delivered up to the Authority or securely destroyed.

22. AUDIT

22.1 During the Term and for a period of 1 year after the Termination Date, the Authority may conduct or be subject to an audit for the following purposes:

- (a) to verify the accuracy of Charges (and proposed or actual variations to them in accordance with this agreement) and/or the costs of all suppliers (including Sub-Contractors) of the Services);
- (b) to review the integrity, confidentiality and security of any data relating to the Authority or any service users;
- (c) to review the Supplier's compliance with the DPA, the FOIA, in accordance with clause 20 (Data Protection) and clause 19 (Freedom of Information) and any other legislation applicable to the Services;
- (d) to review any records created during the provision of the Services;
- (e) to review any books of account kept by the Supplier in connection with the provision of the Services;

- (f) to carry out the audit and certification of the Authority's accounts;
 - (g) to carry out an examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
 - (h) to verify the accuracy and completeness of the Management Reports delivered or required by this agreement.
- 22.2 Except where an audit is imposed on the Authority by a regulatory body, the Authority may not conduct an audit under this clause 22 more than once in any calendar year.
- 22.3 The Authority shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services.
- 22.4 Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Authority and any relevant regulatory body (and/or their agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:
- (a) all information requested by the above persons within the permitted scope of the audit;
 - (b) reasonable access to any sites controlled by the Supplier and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services; and
 - (c) access to the Supplier's Personnel.
- 22.5 The Authority shall endeavour to (but is not obliged to) provide at least 15 working days-notice of its or, where possible, a regulatory body's, intention to conduct an audit.
- 22.6 The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause, unless the audit identifies a material failure to perform its obligations under this agreement in any material manner by the Supplier in which case the Supplier shall reimburse the Authority for all the Authority's reasonable costs incurred in the course of the audit.
- 22.7 If an audit identifies that:
- (a) the Supplier has failed to perform its obligations under this agreement in any material manner, the parties shall agree and implement a remedial plan. If the Supplier's failure relates to a

failure to provide any information to the Authority about the Charges, proposed Charges or the Supplier's costs, then the remedial plan shall include a requirement for the provision of all such information;

- (b) the Authority has overpaid any Charges, the Supplier shall pay to the Authority the amount overpaid within 20 days. The Authority may deduct the relevant amount from the Charges if the Supplier fails to make this payment; and
- (c) the Authority has underpaid any Charges, the Authority shall pay to the Supplier the amount of the under-payment less the cost of audit incurred by the Authority if this was due to a default by the Supplier in relation to invoicing within 20 days.

23. INTELLECTUAL PROPERTY

23.1 In the absence of prior written agreement by the Authority to the contrary, all Intellectual Property created by the Supplier or any employee, agent or subcontractor of the Supplier:

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

shall vest in the Authority on creation.

23.2 The Supplier shall indemnify the Authority against all claims, demands, actions, costs, expenses (including legal costs and disbursements on a solicitor and client basis), losses and damages arising from or incurred by reason of any infringement or alleged infringement (including the defence of such alleged infringement) of any Intellectual Property Right by the availability of the Services, except to the extent that they have been caused by or contributed to by the Authority's acts or omissions.

TERMINATION

24. TERMINATION FOR BREACH

24.1 The Authority may terminate this agreement in whole or part with immediate effect by the service of written notice on the Supplier in the following circumstances:

- (a) if the Supplier is in breach of any material obligation under this agreement provided that if the breach is capable of remedy, the Authority may only terminate this agreement under this clause

24.1 if the Supplier has failed to remedy such breach within 14 days of receipt of notice from the Authority (a **Remediation Notice**) to do so;

- (b) if a Consistent Failure has occurred;
- (c) if a Catastrophic Failure has occurred;
- (d) if there is an Insolvency Event.
- (e) if there is a change of control of the Supplier within the meaning of section 1124 of the Corporation Tax Act 2010.

24.2 The Authority may terminate this agreement in accordance with the provisions of clause 25 and clause 26.

24.3 If this agreement is terminated by the Authority in accordance with this clause such termination shall be at no loss or cost to the Authority and the Supplier hereby indemnifies the Authority against any such losses or costs which the Authority may suffer as a result of any such termination for cause.

24.4 The Supplier may terminate this agreement in the event that the Authority commits a Termination Payment Default by giving 30 days' written notice to the Authority. In the event that the Authority remedies the Termination Payment Default in the 30 day notice period, the Supplier's notice to terminate this agreement shall be deemed to have been withdrawn.

25. FORCE MAJEURE

25.1 Subject to the remaining provisions of this clause 25, neither party to this agreement shall be liable to the other for any delay or non-performance of its obligations under this agreement to the extent that such non-performance is due to a Force Majeure Event.

25.2 In the event that either party is delayed or prevented from performing its obligations under this agreement by a Force Majeure Event, such party shall:

- (a) give notice in writing of such delay or prevention to the other party as soon as reasonably possible, stating the commencement date and extent of such delay or prevention, the cause thereof and its estimated duration;
- (b) use all reasonable endeavours to mitigate the effects of such delay or prevention on the performance of its obligations under this agreement; and

- (c) resume performance of its obligations as soon as reasonably possible after the removal of the cause of the delay or prevention.
- 25.3 A party cannot claim relief if the Force Majeure Event is attributable to that party's wilful act, neglect or failure to take reasonable precautions against the relevant Force Majeure Event.
- 25.4 The Supplier cannot claim relief if the Force Majeure Event is one where a reasonable supplier should have foreseen and provided for the cause in question.
- 25.5 As soon as practicable following the affected party's notification, the parties shall consult with each other in good faith and use all reasonable endeavours to agree appropriate terms to mitigate the effects of the Force Majeure Event and to facilitate the continued performance of this agreement. Where the Supplier is the affected party, it shall take and/or procure the taking of all steps to overcome or minimise the consequences of the Force Majeure Event in accordance with Best Industry Practice.
- 25.6 The affected party shall notify the other party as soon as practicable after the Force Majeure Event ceases or no longer causes the affected party to be unable to comply with its obligations under this agreement. Following such notification, this agreement shall continue to be performed on the terms existing immediately before the occurrence of the Force Majeure Event unless agreed otherwise by the parties.
- 25.7 The Authority may, during the continuance of any Force Majeure Event, terminate this agreement by written notice to the Supplier if a Force Majeure Event occurs that affects all or a substantial part of the Services and which continues for more than 7 Working Days.

26. PREVENTION OF BRIBERY

- 26.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier's Personnel, have at any time prior to the Commencement Date:
 - (a) committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or
 - (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment,

or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

- 26.2 The Supplier shall not during the term of this agreement:
- (a) commit a Prohibited Act; and/or
 - (b) do or suffer anything to be done which would cause the Authority or any of the Authority's employees, consultants, contractors, sub-contractors or agents to contravene any of the Bribery Act or otherwise incur any liability in relation to the Bribery Act.
- 26.3 The Supplier shall during the term of this agreement:
- (a) establish, maintain and enforce, and require that its Sub-contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Bribery Act and prevent the occurrence of a Prohibited Act; and
 - (b) keep appropriate records of its compliance with its obligations under clause 26.3(a) and make such records available to the Authority on request.
- 26.4 The Supplier shall immediately notify the Authority in writing if it becomes aware of any breach of clause 26.1 and/or clause 26.2, or has reason to believe that it has or any of the Supplier's Personnel have:
- (a) been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
 - (c) received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this agreement or otherwise suspects that any person or Party directly or indirectly connected with this agreement has committed or attempted to commit a Prohibited Act.
- 26.5 If the Supplier makes a notification to the Authority pursuant to clause 26.4, the Supplier shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any

books, records and/or any other relevant documentation in accordance with clause 22.

26.6 If the Supplier is in Default under clause 26.1 and/or clause 26.2, the Authority may by notice:

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

26.7 Any notice served by the Authority under clause 26.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this agreement shall terminate).

27. CONSEQUENCES OF TERMINATION

27.1 On termination of this agreement the Supplier shall procure that all data and other material belonging to the Authority (and all media of any nature containing information and data belonging to the Authority or relating to the Services), shall be delivered to the Authority forthwith and the Supplier's Authorised Representative shall certify full compliance with this clause.

27.2 The provisions of clause 17 (Indemnities), clause 18 (Insurance), clause 19 (Freedom of Information), clause 20 (Data Protection), clause 22 (Audit), clause 24 (Termination for Breach) and this clause 27 (Consequences of termination) shall survive termination or expiry of this agreement.

GENERAL PROVISIONS

28. WAIVER

No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

29. RIGHTS AND REMEDIES

The rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

30. SEVERABILITY

30.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.

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

31. PARTNERSHIP OR AGENCY

31.1 Nothing in this agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.

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

32. THIRD PARTY RIGHTS

A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement.

33. PUBLICITY

The Supplier shall not:

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

- (b) use the Authority's name or logo in any promotion or marketing or announcement of orders,

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

34. NOTICES

34.1 Any notice given to a party under or in connection with this contract shall be in writing marked for the attention of the party's Authorised Representative and shall be

delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case)

34.2 Any notice shall be deemed to have been received:

- (a) if delivered by hand, on signature of a delivery receipt;
- (b) if sent by pre-paid first-class post or other next working day delivery service, on the second Working Day after posting or at the time recorded by the delivery service.

34.3 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

35. ENTIRE AGREEMENT

35.1 This agreement, the schedules and the documents annexed to it or otherwise referred to in it constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

35.2 Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement. Each party agrees that it shall have no claim for innocent or negligent misrepresentation [or negligent misstatement] based on any statement in this agreement.

36. COUNTERPARTS

This agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this agreement, but all the counterparts shall together constitute the same agreement.

37. GOVERNING LAW

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

38. JURISDICTION

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

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

The COMMON SEAL of
TENDRING DISTRICT COUNCIL

was hereunto affixed in the
presence of:

.....
Solicitor for an on behalf of
the Council

Signed by **[INSERT NAME OF DIRECTOR]**
for and on behalf of **[INSERT NAME OF SUPPLIER]**

.....
Director

Schedule 1
Services Specification:
PROVISION OF PAPER COLLECTION
AND RECYCLING SERVICES

1. BACKGROUND

- 1.1 Tendring District Council (the Authority) is a non-metropolitan district council in north-east Essex, which is bounded by the river Stour to the north, the North Sea to the south and east, and the River Colne to the west, which forms part of its boundary with Colchester Borough Council. The Tendring District includes the towns of Manningtree, Harwich, Frinton, Walton, Clacton and Brightlingsea. The population of the district is approximately 148,000 based on the mid-2009 estimate by the Office for National Statistics. The number of households in the district as of 31 March 2011 was approximately 67,500.
- 1.2 The Council recognises the importance of complying with or exceeding its recycling target of 30% for household waste. The collection of paper from banks for recycling forms a very important part of the annual recycling. For the calendar year ending 2016, the amount of paper collected for recycling was 180 tonnes, for the calendar year ending 2015 was 145 tonnes and 200 tonnes for the calendar year ending 2014.

2. OBJECTIVES

The main objectives of the Services are to ensure that throughout the Term the supplier shall provide the following:

2.1 The Provision of Sufficient Paper Banks at the Sites, as identified in Appendix 2 of Schedule 1

The Supplier shall at their own expense provide sufficient Paper Banks at each of the Sites, as identified in Appendix 2 of this Schedule, throughout the Term and shall ensure that at all times, each of the Banks is clean, hygienic, safe and available to receive paper from the public and others visiting the Site, complies in all respects with the requirements of the Agreement, including the provisions of this Schedule.

2.2 Positioning of Banks

The Supplier shall ensure that the Banks at each Site are positioned only within such designated area at the Site as shall first have been approved by the Authority's Authorised Representative in a way which ensures that they are safely, easily and conveniently available for use by all those depositing paper in the Bank. No Bank shall be sited to impede or prevent pedestrian or vehicular access to the Bank or to other facilities at the Site.

2.3 Relocation of Banks

The Supplier shall relocate any Bank at a Site within 5 Working Days of being so required by the Authority's Authorised Representative (or such lesser period as is reasonable) to such other designated location at the Site as the Authority's Authorised Representative requires.

2.4 Display of Contact Details on Banks

The Supplier shall display on each of the Banks in such form as the Authority's Authorised Representative shall first approve in writing (such approval not to be unreasonably withheld or delayed) the name and contact telephone number Contractor who the public can contact during Emptying Times in the event of the Bank being more than three quarters full or if there is any problem (or perceived problem) with the Bank or on the designated area.

2.5 Attendance and Manning of Contractor Telephone number

The Supplier shall ensure that its telephone contact number referred to in paragraph 4 above is personally attended and able to receive and give messages at all reasonable times between 09.00 - 17.00 Monday to Friday.

2.6 Inspection of Banks

The Supplier shall fully and properly inspect each Bank every time he visits the Site at which the Bank is located to check whether it accords fully with the requirements of this Agreement. The Supplier shall immediately report any failure to comply to the Authority's Authorised Representative. Whenever the Supplier inspects the Bank and considers it faulty and not fit for purpose/use he shall immediately seal the apertures and install "NOT IN USE" signage. Any hazard to the public shall be made safe. The Supplier shall then at his own expense rectify any defects in the Bank which breach the requirements of this Agreement within 5 Working Days or replace the Bank with another Bank within the said period. This obligation includes the removal of graffiti within such period as the Authority's Authorised Representative considers reasonable.

2.7 Other Material and Contaminants

The Supplier shall at their own expense promptly sort and lawfully dispose of all material in any of the Banks which is not paper, whether or not that other material is contaminated.

2.8 Emptying of Banks

The Supplier shall empty each of the Banks sufficiently frequently to ensure that it does not become full to an extent which prevents the public from depositing paper in the Bank and shall use all reasonable endeavours to ensure that the Bank does not become more than three quarters full. This obligation includes collecting any paper deposited by the Bank or which have apparently overflowed as a result of the Bank being too full.

2.9 Emptying Hours

The Supplier shall not at any time without the prior written consent of the Authority's Authorised Representative empty any of the Banks except between

the hours of 0800 hours to 1800 hours on Monday to Saturdays (“**Emptying Hours**”). Where a Site is near a school, the Contractor shall only empty or Service the Bank at times within Emptying Hours which avoid the peak periods of school opening and closing times.

2.10 Authority’s right to increase or decrease the number of Sites

The Authority may without any liability to the Supplier increase the number of Sites to up to 40 or to decrease the number of Sites to no less than 10 by giving the Supplier not less than one calendar month’s prior written notice of the new Site or Sites (or of which Sites are to cease to be Sites for the purposes of the Agreement) expiring at any time.

2.11 Written Communications

The Supplier shall provide the Authority with a proper substantive written reply to all written communications from the Authority within 5 Working Days of their receipt by the Supplier.

2.12 Damage to Highway and other Areas

Any damage to the highway, hard standing or private forecourt including shrubberies, vegetation, street furniture, etc, resulting from the Supplier’s operations must be reported to the Authority’s Authorised Representative no later than at the end of the same Working Day. The cost of repairs, whether or not the damage is reported shall be borne by the Supplier. The construction of hard standing, private forecourts and other surfaces at the Sites or comprising all or part of the means of access to the Sites may be different to that of the public highway, and the Supplier shall use proper care to avoid damage, even if this means adopting a different method of collection to that used on the public highway.

SCHEDULE 1 - APPENDIX 1

SERVICE / PERFORMANCE REQUIREMENTS

1. Quality of Service

- 1.1 The supplier must at all times be in possession of a valid and current Waste Carrier's Licence under the Environmental Protection Act 1990.
- 1.2 All Suppliers' staff employed to perform the Services are representing the Authority to the public and as such they must behave to the highest standard at all times. In particular, communication (written and oral) with members of the public must be kept to a minimum and Supplier's staff shall only deal with enquiries or complaints by providing the contact details for the Authority.
- 1.3 The Supplier shall undertake the Services promptly and accurately. The Supplier shall ensure that all work performed shall be to a high professional standard and that appropriate management controls and mechanisms are in place to ensure consistent quality of service.
- 1.4 The Supplier shall co-operate fully with the investigation of any complaint by the Authority, and members of the Supplier's staff shall, within a reasonable time, provide statements, records and photographs, attend meetings and interviews, and act as witnesses, as may be applicable.
- 1.5 The Supplier must demonstrate to the Authority's satisfaction that it has a training program in place to ensure that all staff carrying out the Services are fully trained, skilled and competent to carry out their allotted tasks.
- 1.6 The Supplier will be expected to react promptly to requests for advice or assistance from the Authority.
- 1.7 The Supplier must provide a named out of hours contact point and, in the case of an emergency, or an urgent requirement for assistance, respond within 2 hours of receiving a request.
- 1.8 All staff of the Supplier's carrying out the contract pursuant to the Services must:
 - wear identifiable uniforms of the Supplier;
 - wear appropriate safety equipment in accordance with all relevant laws;
 - carry detailed identification provided by the Supplier, to be produced to any Council representative on request; and
 - have passed rigorous background security checks.

2. Continuous Improvement

The Supplier's will be responsible for the continued development of the Services, and must work with the Authority in carrying out its 'Best Value' requirements under the Local Government Act 1999. This will involve the Supplier identifying the changing needs of the Council and proposing amendments/innovations in relation to the provision of the Services. All proposed changes must be presented to the Authority for approval before implementation.

SCHEDULE 1 - APPENDIX 2

PAPER BANK SITES

Entry number In this table	Name of Town or Village	Location of Site
1	Bradfield	Community Centre, The Street
2	Brightlingsea	Community Centre, Lower Park Road
3		Fiveways Superstore, Samsons Road
4		YMCA, High Street
5	Clacton-on-Sea	Tesco Superstore, Brook Retail Park
6		Waterglade Retail Park
7	Dovercourt	Asda Superstore, Main Road
8	Frinton	Triangle Shopping Centre, Garden Road
9	Harwich	Barrack Lane
10	Jaywick	Golf Green Hall, Golf Green Road
11	Little Clacton	Morrisons Superstore, Centenary Way
12	Manningtree	Fiveways Superstore, Riverside Avenue East
13	Parkeston	Morrisons Store, Europa Way
14	Ramsey	War Memorial Hall, Church Hill
15	St Osyth	Village Hall, Clacton Road
16	Thorpe-le-Soken	Scout Group Car Park, Abbey Street
17	Weeley	Council Offices, Thorpe Road

Schedule 2 Supplier's Tender

Consisting of the following documentation:

- Tender submission dated ... including pricing
- Insert any additional correspondence/clarifications

DRAFT

Schedule 3 Charges and payment

1. CALCULATION OF THE CHARGES

The Charges shall be calculated on the basis of the rates and prices set out in this Schedule.

2. CHARGES BASED ON A FIXED PRICE

Service	Cost (£)
Price per tonne	
TOTAL	£ per annum

3. PAYMENT PLAN

The Supplier shall invoice the Authority for payment of the charges incurred monthly in arrears at the end of each calendar month.

4. TERMINATION PAYMENT DEFAULT

In the event that at any time undisputed Charges of £[AMOUNT] have been overdue for payment for a period of [60] days or more, the Authority will have committed a Termination Payment Default.

5. RECYCLING CREDITS

All recycling credits in respect of paper collected from the Banks shall be the exclusive property of the Authority and not the Supplier.

Schedule 4 Contract Management

1. AUTHORISED REPRESENTATIVES

1.1 The Authority's initial Authorised Representative:

MR JONATHAN HAMLET

1.2 The Supplier's initial Authorised Representative:

[SUPPLIER TO INSERT DETAILS]

2. KEY PERSONNEL

[SUPPLIER TO INSERT DETAILS]

3. REPORTS

3.1 Type:

- (a) Written statement for the previous month, of all the paper collected from the Sites including a written breakdown of:
 - (i) Site location
 - (ii) Weight of paper collected
 - (iii) Original weighbridge or equivalent whenever available.
- (b) identified improvements [review and amend as required]

3.2 Frequency:

- (a) Monthly
- (b) Annually (if required)

3.3 Circulation list – sent to Jonathan Hamlet

Schedule 5

Change Control

1. GENERAL PRINCIPLES

- 1.1 Where the Authority or the Supplier sees a need to change this agreement, the Authority may at any time request, and the Supplier may at any time recommend, such Change only in accordance with the Change Control Procedure set out in paragraph 2 of this Schedule 5.
- 1.2 Until such time as a Change is made in accordance with the Change Control Procedure, the Authority and the Supplier shall, unless otherwise agreed in writing, continue to perform this agreement in compliance with its terms before such Change.
- 1.3 Any discussions which may take place between the Authority and the Supplier in connection with a request or recommendation before the authorisation of a resultant Change shall be without prejudice to the rights of either party.
- 1.4 Any work undertaken by the Supplier and the Supplier's Personnel which has not been authorised in advance by a Change, and which has not been otherwise agreed in accordance with the provisions of this Schedule 5, shall be undertaken entirely at the expense and liability of the Supplier.

2. PROCEDURE

- 2.1 Discussion between the Authority and the Supplier concerning a Change shall result in any one of the following:
 - (a) no further action being taken; or
 - (b) a request to change this agreement by the Authority; or
 - (c) a recommendation to change this agreement by the Supplier.
- 2.2 Where a written request for an amendment is received from the Authority, the Supplier shall, unless otherwise agreed, submit two copies of a Change Control Note (a written record of the agreed change) signed by the Supplier to the Authority within three weeks of the date of the request.

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

2.4 Each Change Control Note or equivalent shall contain:

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

2.5 For each Change Control Note submitted by the Supplier the Authority shall, within the period of the validity of the Change Control Note:

- (a) allocate a sequential number to the Change Control Note; and
- (b) evaluate the Change Control Note and, as appropriate:
 - (i) request further information;
 - (ii) accept the Change Control Note by arranging for two copies of the Change Control Note to be signed by or on behalf of the Authority and return one of the copies to the Supplier; or

(iii) notify the Supplier of the rejection of the Change Control Note.

2.6 Any written record of the agreed change will constitute a Change Control Note signed by the Authority and by the Supplier shall constitute an amendment to this agreement.

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Schedule 6

Commercially Sensitive Information

UNLESS COMMERCIAL SENSITIVE INFORMATION HAS BEEN IDENTIFIED BY THE SUPPLIER THE TEXT WILL READ:

"No commercial sensitive information has been identified by the Supplier".

Delete following text after contract award:

SUPPLIERS ARE ADVISED TO NOTE THE REQUIREMENTS ON LOCAL GOVERNMENT UNDER THE TRANSPARENCY CODE 2015 & REFER TO THE CROWN COMMERCIAL SERVICE PROCUREMENT POLICY NOTE 13/15 DATED 31.07.15.

In March 2015, the Government published a set of general transparency principles that require public contracting authorities to proactively disclose contract and related information that may previously have been withheld on grounds of commercial confidentiality. This new presumption in favour of disclosure of information requires contracting authorities to set out in advance of a contract award, the types of information to be disclosed to the public, and then publish that information in an accessible format.

The Council is required to publish details of any contract and other legally enforceable agreements with a value that exceeds £5,000. For each contract the following details must be published:

- ***Any reference number and title of the agreement***
- ***Local authority department responsible***
- ***Description of the goods and/or services being provided***
- ***Supplier name and details***
- ***Sum to be paid over the length of the contract or the estimated annual spending or budget of the contract***
- ***Value Added Tax that cannot be recovered***
- ***Start, end and review dates***
- ***Whether or not the contract was as a result of an invitation to quote or a published invitation to tender***
- ***Whether or not the supplier is a small or medium sized enterprise and/or a voluntary or community sector organisation and where it is, provide the relevant registration number.***

TYPES OF INFORMATION FOR DISCLOSURE ALSO MIGHT INCLUDE:

- ***Contract price and any incentivisation mechanisms***

- *Performance metrics and management of them*
- *Plans for management and underperformance and its financial impact*
- *Governance arrangements including through supply chains where significant contract value rests with sub-contractors*
- *Resource plans*
- *Service improvement plans.*

TENDRING DISTRICT COUNCIL'S APPROACH IS TO FOLLOW STANDARD ADOPTED PRACTICE AND PUBLISH A COMPLETE COPY OF THE CONTRACT, AFTER AWARD, PROVIDING ALL THIS INFORMATION AND DATA, WITH ANY COMMERCIALY SENSITIVE DATA REDACTED. THEREFORE, THE SUPPLIER IS REQUIRED TO IDENTIFY WHICH INFORMATION THEY REGARD AS COMMERCIALY SENSITIVE (in making this assessment, suppliers should take into account the Council's requirements under Clause 18.2 and the notification contained within this Schedule 6).

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