

**NHS LANARKSHIRE CONDITIONS FOR THE PROVISION OF GOODS AND
ASSOCIATED SERVICES**

Reviewed April 2021

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**NHS Lanarkshire
Conditions of Contract for the Purchase of Goods and Provision of Associated
Services**

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1. DEFINED TERMS AND INTERPRETATION

1.1 In these terms and conditions the words and expressions below will be interpreted to have the meanings adjacent to them:-

“Additional Permitted Purpose”	means, if any, such other permitted purpose for the Processing of the Personal Data which, although relating to the Purpose, is in addition to the Purpose and which is a purpose which the Contractor must implement by Law, as described in Part 1 of the Schedule (Processing Information);
“Appropriate Safeguards”	means a legally compliant mechanism(s) for the transfer of Personal Data to a country outside the EEA in respect of which no adequacy decision has been made by the European Commission, as such mechanism(s) may be permitted under the Data Protection Legislation from time to time;
“Authority”	means the NHS Lanarkshire, a statutory body constituted pursuant to the 1978 Act, as amended, whose Headquarters are at Kirklands, Fallside Road, Bothwell, Glasgow, G71 8BB;
“Authority Confidential Contact”	means the person (or persons) at the Authority providing the role of the confidential contact for the purposes of the National Whistleblowing Standards, as notified by the Authority to the Contractor from time to time;
“Authority Manager”	means the individual named by the Authority in the Invitation to Tender as the ‘Manager of the Commodity’;
“Community Benefits”	means any activity, obligations and/ or undertakings identified as community benefits or their equivalent in the Specification or otherwise in this Contract;
“Commencement Date”	means the date upon which the Contract shall come into effect, such date being set out in the Letter of Award;
“Concern”	means a concern which meets the definition of a “whistleblowing concern” within the meaning of the National Whistleblowing Standards;
“Confidential Information”	means (a) all information relating to the identity, condition or medical history of any person or

other personal information where disclosure is prohibited in terms of the Data Protection Legislation; and (b) all information the disclosure of which would or would be likely to prejudice substantially the commercial interests of any person;

“Contract” means the agreement constituted between the Authority and the Contractor by virtue of and subject to the Contract Terms, the provisions of the Invitation to Tender, the Tender and the Letter of Award;

“Contractor” means the economic operator identified as such in the Letter of Award or, as from, the relevant Substitution Date the Replacement Supplier;

“Contractor Personnel” means any and all directors, officers, employees, agents, consultants and contractors of the Contractor, of any permitted sub-contractor and/or of any Sub-processor engaged in the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services;

“Contract Period” means:-

- (i) (subject to earlier termination in accordance with its terms or by operation of law) the duration of the Contract (as extended (if applicable) pursuant to Clause 2.14), as set out in the Letter of Award starting on the Commencement Date, or
- (ii) if the Commencement Date is not set out in the Letter of Award the period from the date the Letter of Award is submitted by the Authority to the Contractor until the Contract is terminated in accordance with its terms;

“Contract Price” means the monies payable by the Authority to the Contractor for the Goods as set out in the Contract;

“Contract Terms” means:-

- (a) these NHS Lanarkshire Conditions for the Provision of Goods; and
- (b) the NHS Lanarkshire Additional Conditions for the Provision of Goods;

(in each case as varied by the Letter of Award)

“Controller”	shall have the meaning given in the GDPR;
“Costs”	includes costs, charges, outgoings and expenses of every description;
“Data Loss Event”	means any event that results, or may result, in unauthorised access to Personal Data held by the Contractor or any Sub-processor under or in connection with the Contract, and/or actual or potential loss and/or destruction and/or corruption of Personal Data in breach of the Contract, including but not limited to any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	means (i) the GDPR and any applicable national implementing Laws as amended from time to time; (ii) the DPA 2018 to the extent that it relates to the Processing of Personal Data and privacy; and (iii) any other Law in force from time to time with regards to the Processing of Personal Data and privacy, which may apply to either Party in respect of its activities under the Contract;
“Data Protection Officer”	shall have the meaning given in the GDPR;
“Data Subject”	shall have the meaning given in the GDPR;;
“Data Subject Request”	means a request made by, or on behalf of, a Data Subject in accordance with access and other rights granted to the Data Subject pursuant to the Data Protection Legislation in respect of their Personal Data;
“Day”	means business day, which is defined as Monday to Friday inclusive and excluding Scottish Bank and Public holidays;
“Direct Losses”	means all damage, losses, indebtedness, claims, actions, cash, expenses (including the cost of legal or professional services and all legal costs), proceedings, demands and charges whether arising under statute, contract or at common law excluding Indirect Losses;
“Directive”	means Directive 2014/24/EU of the European Parliament and of the Council on public procurement;
“DPA 2018”	means the Data Protection Act 2018;

“DP Losses”	<p>means all liabilities and amounts, including all:</p> <ul style="list-style-type: none"> a) Direct Losses; b) costs and expenses relating to reconstitution and/or correction of the Personal Data and any and all records comprising the same; and c) to the extent permitted by applicable Law: <ul style="list-style-type: none"> (i) administrative fines, penalties, sanctions, liabilities or other remedies imposed by a Supervisory Authority; and (ii) compensation to a Data Subject ordered by a Supervisory Authority;
“ECJ”	means the Court of Justice of the European Union;
“EEA”	means the European Economic Union;
“Force Majeure Event”	<p>means one or more of the following to the extent that it is not attributable to the Contractor or the Contractor’s staff: war, civil war (whether declared or undeclared), riot or armed conflict; radioactive, chemical or biological contamination; pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed; acts of terrorism; explosion; fire; flood; extraordinarily severe weather conditions which are both unforeseen and for which precautions are not customarily taken by prudent business organisations so as to avoid or mitigate the impact thereof; industrial action which affects the supply of the Goods, but which is not confined to the workforce of the Contractor or is site specific; pestilence; the actions of governmental authorities to the extent that such actions are implemented either pursuant to emergency powers or otherwise outside the usual course of governmental business; or act of God, or other event which is beyond the reasonable control of the Party in question and could not have been avoided or mitigated by the exercise of all reasonable care by that Party and further provided that such event materially affects the ability of the Party seeking to rely upon it to perform its obligations under the Contract;</p>
“GDPR”	means the General Data Protection Regulation (Regulation (EU) 2016/679);

“Goods”	means all goods (including Services, if any), materials or articles that the Contractor is required to supply pursuant to the Contract, as set out in the Specification;
“Indirect Losses”	means loss of profits, loss of business, loss of business opportunity, loss of business revenue, loss of goodwill or any consequential loss or indirect loss of any nature;
“Information Commissioner’s Office”	means the United Kingdom’s Supervisory Authority;
“Insolvent”	means: <ul style="list-style-type: none"> (a) if the Contractor is an individual, that individual, or where the Contractor is a partnership, any partner(s) in that firm, becomes bankrupt or shall have a receiving order, administration order or interim order made against him, or shall make any composition or scheme of arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of Section 268 of the Insolvency Act 1986 or he shall become apparently insolvent within the meaning of the Bankruptcy (Scotland) Act 1985 as amended, or any application shall be made under the Bankruptcy or Insolvency Act for the time being in place for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors; (b) if the Contractor is a company, the passing by the Contractor of a resolution for its winding-up or the making by a court of competent jurisdiction of an order for the winding-up of the Contractor or the dissolution of the Contractor, or if a receiver, manager or administrator is appointed, or documents are filed with the court for the appointment of a receiver, manager or administrator or notice of intention to appoint a receiver, manager or administrator is given by the Contractor or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act

1986), or circumstances arise which entitle the court or a creditor to appoint a receiver, manager or administrator or which entitle the court to make a winding-up order, or the Contractor is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986, or if the Contractor makes an arrangement with its creditors generally or makes an application to a court of competent jurisdiction for protection from its creditors generally; and

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

“Intellectual Property”

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

“Invitation to Tender”

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

“Joint Controller”

shall have the meaning given in Article 26 of the GDPR;

“Law”

means any legislation and/or common law insofar as applicable to the performance of the Contract or any part thereof including without limitation:-

- (a) any subordinate legislation;
- (b) any enforceable EU right within the meaning of Section 2 of the European Communities Act 1972; and
- (c) any regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Authority and/or the Contractor is bound to comply;

“Letter of Award”	means the letter issued by the Authority to the successful economic operator who submitted a Tender, accepting that economic operator’s Tender for the Goods, the signed duplicate copy of which is returned to the Authority;
“Minimum Requirements”	means those requirements identified as such in Schedule Part 1 (Processing Information);
“National Whistleblowing Standards”	means the National Whistleblowing Standards published by the office of the Independent National Whistleblowing Officer (INWO) and any updates or amendments thereto and any replacement thereof;
“New Contractor”	means any entity which is awarded a contract by the Authority to provide goods similar or identical to the Goods in place of the Contractor (including the Authority in the event of the supply of the Goods being undertaken in-house);
“NHS Lanarkshire Additional Conditions for the Provision of Goods”	means the additional conditions of supply (if any) contained in Schedule Part 2;
“Order”	means each purchase order (in Writing) submitted by the Authority to the Contractor drawing down the quantity of Goods specified therein as part of the Contract;
“Person”	includes any individual, partnership, firm, trust, body corporate, government, governmental body, authority, agency, unincorporated body of Persons or association and a reference to a Person includes a reference to that Person’s successors and permitted assignees;
“Personal Data”	shall have the meaning given in the GDPR;
“Personal Data Breach”	shall have the meaning given in the GDPR;
“Point of Contact”	means the point of contact representing the Authority/Contractor identified as such in the Tender, or such alternative point of contact as notified by the Contractor to the Authority Manager as representative of the Authority, from time to time, in Writing;

“Processing”	shall have the meaning given in the GDPR and the terms “Process” and “Processed” shall be construed accordingly;
“Processing Instructions”	shall have the meaning given in Clause 29.4;
“Processor”	shall have the meaning given in the GDPR;
“Prohibited Act”	shall have the meaning ascribed to it in Clause 33.1
“Protective Measures”	means appropriate technical and organisational measures which must include the Minimum Requirements and may also include, without limitation: pseudonymising and encrypting Personal Data; ensuring confidentiality, integrity, availability and resilience of systems and services used by the Contractor and, where relevant, by any Sub-processor in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the performance of the Services; ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident; and regularly assessing and evaluating the effectiveness of such technical and organisational measures adopted from time to time by the Contractor and, where relevant, by any Sub-processor;
“Purpose”	shall have the meaning given in Clause 29.4;
“Receipt of Order”	means, if personally delivered, at the time of delivery; if sent by facsimile, at the time of transmission; if posted, at the expiration of 48 hours or (in the case of airmail seven Days) after the envelope containing the same was delivered into the custody of the postal authorities; and if sent by electronic mail, at the time of the transmission;
“Relevant Person”	means any person who is a member of the administrative management or supervisor body of the Contractor or has powers of representation, decision or control in relation to the Contractor.
“Replacement Supplier”	means:- (a) a supplier which, partially or wholly, takes over or acquires the business or assets of the Contractor or acquires ownership of the Contractor following:-

(i) any corporate restructuring of or involving the Contractor; or

(ii) the Contractor becoming insolvent; or

(b) any supplier identified in the Tender (and/ or any clarifications thereto submitted by the Contractor to the Authority) to whom the Contractor anticipates it may wish to effect a Transfer of the Contract during the Contract Period;

“Representative”	shall have the meaning given in the GDPR;
“Schedule”	means the schedule in two (2) parts annexed hereto;
“Services”	means all services ancillary or otherwise related to the Goods that the Contractor is required to perform pursuant to the Contract, as set out in the Specification;
“Specification”	means the specification of the Goods and any Services set out in the Invitation to Tender and the Contractor’s Tender subject to any specific provision in the Letter of Award;
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Contractor in connection with the Contract;
“Substitution Date”	shall have the meaning ascribed to it in Clause 14.3;
“Supervisory Authority”	shall have the meaning given in the GDPR;
“the 1978 Act”	means the National Health Service (Scotland) Act 1978, as amended;
“Transfer”	means novation or transfer in whole or in part of the obligations and benefit of the Contract;
“Treaty”	means the Treaty on the Functioning of the European Union;
“Writing”	means any communication in writing including facsimile transmission, electronic means (excluding text messages) and “Written” shall be construed accordingly; and
“Year”	means during the Contract Period, any 12 - month period commencing on the Commencement Date or an anniversary thereof.

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

meaning where they are followed by examples intended to be included within the general words.

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

- the Order
- Letter of Award
- NHS Lanarkshire Additional Conditions for the Provision of Goods
- Processing Information set out in Schedule Part 1
- NHS Lanarkshire Conditions for the Provision of Goods
- Invitation to Tender
- Tender.

2. ORDERING OF GOODS AND DELIVERY

2.1 The Authority shall purchase and the Contractor shall supply the Goods in accordance with the Contract and each Order which shall be in Writing, submitted by the Authority to the Point of Contact, and supply of the Goods by the Contractor and acquisition of the Goods by the Authority shall be subject to the Contract Terms which shall govern the Contract between the Authority and the Contractor to the exclusion of any other terms and conditions.

2.2 Orders shall be submitted by the Authority to the Contractor in Writing detailing the Goods required, specifying the price of the Goods ordered in accordance with and as part of the Contract Price, the Location and the timescale for delivery pursuant to Clause 3.1. The Contractor agrees that it will not in its dealings with the Authority seek to impose or rely on any other contractual terms that in any way contradict the Contract Terms, and, to avoid doubt, no terms and conditions shall be attached to any order or invoice by the Contractor.

- 2.3 In the absence of Written agreement between the Authority and the Contractor to the contrary, the Goods shall be delivered by the Contractor carriage-paid and in such quantities, in such manner, and at such times and to such places specified by the Authority in an Order.
- 2.4 The Contractor shall deliver the Goods to the Location and in accordance with any delivery instructions in an Order or such other location as agreed by the Parties in Writing. Goods must be accompanied by a clean, legible delivery note in accordance with Clause 5.1.2.
- 2.5 Delivery shall be completed when the Goods have been unloaded at the Location and such delivery has been accepted by a duly authorised agent, employee or Location representative of the Authority. The Authority shall procure that such duly authorised agent, employee or Location representative of the Authority is at the Location in order to accept such delivery. The Contractor shall procure a signature of such duly authorised agent, employee or Location representative of the Authority on the relevant delivery documentation, which will act as proof of acceptance of the delivery for the purposes of this Clause 2.5.
- 2.6 Unless agreed in advance with the Authority, if the Goods are delivered before the date specified in the Order (or such other date which the Contractor and the Authority have agreed in Writing), the Authority shall be entitled at its sole discretion to refuse to take delivery or to charge for insurance and storage of the Goods until the contractual date for delivery.
- 2.7 In the event that the Authority specifies next day or short notice deliveries in an Order, and where such delivery timescales are not agreed within the terms of the Contract, the Contractor may charge any

reasonable and properly incurred additional costs incurred by the Contractor in respect of the delivery of the said Goods to the Authority.

- 2.8 Any carrier engaged in the carriage and/or delivery of the Goods shall be deemed to be an agent of the Contractor and not the Authority.
- 2.9 Part deliveries may be rejected unless the Authority has previously agreed in Writing to accept such deliveries.
- 2.10 The Contractor is responsible for obtaining all export and import licences for the Goods and shall be responsible for any delays due to such licences not being available when required.
- 2.11 In the case of any Goods supplied from outside the United Kingdom, the Contractor shall ensure that accurate information is provided to the Authority as to the country of origin of the Goods and shall be liable to the Authority for any additional duties or taxes for which the Authority may be accountable should the country of origin prove to be different from that advised by the Contractor.
- 2.12 Any access to premises and any labour and equipment that may be provided by the Authority in connection with the delivery of the Goods and/or the performance of any Services shall be provided without acceptance by the Authority of any liability whatsoever and the Contractor shall indemnify the Authority in respect of any Direct Losses which the Authority may suffer or incur as a result of or in connection with any damage or injury (whether fatal or otherwise) occurring in the course of such delivery and/or performance to the extent that any such damage or injury is attributable to any act or omission of the Contractor or any of his sub-contractors and/or agents.

- 2.13 Subject to earlier termination of the Contract pursuant to Clause 21, the Authority shall submit Orders during the Contract Period at such times and for such quantities of Goods as the Authority shall determine, provided the total quantity of Goods to be delivered pursuant to all Orders submitted by the Authority hereunder is no greater or less than the quantity of Goods to be delivered by the Contractor to the Authority set out in the Contract.
- 2.14 The Authority may at its entire discretion extend the Contract Period at such times and by such period(s) as are set out in the Invitation to Tender (as amended by the Letter of Award), by providing no less than 3 months' Written notice to the Contractor.

3. TIME

- 3.1 The time of delivery of the Goods shall be stated in the Order or, in the absence of any such statement, shall conform to the Specification (or otherwise agreed in Writing by the Parties) and if no time for delivery is expressly agreed then delivery (and completion of performance of the services (if any) comprised in the Goods) shall be made within fourteen (14) Days of Receipt of Order.
- 3.2 Where the time of delivery of the Goods has been agreed by the Parties and stated in the Order or otherwise agreed in Writing (and for the avoidance of doubt not where delivery is to be made within fourteen (14) Days of Receipt of Order because no time for delivery has expressly been agreed) then time for delivery shall be of the essence and without prejudice to any other right or remedy of the Authority.

- 3.3 The Authority may at its sole discretion, delay for a reasonable period, an agreed time of delivery provided that a minimum of 3 Days' Written notice is given to the Contractor.
- 3.4 Subject always to Clause 47.1 failure by the Contractor to deliver the Goods or any part of them within the time agreed in accordance with Clause 3.1 shall without prejudice to the Authority's other rights and remedies, entitle the Authority (at its option):
- 3.4.1 to withdraw such Goods from the Order provided confirmation is given to the Point of Contact in Writing to this effect;
 - 3.4.2 to release itself from any obligations to accept and pay for such Goods provided confirmation is given to the Point of Contact in Writing to this effect;
 - 3.4.3 to purchase other goods of the same or similar description from the Contractor or any third party;
 - 3.4.4 to recover from the Contractor the amount by which the cost of purchasing other goods exceeds the amount that would have been payable to the Contractor in respect of the Goods replaced by such purchase and all costs incurred by the Authority in purchasing such alternative goods, provided that the Authority uses all reasonable endeavours to mitigate its losses in this respect.

4. CONTRACT PRICE AND PAYMENT

- 4.1 In consideration of the Contractor's due and proper performance of its obligations under the Contract, the Contractor may charge the Authority the Contract Price in accordance with this Clause 4.

- 4.2 The Contract Price shall be net. In the absence of Written agreement by the Parties to the contrary, the Contract Price shall include the cost of packaging, packing materials, addressing, labelling, loading and delivery to the Location, and all appropriate tax (excluding VAT) and duty.
- 4.3 Invoices shall not be rendered by the Contractor until completion of delivery of all of the Goods which are the subject of the Order unless otherwise agreed in Writing. Where the Parties agree delivery by instalments, the Contractor may render an invoice for each delivered instalment. Invoices shall be sent by the Contractor in accordance with the Authority's Standing Financial Instructions, as provided to the Contractor by the Authority.
- 4.4 The Authority shall pay the price in each valid invoice to the Contractor (by BACS (Bank Automated Clearing System) if the Authority so chooses), within 30 Days of the receipt of the Goods (in accordance with the Contract), or a Contractor's valid invoice (rendered in accordance with Clauses 4.3, 4.5 and 5.1), whichever is later.
- 4.5 Except where otherwise stated in the Order, the Contract Price is exclusive of VAT that shall be payable, if applicable, by the Authority in addition to such part of the Contract Price as is payable under each valid invoice at the rate prevailing as at the relevant tax invoice date. All invoices provided to the Authority by the Contractor shall show the VAT calculations separately.
- 4.6 The Authority shall not be responsible for the payment of any charges for Goods supplied in excess of the Goods required by the Order or any variation of it.

4.7 No payment of or on account of the Contract Price (or part thereof) shall constitute any admission by the Authority as to proper performance by the Contractor of its obligations.

4.8 In the event of the Authority breaching Clause 4.4, the Contractor shall be entitled to charge interest on the outstanding amount owed by the Authority in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

5. FORMS

5.1 Unless otherwise agreed in Writing by the Authority and the Contractor:

5.1.1 an invoice shall be rendered on the Contractor's own invoice form;

5.1.2 all delivery notes and invoices shall be clearly marked with the Authority's Order number, the name and address of the Authority and the full and accurate description and quantity of the Goods, date of delivery (and performance of any services comprised in the Goods).

5.2 Subject to the prior written agreement of the Parties, the arrangements set out in Clause 5.1 may be suspended in favour of alternative arrangements (including electronic trading and new logistics processes) at the option of the Authority.

6. PACKAGING

6.1 Where the Goods are imported into the United Kingdom then for the purposes of the Producer Responsibility Obligations (Packaging

Waste) Regulations 2007 the Contractor shall assume the rolled-up obligations for all the activities performed outside the United Kingdom in relation to the Goods and the packaging which is used for the containment, protection, handling, delivery and presentation of the Goods in addition to any other obligations the Contractor may have pursuant to the said Regulations.

6.2 The Goods shall be securely packed and marked in a proper manner and in accordance with the Specification and any requirement of the carriers in trade packages of a type normally used by the professional contractors for commercial deliveries of the same or similar goods either in retail or in bulk quantities within the United Kingdom.

6.3 The following details shall be shown on the outside of every package unless otherwise specified in the Order:

6.3.1 a description of the Goods which shall include, without limitation, the weight of the Goods where available and the Authority's Order number;

6.3.2 the quantity of each type of Goods in the package where available;

6.3.3 any special directions for storage;

6.3.4 the expiry date of the contents where available;

6.3.5 the batch number of each type of Goods;

6.3.6 the name of the manufacturer of the Goods and the Contractor; and

6.3.7 prominent and adequate warnings (in respect only of all containers of hazardous goods).

6.4 The Contractor shall indemnify the Authority against all Direct Losses which the Authority may suffer or incur as a result of or in connection with any breach of this Clause 6 by the Contractor.

7. IDENTIFICATION OF GOODS & TRACEABILITY

7.1 All Goods that customarily bear any mark, tab, brand, label, serial number or other device indicating place of origin, inspection by any government or other body or standard of quality must be delivered by the Contractor with all the said marks, tabs, brands, labels, serial numbers or other devices intact.

7.2 The Contractor will procure that during the manufacturing process and/or on receipt of Goods (from manufacturers'/ contractors' premises) all Goods must be checked and logged.

7.3 The Contractor will procure that all information regarding batch codes and/or serial numbers of remaining stocks of goods (which would comprise Goods, if made the subject of an Order) are recorded and retained for a period of no less than one year from the last date of delivery of Goods under such Order to enable rapid checks to be made on such remaining stocks and products to be traced in the event of a series of complaints or product recall.

8. CONTAINERS AND PALLETS

The Contractor shall collect without charge any returnable containers (including pallets) within 21 Days of the date of the relevant delivery note unless otherwise instructed in Writing by the Authority. Empty containers not so removed may be returned by the Authority at the Contractor's expense or otherwise disposed of at the Authority's discretion. The Contractor shall credit in full any charged containers upon such collection, return or disposal.

9. PROPERTY AND RISK

- 9.1 Risk in the Goods shall pass to the Authority immediately following delivery of the Goods and acceptance thereof in accordance with Clause 2.5.
- 9.2 Notwithstanding delivery, title in the Goods shall pass from the Contractor to the Authority at the date of payment of the full price for such Goods set out in the Order.

10. TOOLS

Any tools, patterns, materials, drawings, specifications and/or other data provided by the Authority to the Contractor in connection with the Contract will at all times be at the Contractor's risk and remain the property of the Authority and shall be delivered up to the Authority immediately on request and are to be used by the Contractor solely for the purpose of completing the Contract.

11. REJECTION OF GOODS

- 11.1 Without prejudice to the operation of Clause 11.4, the Goods shall be inspected on behalf of the Authority within a reasonable time after delivery under Clause 3 of the Contract and may be rejected if found to be defective or inferior in quality to or differing in form or material from the requirements of the Contract, or if they do not comply with any term, whether expressed or implied, of the Contract.
- 11.2 Without prejudice to the operation of Clause 11.4, the Authority shall notify the Contractor of:
- 11.2.1 the discovery of any defect within a reasonable time of its discovery and shall give the Contractor reasonable

opportunities to investigate such defect as long as the Contractor acts in a timely manner; and

11.2.2 any shortage or damage caused in transit and found on delivery within 14 Days of delivery or such other time as agreed by the Parties.

11.3 The whole of any delivery may be rejected if a reasonable sample of the Goods taken indiscriminately from that delivery is found not to conform in every material respect to the requirements of the Contract.

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

11.5 Goods so rejected after delivery shall be removed by the Contractor at its own expense within fourteen (14) Days from the date of notification of rejection. If the Contractor fails to remove them within such period the Authority may return the rejected Goods at the Contractor's risk and expense and charge the Contractor for the cost of storage from the date of rejection.

11.6 If the Authority so elects, and without prejudice to the Authority's other rights and remedies, the Contractor shall free of charge and as quickly as possible either repair or replace such of the Goods as have been rejected by the Authority in terms of this Clause 11.

12. QUALITY

- 12.1 The Goods shall be of first class quality, new, and shall be supplied strictly in accordance with the Specification and/or any sample previously provided to the Authority.
- 12.2 The Contractor warrants to the Authority that the Goods shall conform to all relevant standards, specifications and conditions and all work performed by the Contractor shall be in accordance with best industry standards and practice. For the avoidance of doubt, the Contractor warrants that the Goods are not scrap goods.
- 12.3 The provisions of this Clause 12 shall survive any performance, acceptance or payment pursuant to the Contract or remedial services provided by the Contractor.
- 12.4 The Contractor warrants that all statements and representations made in the Contractor's Tender response for the provision of the Goods and any response to any Pre-Qualification Questionnaire submitted by or on behalf of the Contractor in respect of the provision of the Goods, in each case as clarified and/or amended in any subsequent submissions and accepted by the Authority relating to such submissions are true and accurate in all material respects.
- 12.5 The Contractor agrees to assign to the Authority upon request the benefit of any warranty, guarantee or similar right which it has against any third party contractor or manufacturer of the Goods which are the subject of the Contract.
- 12.6 The Goods may be inspected by or on behalf of the Authority either on the Contractor's premises or after delivery. Free access to the Contractor's premises for this purpose shall be granted to any

authorised representative of the Authority, provided a minimum of 24 hours prior notification is given to the Contractor of this request.

- 12.7 The Goods shall be fit and sufficient for the purpose for which such goods are ordinarily used and for any particular purpose made known to the Contractor by the Authority and the Authority relies on the skill and judgement of the Contractor in the supply of the Goods (and performance of the services (if any) comprised in the Goods) and the execution of the Contract.
- 12.8 The Goods shall conform in all respects with all Laws.
- 12.9 The Contractor shall not make any change in the supply chain for the Goods or in any of its sub-contractors identified in the Contract until it has received written approval from the Authority. The Contractor shall notify the Authority Manager in Writing immediately in the event that it proposes to make any change in its supply chain or in its sub-contractors and shall supply the Authority with all necessary information regarding the proposed change in order for the Authority to determine whether or not it is willing to grant approval for such change.
- 12.10 An essential condition of awarding the Contract shall be that the Contractor operates and applies ethical standards (which the Authority acting reasonably considers to be appropriate) to its own operations and ensures these are applied by all parties, involved in the supply chain.
- 12.11 The Authority shall be entitled at any time to audit the Contractor's supply chain and to inspect any premises at which the Goods are manufactured or stored in whole or in part to establish compliance with

Clause 12.10 and the Contractor shall procure all necessary access rights from suppliers for the purposes of Clauses 12.10 and 12.11.

12.12 In the event that the Authority does not consider the Contractor is operating and applying appropriate ethical standards in accordance with Clause 12.10 it shall serve Written notice upon the Contractor to that effect. If the Contractor fails to satisfy the Authority, acting reasonably, within sixty (60) days of such notice that it has taken steps necessary to operate and apply appropriate ethical standards in its own operations and ensure that these are applied by all parties involved in the supply chain of the Goods, the Authority may forthwith terminate the Contract.

13. HEALTH AND SAFETY

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

13.2 Without prejudice to the generality of Clause 13.1, the sale, supply, importation, manufacture or assembly of such of the Goods as are either medicinal products within the meaning of the Medicines Act 1968 or medical devices within the meaning of the Medical Devices Regulations 2002 shall comply respectively with the provisions of the

Medicines Acts 1968 and 1971 as from time to time amended or with the provisions of the Medical Devices Regulations SI 2002/618 from time to time amended, and the provisions of any relevant regulations made under these respective pieces of legislation.

13.3 In the event that the Contractor is in breach of Clauses 13.1 or 13.2 then without prejudice to any other right or remedy of the Authority, the Authority shall be entitled to reject the Goods and the Contractor shall, subject to Clause 15, indemnify the Authority against all Direct Losses incurred by the Authority as a result of such breach by the Contractor, including the cost of purchasing alternative goods and all administrative costs incurred by the Authority in inviting and awarding tenders for the supply of such alternative goods.

13.4 The Contractor shall observe, and ensure that all employees, consultants, agents and sub-contractors which it engages in relation to the services comprised in the Goods (if any) observe all health and safety rules and regulations and any other security requirements that apply at the Location, and that have been communicated to it or about which, the Contractor ought reasonably to be aware. The Contractor shall not be liable under the Contract if, as a result of such observation, it is in breach of any of its obligations under the Contract. The Authority shall be entitled to refuse any person in breach of such health and safety rules and regulations and other security requirements access to the Location, or any part thereof.

14. TRANSFER AND SUB-CONTRACTING

14.1 The Contractor shall not assign the whole or any part of the Contract. The Contractor shall not sub-contract the production or supply of any of the Goods without the prior Written consent of the Authority.

- 14.2 The Authority may agree to Transfer to a Replacement Supplier provided always that:
- 14.2.1 the Authority may request such information relating to the proposed Replacement Supplier as it considers necessary to allow the Authority to consider any request for such Transfer:
 - 14.2.2 the Replacement Supplier shall require to satisfy any qualitative criteria applied by the Authority in connection with award of the Contract to the Contractor; and
 - 14.2.3 no substantial or material amendments shall be made to the Contract as a consequence of such Transfer.
- 14.3 In the event that the Authority agrees to such Transfer, it shall notify the Contractor in Writing and such notification shall specify the date from which such Transfer shall take effect (the “**Substitution Date**”). As from the Substitution Date:-
- 14.3.1 the Replacement Supplier shall assume all responsibilities, obligations and rights of the Contractor under the Contract; and
 - 14.3.2 all references to “Contractor” shall be deemed to be to the Replacement Supplier.
- 14.4 Without prejudice to Clause 14.1, in the event that the Contractor sub-contracts the production or supply of any Goods, every act or omission of the sub-contractor shall for the purposes of the Contract be deemed to be the act or omission of the Contractor and the Contractor shall be liable to the Authority as if such act or omission had been committed or omitted by the Contractor itself.

- 14.5 The Authority shall be entitled to assign, novate, contract or otherwise dispose of its rights and obligations under the Contract or any part thereof to any other body (including but not limited to any private sector body) which substantially performs any of the functions that previously had been performed by the Authority.
- 14.6 Without prejudice to Clause 14.5 the Contract shall automatically devolve to any statutory successor of the said Authority.
- 14.7 Any change in the legal status of the Authority shall not affect the validity of the Contract. In such circumstances the Contract shall bind and inure to the benefit of any successor body of the Authority.
- 14.8 The Authority shall be entitled to disclose to any body to whom the Contract may be transferred pursuant to the foregoing provisions any Confidential Information of the Contractor which relates to the performance of the Contract by the Contractor. In such circumstances the Authority shall authorise the said transferee to use such Confidential Information only for the purpose relating to the performance of the Contract and for no other purpose and shall take all reasonable steps to ensure that such body accepts an obligation of confidence in terms similar to Clause 27.
- 14.9 Where the Contractor enters into a sub-contract for the purpose of performing the Contract, the Contractor shall cause a term to be included in such sub-contract:-
- 14.9.1 which requires payment to be made to the sub-contractor within a specified period not exceeding 30 days from receipt of a valid invoice as defined by the sub-contract requirements and provides that, for the purpose of payment alone, where

the Authority has made payment to the Contractor and the sub-contractor's invoice includes Goods in relation to which payment has been made by the Authority then, to the extent that it relates to such Goods, the invoice shall be treated as valid and payment shall be made to the sub-contractor without deduction;

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

14.9.3 in the same terms as set out in this Clause 14.9 (including for the avoidance of doubt this clause 14.9.3) subject only to modification to refer to the correct designation of the equivalent party as the Contractor and sub-contractor as the case may be.

15. LIABILITY AND INDEMNITY

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

15.1.1 any alleged or actual infringement, whether or not under Scots law, of any third party's Intellectual Property Rights or other rights arising out of the use or supply of the Goods; or

15.1.2 the supply of the Goods as a consequence of a breach or a negligent performance or failure or delay in performance of the Contract by the Contractor.

- 15.2 Except in the case of
- 15.2.1 the indemnity provided by the Contractor under Clause 15.1.1;
 - 15.2.2 the indemnity provided by the Contractor under Clause 29.29;
and
 - 15.2.3 death or personal injury caused by negligence, and fraudulent misrepresentation or in other circumstances where liability may not be so limited under any applicable law,
- in respect of which liability shall be unlimited, the liability of either Party in each Year under or in connection with the Contract, whether arising in contract, delict, negligence, breach of statutory duty or otherwise shall not exceed the greater of TWO MILLION POUNDS STERLING (£2,000,000) or 200% of the total Contract Price paid and payable by the Authority to the Contractor in respect of Goods supplied or to be supplied under the Contract in that Year.
- 15.3 The Contract Price of the Goods has been negotiated and agreed on the basis that the Parties may limit their liability to each other as set out in the Contract Terms.
- 15.4 The Contractor acknowledges and agrees that:
- 15.4.1 the Authority is entering into the Contract on the basis of the Specification. The Specification is accurate and complete in all material respects, and is not misleading; and
 - 15.4.2 if it considers that the Authority is not, or may not, be complying with any of the Authority's obligations, it shall only be entitled to rely on this as relieving the Contractor's performance under the Contract:-
 - (a) to the extent that it restricts or precludes provision of the

Goods by the Contractor; and

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

16. INSURANCE

The Contractor shall effect with a reputable insurance company a policy or policies of insurance covering all the matters which are the subject of indemnities under the Contract with a minimum limit of indemnity of FIVE MILLION POUNDS STERLING (£5,000,000) per annum for any one incident in any one Year, unless an alternative figure has been specified in the Invitation to Tender and/or Letter of Award, or such other sum as may be agreed between the Authority and the Contractor in Writing. The Contractor shall at the request of the Authority produce the relevant policy or policies together with the receipts or other evidence of payment of the latest premium due thereunder.

17. VARIATION OF THE CONTRACT

- 17.1 Any variation of the terms and conditions of the Contract (including the Contract Terms) shall only be effective if agreed between the Authority and the Contractor in Writing executed by duly authorised representatives of such signatories and once such variations are agreed between the said parties, the Authority hereby agrees that such variations shall automatically apply to any Orders submitted by the Authority to the Contractor, to the extent only that Goods have not yet been delivered pursuant to such Order.
- 17.2 Notwithstanding the foregoing the Contractor shall not unreasonably withhold consent to a proposed variation to the Contract made by the

Authority.

- 17.3 The Contractor hereby undertakes to the Authority to work continuously with the Authority to improve and develop the Contractor's performance under the Contract to reflect changing needs and new developments within the National Health Service in Scotland and to deliver proactive cost reductions to the National Health Service in Scotland during the Contract Period.

18. DISPUTE RESOLUTION PROCEDURE

- 18.1 During any dispute, including a dispute as to the validity of the Contract, the Contractor shall continue its performance of the provisions of the Contract (unless and to the extent only that, the Authority requests in Writing to the Point of Contact that the Contractor does not do so).
- 18.2 The Parties to the Contract will use all of their respective reasonable endeavours to resolve such dispute by negotiation. If negotiations fail to resolve such dispute either party may refer the matter to an independent assessor chosen by mutual agreement, or, failing agreement appointed on the application of either party by the President of the Law Society of Scotland. The Parties will co-operate with any person appointed as an independent assessor providing him with such information and other assistance as he shall require and will pay his costs, as he shall determine or in the absence of such determination such costs will be shared equally. Neither Party will commence legal proceedings against the other until thirty (30) Days after the independent assessor's intervention in the dispute in question has failed to resolve the dispute.

19. ENVIRONMENTAL CONSIDERATIONS

19.1 The Contractor shall comply in all material respects with applicable environmental laws and regulations in force from time to time in relation to the Goods or any other matter which is the subject of the Contract. Where the provisions of any such legislation are implemented by the use of voluntary agreements or codes of practice (as amended from time to time), the Contractor shall comply with such agreements or codes of practice as if they were incorporated into Scots law. Without prejudice to the generality of the foregoing, the Contractor shall:-

19.1.1 comply with all reasonable stipulations of the Authority aimed at minimising the packaging of the Goods, or any other products supplied by the Contractor pursuant to the Contract;

19.1.2 promptly provide such data as may reasonably be requested by the Authority from time to time regarding the weight and type of packaging according to material type used in relation to all Goods or any other products supplied to the Authority under or pursuant to the Contract;

19.1.3 comply with all obligations imposed on it in relation to the Goods by the Producer Responsibility (Packaging Waste) Regulations 2007 (or any other equivalent legislation giving effect in any part of the European Economic Area to the Packaging and Packaging Waste Directive 94/62/EC) as amended;

19.1.4 label all Goods supplied under the Contract, and the packaging of those Goods, to highlight environmental and safety information as required by applicable UK and EU legislation;

19.1.5 promptly provide all such information regarding the environmental impact of any Goods supplied or used under the Contract as may reasonably be required by the Authority to permit informed choices by end users;

19.2 The Contractor shall meet all reasonable requests by the Authority for information evidencing the Contractor's compliance with the provisions of this Clause 19.

20. CANCELLATION OF ORDERS

Orders may be cancelled without penalty by the Authority provided such notice as is referred to in the Invitation to Tender is provided by the Authority (or in the absence of any reference therein to such notice period, at any time up to one (1) calendar month) prior to the delivery date of the Goods as described in Clause 3.1, (as amended by Clause 3.3) and such cancellation shall have immediate effect as from the date of Written notice of cancellation issued by the Authority to the Contractor.

21. TERMINATION OF CONTRACT

21.1 In addition to the Authority's other rights of termination set out in the Contract Terms, and without prejudice to its other rights and remedies, the Authority may without penalty to the Authority, terminate the Contract in whole or in part by giving fourteen (14) days Written notice to that effect to the Contractor in the event that:-

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

- notice demanding remedy of the failure in question being served by the Authority on the Contractor; or
- 21.1.2 the Contractor has failed (in whole or in part) to perform any obligation of the Contractor owed to the Authority on more than 3 occasions; or
- 21.1.3 the Contractor becomes Insolvent or otherwise ceases to be capable of supplying the Goods provided always that no Replacement Supplier has been approved by the Authority pursuant to Clause 14.2; or
- 21.1.4 the Contractor is in default of any duty of care or any fiduciary or statutory duty owed to the Authority and/or any patient, employee or agent of the Authority; or
- 21.1.5 there is a change of ownership or control of the Contractor which, in the reasonable opinion of the Authority will have a material impact on the provision of the Goods or the image or reputation of the Authority; or
- 21.1.6 the Contractor, sub-contracts or purports to assign the Contract or any part of the Contract in breach of Clause 14;
- 21.1.7 the Authority considers that procurement of a new contract is required as a result of a substantial modification, or a series of modifications which, taken together, constitute a substantial modification, being, or have been effected to the Contract;
- 21.1.8 the Authority become aware that the Contractor and/ or any Relevant Person has been convicted of any of the offenses listed in Regulation 58(1) of the Public Contracts (Scotland) Regulation 2015;
- 21.1.9 in the event that the ECJ makes a declaration that the Contract should not have been awarded to the Contractor in

view of a serious infringement of the obligations under the Treaty and Directive; or

21.1.10 proceedings are served on the Authority in connection with or related to:-

(a) any Transfer effected pursuant to Clause 14; and/or

(b) the Contract between the Authority and the Replacement Supplier.

21.2 The Authority shall be entitled to recover from the Contractor the amount of Direct Losses resulting from termination by the Authority under Clause 21.1. For the purpose of this Clause 21.2, Direct Losses shall include reasonable cost to the Authority of the time spent by its officers and agents in terminating the Contract and in making alternative arrangements for the provision of the Goods.

21.3 The Contractor may terminate the Contract by giving one (1) month's Written notice to the Head of Procurement if the Authority has committed a material breach of the Contract and the Contractor has served Written notice on the Authority giving details of the breach and giving the Authority twenty eight (28) days to correct the breach but the Authority has failed to do so.

21.4 Either Party may terminate the Contract without penalty (save in respect of antecedent breach) in the event that a Force Majeure Event prevails beyond such period as the terminating Party considers reasonable, (such Party acting reasonably), by giving such Written notice to the other Party as is reasonable. On the expiry of this notice period, the Contract shall terminate. Such termination shall be without

prejudice to the rights of the Parties in respect of any breach of the Contract occurring prior to such termination.

22. REMEDIES

22.1 If any Goods are not supplied in accordance with, or the Contractor fails to comply with, any terms of the Contract, the Authority shall be entitled (without prejudice to any other right or remedy) to exercise any one or more of the following rights or remedies:-

22.1.1 to terminate the Contract in accordance with Clauses 21 and 27 of the NHS Lanarkshire Conditions for the Provision of Goods; or

22.1.2 to refuse to accept the supply of any further goods by the Contractor;

22.1.3 in any case, to be paid on demand all Costs and losses incurred by the Authority in connection with the Contractor's breach (or breaches) of the Contract (including without limitation all reasonable Costs incurred by the Authority in respect of the time spent by its officers and agents in terminating the Contract and/or in making alternative arrangements for the supply of the Goods).

23. CONSEQUENCES OF TERMINATION

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

23.2 To the extent requested by the Authority, the Contractor will positively assist the Authority in ensuring a smooth, timely, risk-reduced transition

of the activities carried out under this Contract to a New Contractor at the end of the Contract Period, at the Contractor's cost.

- 23.3 The Authority agrees that termination (in whole or in part) or expiry of the Contract shall not affect either Party's obligations which the Contract Terms provides shall survive the termination or expiry or the continuance of the part or parts not terminated where the Contract is terminated in part only.
- 23.4 In anticipation of termination of the Contract (either at natural expiry or earlier termination in accordance with its terms) the Authority may require the Contractor to deliver up to the Authority any data (including Confidential Information) relevant to the supply of the Goods on an appropriate media.
- 23.5 Clauses 2.12, 3.4, 13.3, 15, 18, 22, 23, 25, 26, 27, 28, 29, 30.3, 44.3 and 48 and all other clauses which expressly or by implication survive termination of the Contract shall continue in full force and effect after the expiry or termination of the Contract.

24. COMMUNICATIONS

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

25. INTELLECTUAL PROPERTY

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

26. AUDIT AND ACCOUNTS

- 26.1 The Contractor shall keep proper records in respect of the Contract Price due to it under the Contract for the Contract Period and a minimum of 3 years thereafter.
- 26.2 For the purpose of the examination and certification of any Authorities' accounts or any examination pursuant to section 6(1) of the National Audit Act 1983 or any re-enactment thereof of the economy, efficiency and effectiveness with which the Authority has used its resources, Audit Scotland, the Accounts Commission, the Auditor General and the Authority or its auditors may examine such documents, information, reports, records and data, whether in human or machine – readable form as they may reasonably require which are owned, held or are otherwise within the control of the Contractor and may require the Contractor to produce such oral or written explanation as they consider necessary. The Contractor acknowledges that it will fully cooperate with any counter fraud policy or investigation, whether carried out by the Counter Fraud and Security Management Service, or any equivalent body, successor or function, at any time. For the avoidance of doubt it is hereby declared that the carrying out of an examination under Section 6(3)(d) of the National Audit Act 1983 or any re-enactment thereof in relation to the Contractor is not a function exercisable under the Contract.
- 26.3 The Contractor shall take all reasonable steps to place similar obligations on its sub-contractors in all sub-contracts entered into in relation to the Contract to ensure access by the Authority and its duly authorised representatives, where appropriate, to the relevant information of such sub-contractors.

27. CONFIDENTIALITY

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

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

27.1.2 save as expressly permitted in the Contract Terms, not disclose, copy, reproduce, publish or distribute the whole or any part of that Confidential Information to any person unless authorised in Writing by a duly authorised representative of the Discloser;

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

27.1.4 maintain that Confidential Information as the Discloser’s property,

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

27.2.1 which the Discloser confirms in Writing is not required to be treated as Confidential Information;

27.2.2 which is or comes into the public domain otherwise than through any disclosure prohibited by the Contract;

- 27.2.3 which is received from a third party who lawfully acquired or developed it and who is under no obligation of confidence in relation to its disclosure; or
- 27.2.4 disclosed pursuant to Clause 27.7 (Scottish Government Health Directorate disclosure and disclosure to other Government departments and agencies).
- 27.3 For the purpose of this Clause 27, no Confidential Information shall be deemed to be in the public domain merely because such information is embraced by more general information or in the case of a complex body of information, because one or more elements of it are separately available in the public domain.
- 27.4 Where the Authority receives Confidential Information from the Contractor, the Authority may disclose such Confidential Information to, and permit its use by, any third party for any purpose provided for or contemplated by the Contract.
- 27.5 The Authority shall be entitled to disclose any Confidential Information received from the Contractor to its professional advisors to the extent that the Authority considers that they have a reasonable need to receive and consider the same.
- 27.6 Save as otherwise expressly permitted in the Contract Terms, the Contractor shall be permitted to disclose the Confidential Information to its directors, officers, employees, agents and professional advisors who need to see and know it in connection with provision of the Goods (who are hereafter called the "Permitted Persons") subject to obtaining confidentiality restrictions no less stringent than those set out in this Clause and if required by the Authority, shall procure that such

Permitted Persons enter into a confidentiality undertaking in a form approved by the Authority.

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

27.8 The Parties acknowledge that damages may not be an adequate remedy for any breach of this Clause 27 by either Party or any of the Contractor's Permitted Persons and the Parties may be entitled to obtain any legal and/or equitable relief, including interdict, in the event of any breach of this Clause 27.

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

27.9.1 by the Contractor for the purposes of the supply or receipt of the Goods;

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

27.9.3 in order to enforce any of its rights or remedies under the Contract; or

27.9.4 in order to maintain a record of the Confidential Information of the Discloser to enable the Recipient to establish its continuing obligations under this Clause 27.

27.10 In the event that either Party fails to comply with this Clause 27 (Confidentiality), the other Party reserves the right to terminate the Contract by notice in writing with immediate effect.

27.11 This Clause 27 shall remain in force during the Contract Period and for a period of 10 years thereafter.

28. FREEDOM OF INFORMATION

28.1 Nothing whether expressly provided in the Contract Terms, or otherwise implied, shall preclude the Authority from making public under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 and/or any codes or regulations applicable from time to time relating to access to public authorities' information ("FOI"), details of all matters relating to the Contract unless (i) such details constitute a trade secret; (ii) the disclosure of such details would or would be likely to prejudice substantially the commercial interests of any person (including but not limited to the Contractor or any Authority); or (iii) such details fall within any other exemption under FOI provided always that application of any such exemption shall be at the sole discretion of the Authority. The Authority will take all reasonable steps to provide the Contractor with notice of any intended disclosures under FOI prior to making such information public.

28.2 The Contractor shall:-

28.2.1 transfer any request for information, to the Authority as soon as practicable after receipt and in any event within five (5) Days of receiving a request for information;

28.2.2 comply within five (5) Days with any request by the Authority; and

28.2.3 provide all such assistance as may be required by the Authority;

to enable the Authority to comply with its obligations under FOI.

29. DATA PROTECTION

Controller/Processor and Personal Data

29.1 Where for the purposes of the Data Protection Legislation:

29.1.1 the Authority is the Controller and the Contractor is the Processor, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 29 shall apply with the exception of Clauses 29.27 and 29.28 and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Purpose;

29.1.2 the Authority and the Contractor are Joint Controllers, to the extent that the Parties have these roles in terms of the Data Protection Legislation, this Clause 29 shall apply with the exception of Clauses 29.5, 29.26 and 29.28 and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Purpose;

29.1.3 the Contractor is a Controller because it requires to Process Personal Data for the Additional Permitted Purpose, to the extent that in terms of the Data Protection Legislation, the Contractor is a Controller for the Additional Permitted Purpose,

this Clause 29 shall apply, subject to the amendments set out in Clause 29.28, and Schedule Part 1 (Processing Information) shall only apply in so far as it relates to the Additional Permitted Purpose,

and the Parties acknowledge that in connection with the Contractor's performance of its obligations pursuant to or under the Contract, including but not limited to the supply of the Goods and/or performance of the Services, the Contractor may, in terms of the Data Protection Legislation, have more than one of the roles described in this Clause 29.1. This Clause 29.1 describes what provisions of this Clause 29 and Schedule Part 1 (Processing Information) apply in relation to each role.

- 29.2 For the avoidance of doubt, references in this Clause 29 to the term "Personal Data" shall only apply to Personal Data Processed in the course of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services and where, and to the extent that, the Contractor is a Controller as described in Clause 29.1.3 above, shall only apply to such of this Personal Data which the Contractor Processes for the Additional Permitted Purpose.

Compliance with Data Protection Legislation

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

Processing Instructions

29.4 The only Processing of Personal Data that the Contractor is authorised to undertake in connection with the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services, is listed in this Clause 29 and in Schedule Part 1 (Processing Information), as the same may be amended from time to time by written agreement between the Parties (together, the **“Processing Instructions”**). In addition, the Contractor warrants that it will, and will procure that any and all Sub-processors will, at all times throughout the Contract Period, Process the Personal Data in accordance with Clause 12.1 and only Process the Personal Data for the purposes of the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any Services (the **“Purpose”**).

29.5 The Contractor shall promptly comply with any Written request from the Authority requiring the Contractor to amend, transfer or delete the Personal Data.

29.6 The Contractor shall notify the Authority immediately if it considers that any of the Authority’s instructions infringe the Data Protection Legislation and will provide the Authority with a Written explanation of the reasons why it considers any of the Authority’s instructions to be so infringing.

Assistance to the Authority

29.7 The Contractor shall, as part of the supply of the Goods and/or the performance of any Services and at no additional cost or expense to

the Authority, provide all reasonable assistance to the Authority in ensuring compliance with the Authority's obligations under the Data Protection Legislation in relation to:

- 29.7.1 ensuring the security of the Personal Data;
- 29.7.2 any notifications, communications and remedial action that may be required to be made or taken following any Data Loss Event, including notifications to the relevant Supervisory Authority following a Data Loss Event and communications to affected or potentially affected Data Subjects;
- 29.7.3 responding to Data Subject Requests within the timescale set out in the Data Protection Legislation;
- 29.7.4 responding to any other requests, complaints or communications relating to either Party's obligations under the Data Protection Legislation;
- 29.7.5 responding to any request from any third party for disclosure of Personal Data;
- 29.7.6 any communication from a Supervisory Authority or any other regulatory authority or any consultation by the Authority with a Supervisory Authority or any other regulatory authority, to the extent that such communication or consultation relates to or involves the Processing undertaken by the Contractor and/or any Sub-processor under or in connection with the Contract; and
- 29.7.7 the preparation of any Data Protection Impact Assessment prior to commencing any new Processing that has been agreed between the Parties pursuant to Clause 29.4. Such

assistance may, at the discretion of the Authority, include:

- (a) a systematic description of the envisaged Processing operations and the purpose of the Processing;
- (b) an assessment of the necessity and proportionality of the Processing operations in relation to the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including but not limited to the supply of the Goods and/or the performance of any 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.

29.8 At any time throughout the Contract Period, or following the date of termination, at the request of the Authority, the Contractor shall provide to the Authority a copy of all Personal Data held by the Contractor in the format and on the media reasonably specified by the Authority. If the Contractor fails to provide the Authority with a copy of such requested Personal Data the Authority may, without limiting its other rights or remedies, enter the Contractor's premises and take a copy of such Personal Data.

Technical and Organisational Measures

29.9 The Contractor shall:

29.9.1 Process the Personal Data only in accordance with the Processing Instructions, unless the Contractor is required to

do otherwise by Law, in which case the provisions of Clause 29.6 shall apply;

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

- (a) the nature of the Personal Data to be protected;
- (b) the harm that might result from a Data Loss Event;
- (c) the state of technological development; and
- (d) the cost of implementing any measures.

Contractor Personnel

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

29.10.1 are aware of and comply with the Contractor's duties under the Contract, in particular those obligations set out in this Clause 29;

29.10.2 are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor, as the case may be, which confidentiality undertakings require the Contractor Personnel to keep the Personal Data confidential and to only Process the Personal Data for the Purpose.

29.10.3 are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in Writing to do so by

the Authority or as otherwise permitted by the Contract; and

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

International Transfers of Personal Data

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

29.12 Where the Contractor wishes to transfer Personal Data to a country within the EEA, the Authority's consent shall not be unreasonably withheld or delayed.

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

29.13.1 the Contractor has Appropriate Safeguards in place in respect of such transfer and, where practicable, the particular Appropriate Safeguards to be used by the Contractor for such transfer shall be subject to the Authority's prior Written approval, which approval shall not be unreasonably withheld or delayed;

29.13.2 the transfer and any Processing of Personal Data following such transfer complies at all times with the Processing Instructions; and

29.13.3 the transfer otherwise complies with Data Protection Legislation.

Notifications required to be given by the Contractor to the Authority

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

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

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

29.14.3 receives any communication from any Supervisory Authority, including from the Information Commissioner's Office, or any other regulatory authority in connection with Personal Data Processed under or in connection with the Contract; or

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

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

29.15 Taking into account the nature of the Processing, the Contractor shall provide the Authority with all reasonable assistance in relation to any complaint, communication or request notified to the Authority pursuant to Clause 29.14 (and insofar as possible within the timescales reasonably required by the Authority).

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

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

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

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

29.17 If the Contractor cannot provide all of the information set out in Clause 29.16 within the timescale specified, the Contractor shall, within such timescale advise the Authority of the delay and of the reasons for the same and advise the Authority when the Contractor expects to be able to provide the relevant outstanding information, which information may be provided in phases without undue delay, as details become available.

Records

29.18 The Contractor shall maintain complete, accurate and up-to-date written records of all Processing carried out under or in connection with the Contract. Such records shall contain the following information:

29.18.1 the name and contact details of the Contractor's Representative (if any) and of the Contractor's Data Protection Officer (if any);

29.18.2 the categories of Processing carried out in connection with the Purpose;

29.18.3 where applicable, details of any transfers of Personal Data pursuant to Clause 29.13, including the identity of the recipient of such transferred Personal Data and the countries to which such Personal Data is transferred, together with details of the Appropriate Safeguards used; and

29.18.4 a general description of the Protective Measures implemented by the Contractor pursuant to Clause 29.9.

Use of Sub-processors

29.19 The Contractor shall not allow any Sub-processor to Process any Personal Data unless the Contractor has:

29.19.1 notified the Authority in Writing of the intended Sub-processor and the Processing activity that the Contractor wishes the Sub-processor to undertake on the Contractor's behalf;

29.19.2 obtained the prior Written consent of the Authority in respect of the use of such Sub-processor in connection with the Processing undertaken pursuant to the Contract;

29.19.3 entered into a binding written agreement with the Sub-

processor, which agreement sets out enforceable data protection obligations on the same or similar terms as set out in this Clause 29 such that they apply to the Sub-processor, in particular such binding written agreement must provide:

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

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

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

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

Audit Right

- 29.22 The Contractor shall, and shall procure that any and all Sub-processors shall, make available to the Authority, at no cost or expense to the Authority, all information necessary to demonstrate the Contractor's compliance with its obligations under this Clause 29 and the Data Protection Legislation.
- 29.23 The Contractor shall, and shall procure that any and all Sub-processors shall, allow for and contribute to audits, including inspections, conducted by the Authority or by another auditor mandated by the Authority, for the purpose of reviewing and assessing the Contractor's compliance with its obligations under this Clause 29 and the Data Protection Legislation, provided that the Authority shall, where possible:
- 29.23.1 provide the Contractor with reasonable prior notice of such audit or inspection;
- 29.23.2 ensure that such audit is carried out during normal business hours; and
- 29.23.3 ensure that each such audit and inspection is carried out so as to cause minimal disruption to the Contractor's business and other customers.
- 29.24 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under Clause 29.23, unless the audit identifies a breach of the Contractor's obligations under this Clause 29 and/or the Data Protection Legislation, in which case the Contractor shall reimburse the Authority for all of the Authority's reasonable costs incurred in the course of the audit.

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

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

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

Deletion or Return of Personal Data

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

Additional Considerations for Joint Controllers

29.27 Where the Parties are Joint Controllers:

29.27.1 Without prejudice to Clauses 29.7 and 29.14:

- (a) the Parties agree that the Authority shall handle all Data Subject Requests and all requests from third parties for disclosure of Personal Data;
- (b) the Parties agree that the Authority shall be responsible for co-ordinating the notifications, communications and remedial action that may be required to be made or taken following any Data Loss Event;
- (c) each Party shall be responsible for responding to communications addressed to that Party from any Supervisory Authority or other regulatory authority and for participating in consultations with any Supervisory Authority or other regulatory authority at their instance relating to the Processing of any Personal Data but that Party shall keep the other Party informed in relation to same; and
- (d) any Processing Instructions which, in terms of the Data Protection Legislation, are inconsistent with the Contractor's role as Joint Controller with the Authority, shall not apply to the Contractor.

Controller for Additional Permitted Purposes

29.28 Where, and to the extent that, the Contractor is a Controller pursuant to Clause 29.1.3:

29.28.1 Clauses 29.5, 29.7, 29.8, 29.15, 29.18 - 29.27 inclusive shall not apply;

29.28.2 Clause 29.4 shall apply but shall be amended such that all words in Clause 29.4 following "for the purposes of the" where

they appear in the last sentence shall be deleted and replaced with the words “Additional Permitted Purpose”;

29.28.3 in Clause 29.9.2, the words “Protective Measures” shall be deleted and replaced with the words “appropriate technical and organisational measures”;

29.28.4 Clause 29.10 shall apply but shall be amended such that:

(a) in Clause 29.10.2 the words “Additional Permitted” shall be inserted prior to the word “Purpose”; and

(b) in Clause 29.10.3, the words “directed in Writing to do so by the Authority” shall be deleted and replaced with the words “required or permitted by Law in connection with the Additional Permitted Purpose”;

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

29.28.6 and the Contractor receives a Data Subject Request, the Contractor shall action the same.

Liability

29.29 Whether the Contractor is a Processor, Joint Controller and/or Controller, the Contractor shall indemnify and keep indemnified and defend at its own expense the Authority from and against any and all DP Losses incurred by the Authority or for which the Authority may become liable arising from or in connection with any failure by the Contractor or any Sub-processor or any of their employees or agents to comply with any of the Contractor’s obligations under this Clause 29.

The indemnity set out in this Clause 29.29 shall not be subject to any limit of liability in terms of Clause 15 (Liability and Indemnity).

29.30 The Authority shall indemnify and keep indemnified and defend at its own expense the Contractor from and against any and all DP Losses incurred by the Contractor or for which the Contractor may become liable whether the Contractor is a Processor, Joint Controller and/or Controller arising solely from or in connection with any failure by the Authority or its employees or agents to comply with any of the Authority's obligations under this Clause 29. The aggregate liability of the Authority in respect of the indemnity set out in this Clause 29.30 shall be subject to the limits of liability in terms of Clause 15 (Liability and Indemnity)."

29.31 The provisions of Clauses 29.29 and 29.30 shall not affect the liability of either Party to any Data Subject.

29.32 The provisions of this Clause 29 shall survive following termination of the Contract for any reason whatsoever.

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

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

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

30.3 Subject to Clause 15, the Contractor agrees to indemnify and keep indemnified the Authority against all Direct Losses to the extent arising out of or in connection with any breach by the Contractor of its obligations under Clauses 30.1 and 30.2

31. POWER TO AGREE

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

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

32. RELATIONSHIP OF THE PARTIES

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

33. INDUCEMENTS TO PURCHASE AND PROHIBITED ACTS

33.1 **“Prohibited Act”** means:

33.1.1 offering, giving or agreeing to give to the Authority, or any other public body or to any person employed by or on behalf of

the Authority, or any other public body any gift or consideration of any kind as an inducement or reward:

- (a) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this Contract or any other agreement with the Authority or any other public body; or
- (b) for showing or not showing favour or disfavour to any person in relation to this Contract or any other agreement with the Authority or any other public body;

33.1.2 entering into this Contract or any other agreement with the Authority or any other public body in connection with which commission has been paid or has been agreed to be paid by the Contractor or on its behalf, or to its knowledge, unless before the relevant agreement is entered into particulars of any such commission and of the terms and conditions of any such agreement for the payment of such commission have been disclosed in writing to the Authority;

33.1.3 committing any offence:

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

- 33.2 The Contractor warrants that in entering into this Contract it has not committed any Prohibited Act.
- 33.3 If the Contractor (or anyone employed by or acting on behalf of it) commits any Prohibited Act, then the Authority shall be entitled to act in accordance with paragraphs 33.4 to 33.6 below.
- 33.4 If a Prohibited Act is committed by the Contractor or by an employee not acting independently of the Contractor, then the Authority may terminate the Contract with immediate effect by giving Written notice to the Contractor, and no compensation or payment shall be due to the Contractor in respect of such termination.
- 33.5 If the Prohibited Act is committed by an employee of the Contractor or a sub-contractor acting independently of the Contractor, then the Authority may give Written notice to the Contractor of termination and the Contract will terminate unless, within twenty (20) Working Days of receipt of such notice, the Contractor terminates the employee's employment or the sub-subcontract (as the case may be) and (if necessary) procures an alternative sub-contractor acceptable to the Authority.
- 33.6 Any notice of termination under this Clause 33 shall specify:
- 33.6.1 the nature of the Prohibited Act;
 - 33.6.2 the identity of the party whom the Authority believes has committed the Prohibited Act; and
 - 33.6.3 the date on which the Contract will terminate in accordance with the applicable provisions of this Clause 33.
- 33.7 Without prejudice to its other rights or remedies under this Clause 33, the Authority shall be entitled to recover from the Contractor:

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

33.7.2 any other loss sustained in consequence of any breach of this Clause 33.

33.8 Nothing contained in this Clause 33 shall prevent the Contractor from paying any proper commission or bonus to its employees within the agreed terms of their employment.

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

34. PUBLICITY

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

35. AUTHORITY TO ACT

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

36. EXECUTION OF ADDITIONAL DOCUMENTS

The Contractor shall from time to time upon the request of the Authority, execute any additional documents and do any other acts or things which may

reasonably be required to implement the provisions of the Contract.

37. INVALIDITY

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

38. NO REPRESENTATION

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

39. NO WAIVER

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

39.2 No waiver of any of the provisions of the Contract shall be effective unless it is expressly stated to be a waiver and notified to the other party in Writing in accordance with the provisions of Clause 45.

40. EXPENSES

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

41. CONTRACTOR WARRANTY RE NO PENDING ACTION

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

42. SET OFF

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

43. DUTY TO MITIGATE

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

44. DIVERSITY

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

Discrimination Legislation due directly or indirectly to any act or omission by the Contractor, its agents, employees or sub-contractors.

44.4 The Contractor shall impose on any sub-contractor obligations substantially similar to those imposed on the Contractor by this Clause 44.

45. NOTICES

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

45.1.1 if personally delivered, at the time of delivery;

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

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

In proving such service it shall be sufficient to prove that personal delivery was made, or that the envelope containing such notice was properly addressed and delivered into the custody of the postal authorities as prepaid first class, recorded delivery or airmail letter (as appropriate) or that the facsimile was transmitted on a tested line or that the correct transmission report was received from the facsimile machine sending the notice as the case may be, or that the hard drive

has recorded the successful transmission of the electronic mail.

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

46. SPECIFIC IMPLEMENT

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

47. FORCE MAJEURE

47.1 Provided that it has complied with the provisions of Clause 47.3, neither Party shall be in breach of the Contract, or liable for any failure or delay and performance of any obligations under the Contract arising from a Force Majeure Event.

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

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

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

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

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

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

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

47.5 to withdraw such Goods from the Order provided confirmation is given in Writing to this effect;

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

47.7 to purchase other Goods of the same or similar description from any other Contractor or any third party.

48. COMMUNITY BENEFITS

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

49. HUMAN TRAFFICKING ETC

49.1 The Contractor shall, and shall ensure that its officers, employees, agents, subcontractors and any other persons who perform the obligations on behalf of the Contractor or in connection with this Contract shall:

49.1.1 not commit any act or omission which causes or could cause it to breach, or commit an offence under, any laws relating to anti human trafficking, child labour and modern slavery;

49.1.2 keep accurate and up to date records showing all suppliers engaged in connection with this Contract and the steps the Contractor has taken to comply with this Clause 49, and permit the Authority to inspect those records as required;

49.1.3 warrant that neither the Contractor, nor any of its officers, employees or other persons associated with it, having made reasonable enquiries, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking;

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

49.1.5 promptly notify the Authority of any breach of this Clause 49.

49.2 The Authority may terminate this Contract immediately by giving written notice to that effect to the Contractor if the Contractor is in breach of this Clause 49.

50. LAW

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

51. COMPLIANCE WITH NATIONAL WHISTLEBLOWING STANDARDS

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

51.2 The Contractor shall provide a copy of the policies and procedures maintained by the Contractor pursuant to Clause 51.1 to the Authority on request and shall provide the Authority with any such additional information with regard to the Contractor's compliance with Clause 51.1 as the Authority may reasonably require.

51.3 Without prejudice to the generality of the obligation under Clause 51.1, the Contractor shall:

51.3.1 ensure arrangements are in place to encourage and support Staff who raise a Concern;

51.3.2 provide clear information about who Staff can raise Concerns with, both within the Contractor's organisation and externally;

51.3.3 ensure that its policies and procedures permit and encourage Staff to contact the Authority's Confidential Contact in the

event that a Staff member does not feel able to raise their concerns within the Contractor's organisation; and

51.3.4 record all Concerns raised with Contractor or its confidential contact, monitor those Concerns and report to the Authority in accordance with Clauses 51.4 and 51.5 below.

51.4 The Contractor shall provide quarterly reports to the Authority regarding any Concerns raised during the previous quarter. In the event that no Concerns have been raised during the previous quarter, the Contractor shall report accordingly.

51.5 The Contractor shall provide annual reports to the Authority regarding any Concerns raised during the previous year. In the event that no Concerns have been raised during the previous year, the Contractor shall report accordingly.

51.6 The Contractor shall co-operate with the Authority with regard to any review or follow up investigation conducted by the Authority on the basis of the reports issued by the Contractor pursuant to Clauses 51.4 and/or 51.5. The Contractor shall provide the Authority with any such additional information as the Authority may reasonably require in this regard and shall co-operate and provide assistance to the Authority (and any investigator appointed by the Authority) with regard to any investigation into any Concerns identified in connection with the Services.

51.7 The Contractor shall co-operate with and provide such information and assistance to the Authority as the Authority may reasonably require to enable the Authority to record and review information in relation to any Concerns raised about its services in accordance with the Authority's obligations under the National Whistleblowing Standards. This

includes, but is not limited to, provision of any data based on the key performance indicators referred to in Paragraph 13 of Part 5 of the National Whistleblowing Standards.

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

SCHEDULE: PART 1

PROCESSING INFORMATION

1. The Contractor shall comply with any further Written instructions with respect to Processing issued by the Participating Authority.
2. Any such further instructions shall be incorporated into this Schedule Part 1.
3. This Schedule Part 1 must be read in conjunction with Clause 29.27.1(d).

Description	Details relevant to the Purpose	Details relevant to the Additional Permitted Purpose
Subject matter of the Processing	The subject matter of the Processing is as detailed in the Specification.	The subject matter of the Processing is compliance with the Law.
Duration of the Processing	The Processing activities will be undertaken throughout the entire Contract Period.	The Processing activities will be undertaken as long as required for compliance with the Law.
Nature and purpose of the Processing	The Purpose of the Processing is the performance of the obligations imposed on the Contractor pursuant to or under the Contract, including, but not limited to, delivery of the Goods and/or performance of the Services, as detailed in the Specification.	As per definition of “Additional Permitted Purpose”.
Type of Personal Data	The types of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The types of Personal Data Processed will be as required for compliance with the Law.
Categories of Data Subject	The categories of Personal Data Processed under or in connection with the Contract are as detailed in the Specification.	The categories of Personal Data Processed will be as required for compliance with the Law.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under union or member state law to preserve that type	The plan for the return and destruction of the Personal Data once the Processing is complete is as detailed in Clause 29.26.	N/A

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

SCHEDULE: PART 2

**NHS LANARKSHIRE ADDITIONAL CONDITIONS FOR THE PROVISION OF
GOODS AND ASSOCIATED SERVICES**