

Crown Commercial Service

Panel Agreement

DATED [dd/mm/yyyy]

CROWN COMMERCIAL SERVICE

and

[SUPPLIER NAME]

**PANEL AGREEMENT
FOR THE PROVISION OF
FINANCE AND COMPLEX LEGAL SERVICES**

Agreement Ref: RM3787

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RM3787 Finance and Complex Legal Services Panel

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Version 1

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This Panel Agreement is made on ***[insert Panel Commencement Date dd/mm/yyyy]***

BETWEEN:

- (1) the Minister for the Cabinet Office ("**Cabinet Office**") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP (the "**Authority**");
- (2) ***[Insert COMPANY'S NAME]*** which is a company registered in ***[England and Wales]*** under company number ***[insert company no.]*** and whose registered office is at ***[insert address]*** (the "**Supplier**").
- [(3) ***[Insert COMPANY'S NAME]*** which is a company registered in ***[England and Wales]*** under company number ***[insert company no.]*** and whose registered office is at ***[insert address]*** (the "**Supplier**").]

[Where there is a Group of Economic Operators, the details of each member should be added here.]

RECITALS:

- A The Authority placed a contract notice ***[Insert the OJEU reference number]*** on ***[Insert date of issue of OJEU dd/mm/yyyy]*** (the "**OJEU Notice**") in the Official Journal of the European Union seeking Tenders from providers of general legal services interested in entering into a panel arrangement for the supply of such Panel Services to Panel Customers.
- B On ***[Insert date of issue of ITT dd/mm/yyyy]*** the Authority issued an invitation (the "**Invitation**") for the provision of finance and complex legal services.
- C In response to the Invitation to Tender, the Supplier submitted a Tender to the Authority on ***[insert date dd/mm/yyyy]*** (set out in Panel Agreement Schedule 21 (Tender)) (the "**Tender**") through which it represented to the Authority that it is capable of delivering the Panel Services in accordance with the Authority's requirements as set out in the Invitation to Tender and, in particular, the Supplier made representations to the Authority in the Tender in relation to its competence, professionalism and ability to provide the Panel Services in an efficient and cost effective manner.
- D On the basis of the Tender, the Authority selected the Supplier to enter into a Panel Agreement along with a number of other Suppliers appointed to the Panel to provide the Panel Services to Panel Customers from time to time on a call off basis in accordance with this Panel Agreement.
- E This Panel Agreement sets out the award and procedure for purchasing the Panel Services which may be required by Panel Customers, the template terms and conditions for any Legal Services Contract which Panel Customers may enter into and the obligations of the Supplier during and after the Panel Period.
- F It is the Parties' intention that there will be no obligation for any Panel Customer to award any Legal Services Contract under this Panel Agreement during the Panel Period.

A. PRELIMINARIES

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

- 1.1.1 In this Panel Agreement, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Panel Agreement Schedule 1 (Definitions) or the relevant Panel Agreement Schedule in which that capitalised expression appears.
- 1.1.2 If a capitalised expression does not have an interpretation in Panel Agreement Schedule 1 (Definitions) or the relevant Panel Agreement Schedule, it shall have the meaning given to it in this Panel Agreement. If no meaning is given to it in this Panel Agreement, it shall in the first instance be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.

1.2 Interpretation

- 1.2.1 In this Panel Agreement, unless the context otherwise requires:
- (a) the singular includes the plural and vice versa;
 - (b) reference to a gender includes the other gender and the neuter;
 - (c) references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - (d) a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - (e) the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "without limitation";
 - (f) references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form and expressions referring to writing shall be construed accordingly;
 - (g) references to "**representations**" shall be construed as references to present facts; to "**warranties**" as references to present and future facts; and to "**undertakings**" as references to obligations under this Panel Agreement;
 - (h) references to "**Clauses**" and "**Panel Agreement Schedules**" are, unless otherwise provided, references to the clauses and schedules of this Panel Agreement and references in any Panel Agreement Schedule to paragraphs, parts, annexes and tables are, unless otherwise provided, references to the paragraphs, parts, annexes and tables of the Panel Agreement Schedule or the part of the Panel Agreement Schedule in which the references appear;
 - (i) any reference to this Panel Agreement includes Panel Agreement Schedule 1 (Definitions) and the Panel Agreement Schedules; and
 - (j) the headings in this Panel Agreement are for ease of reference only and shall not affect the interpretation or construction of this Panel Agreement.

- 1.2.2 Subject to Clauses 1.2.3 and 1.2.4, in the event and to the extent only of a conflict between any of the provisions of this Panel Agreement, the conflict shall be resolved, in accordance with the following descending order of precedence:
- (a) the Clauses of this Panel Agreement and Panel Agreement Schedule 1 (Definitions);
 - (b) Panel Agreement Schedules 2 to 20 inclusive and Panel Agreement Schedule 22 to Panel Agreement Schedule 24 inclusive; and
 - (c) Panel Agreement Schedule 21 (Tender).
- 1.2.3 If there is any conflict between the provisions of this Panel Agreement and provisions of any Legal Services Contract, the provisions of this Panel Agreement shall prevail over those of the Legal Services Contract save that:
- (a) any refinement to the Template Order Form and Template Terms and Conditions permitted for the purposes of a Legal Services Contract under Clause 4 and Panel Agreement Schedule 5 (Ordering Procedure) shall prevail over Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions); and
 - (b) subject to Clause 1.2.4, the Legal Services Contract shall prevail over Panel Agreement Schedule 21 (Tender).
- 1.2.4 Where Panel Agreement Schedule 21 (Tender) contains provisions which are more favourable to the Authority in relation to the rest of the Panel Agreement, such provisions of the Tender shall prevail. The Authority shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in relation to this Panel Agreement.

2. DUE DILIGENCE

- 2.1 The Supplier acknowledges that:
- 2.1.1 the Authority has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Panel Agreement;
 - 2.1.2 it has made its own enquiries to satisfy itself as to the accuracy of the Due Diligence Information;
 - 2.1.3 it has raised all relevant due diligence questions with the Authority before the Panel Commencement Date, has undertaken all necessary due diligence and has entered into this Panel Agreement in reliance on its own due diligence alone;
 - 2.1.4 it shall not be excused from the performance of any of its obligations under this Panel Agreement on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:
 - (a) misrepresentation of the requirements of the Supplier in the Invitation to Tender or elsewhere;
 - (b) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information; and/or
 - (c) failure by the Supplier to undertake its own due diligence.

3. SUPPLIERS APPOINTMENT

- 3.1 The Authority hereby appoints the Supplier as a potential provider of the Panel Services and the Supplier shall be eligible to be considered for the award of Legal Services Contracts by the Authority and Panel Customers during the Panel Period.
- 3.2 In consideration of the Supplier agreeing to enter into this Panel Agreement and to perform its obligations under it the Authority agrees to pay and the Supplier agrees to accept on the signing of this Panel Agreement the sum of one pound (£1.00) sterling (receipt of which is hereby acknowledged by the Supplier).
- 3.3 Where the Supplier is more than one firm or organisation acting as a Group of Economic Operators, each firm or organisation that is a member of the Group of Economic Operators shall be jointly and severally liable for performance of the Supplier's obligations under this Panel Agreement.
- 3.4 Each firm or organisation that is a member of the Group of Economic Operators shall provide their respective services at the same high quality as the rest of the group or the lead operator. Each firm or organisation shall ensure they are fully conversant with the Statement of Requirements and the respective project set out in any Legal Services Contract.
- 3.5 The Group of Economic Operators shall at all times work in a unified and cohesive manner to provide the Ordered Panel Services to the Panel Customers under any Legal Services Contract.

4. SCOPE OF PANEL AGREEMENT

- 4.1 Without prejudice to Clause 45 (Third Party Rights), this Panel Agreement governs the relationship between the Authority and the Supplier in respect of the provision of the Panel Services delivered by the Supplier.
- 4.2 The Supplier acknowledges and agrees that:
 - 4.2.1 there is no obligation whatsoever on the Authority or on any Panel Customers to invite or select the Supplier to provide any Panel Services and/or to purchase any Panel Services under this Panel Agreement;
 - 4.2.2 in entering into this Panel Agreement no form of exclusivity has been conferred on the Supplier nor volume or value guarantee granted by the Panel Customers in relation to the provision of the Panel Services by the Supplier and that the Panel Customers are at all times entitled to enter into other contracts and agreements with other suppliers for the provision of any or all Panel Services which are the same as or similar to the Panel Services; and
 - 4.2.3 the Authority has the unilateral right to remove one or more services set out in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) by giving at least three (3) Months written notice to the Supplier and Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) shall be amended accordingly.
- 4.3 Where a Supplier has an existing arrangement in place with any Panel Customer for the provision of Equivalent Panel Services prior to the Panel Commencement Date, the Supplier shall refuse any new instructions after the Panel Commencement Date that are not within the scope of the existing arrangements.
- 4.4 In the event that any Other Panel Customer requests an extension to an existing contract in which Equivalent Panel Services are being provided under any

arrangement other than the Panel, the Supplier shall notify the Authority and shall not be permitted to enter into any such extension unless Approval is given to do so.

5. ORDERING PROCEDURE

- 5.1 If any Panel Customers decide to source any of the Panel Services through this Panel Agreement, then they shall be entitled at any time in their absolute and sole discretion during the Panel Period to award Legal Services Contracts for the Panel Services from the Supplier by following Panel Agreement Schedule 5 (Ordering Procedure).
- 5.2 The Supplier shall comply with the relevant provisions in Panel Agreement Schedule 5 (Ordering Procedure).

6. ASSISTANCE IN RELATED PROCUREMENTS

- 6.1 Where a Relevant Supplier is bidding to provide New Panel Services in circumstances where the Supplier or Affiliates of the Supplier are already providing (or due to provide) Legacy Panel Services to Panel Customers, the Supplier shall promptly provide the relevant Panel Customers and/or the Relevant Supplier with all reasonable information and assistance as may be required from time to time to enable the relevant Panel Customers and/or the Relevant Supplier, as appropriate, to:
 - 6.1.1 carry out appropriate due diligence with respect to the provision of the New Panel Services;
 - 6.1.2 effect a smooth transfer and/or inter-operation (as the case may be) between the Legacy Panel Services and the New Panel Services;
 - 6.1.3 carry out a fair Further Competition Procedure for the New Panel Services; and
 - 6.1.4 make a proper assessment as to the risk related to the New Panel Services.
- 6.2 When performing its obligations in Clause 6.1 the Supplier shall act consistently, applying principles of equal treatment and non-discrimination, with regard to requests for assistance from and dealings with each Relevant Supplier.

7. REPRESENTATIONS AND WARRANTIES

- 7.1 Each Party represents and warrants that:
 - 7.1.1 it has full capacity and authority to enter into and to perform their obligations under this Panel Agreement;
 - 7.1.2 this Panel Agreement is executed by its duly authorised representative;
 - 7.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Panel Agreement; and
 - 7.1.4 its obligations under this Panel Agreement constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Law affecting creditors' rights generally and subject, as to enforceability, to equitable principles of

general application (regardless of whether enforcement is sought in a proceeding in equity or Law).

7.2 The Supplier represents and warrants that:

- 7.2.1 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
- 7.2.2 it has obtained and will maintain all licences, authorisations, permits, necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into and perform its obligations under this Panel Agreement;
- 7.2.3 it has not committed or agreed to commit a Prohibited Act and has no knowledge that an agreement has been reached involving the committal by it or any of its Affiliates of a Prohibited Act, save where details of any such arrangement have been disclosed in writing to the Authority before the Panel Commencement Date;
- 7.2.4 its execution, delivery and performance of its obligations under this Panel Agreement does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a breach of any agreement by which it is bound;
- 7.2.5 as at the Panel Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, its Tender, and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Panel Agreement;
- 7.2.6 if the Charges payable under this Panel Agreement exceed or are likely to exceed five (5) million pounds, as at the Panel Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non-Compliance;
- 7.2.7 it has and shall continue to have all necessary Intellectual Property Rights including in and to any materials made available by the Supplier (and/or any Sub-Contractor) to the Authority which are necessary for the performance of the Supplier's obligations under this Panel Agreement;
- 7.2.8 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or trojans, spyware or other malware) into systems, data, software or the Authority's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Authority and/or Other Panel Customers.
- 7.2.9 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Panel Agreement;
- 7.2.10 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, have been or are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue;

7.2.11 for the duration of this Panel Agreement and any Legal Services Contract and for a period of twelve (12) Months after the termination or expiry of this Panel Agreement or, if later, any Legal Services Contract, the Supplier shall not employ or offer employment to any staff of the Authority or the staff of any Panel Customer who have been associated with or involved in the procurement and/or provision of the Panel Services without Approval or the prior written consent of the relevant Panel Customers which shall not be unreasonably withheld; and

7.2.12 in performing its obligations under this Panel Agreement and any Legal Services Contract, the Supplier shall not (to the extent possible in the circumstances) discriminate between Panel Customers on the basis of their respective sizes.

7.3 Each of the representations and warranties set out in Clauses 7.1 and 7.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Panel Agreement.

7.4 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 7.1 and 7.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.

7.5 For the avoidance of doubt, the fact that any provision within this Panel Agreement is expressed as a warranty shall not preclude any right of termination the Authority may have in respect of the breach of that provision by the Supplier which constitutes a material Default of this Panel Agreement.

7.6 Each time that a Legal Services Contract is entered into, the warranties and representations in Clauses 7.1 and 7.2 shall be deemed to be repeated by the Supplier with reference to the circumstances existing at the time.

8. [GUARANTEE

8.1 Where the Authority has notified the Supplier that prior to the execution of the first Legal Services Contract the Supplier shall provide a valid Panel Guarantee, then on or prior to the execution of the first Legal Services Contract, as a condition for the award of this Panel Agreement, the Supplier must have delivered to the Authority:

8.1.1 an executed Panel Guarantee from a Panel Guarantor; and

8.1.2 a certified copy extract of the board minutes and/or resolution of the Panel Guarantor approving the execution of the Panel Guarantee.]

8.2 [Where a Panel Customer has notified the Supplier that the award of a Legal Services Contract by that Panel Customer shall be conditional upon receipt of a valid Call Off

Guarantee, then, on or prior to the execution of that Legal Services Contract, as a condition for the award of this Panel Agreement, the Supplier must have delivered to the Panel Customer:

8.2.1 an executed Call Off Guarantee from a Call Off Guarantor; and

8.2.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee].

9. CYBER ESSENTIALS SCHEME CONDITION

- 9.1 Where the Authority has notified the Supplier that the award of this Panel Agreement is conditional upon receipt of a valid Cyber Essentials Scheme Plus Certificate or equivalent, then on or prior to the execution of the Panel Agreement, as a condition for the award of this Panel Agreement, the Supplier must have delivered to the Authority evidence of the same.
- 9.2 Where the Supplier continues to Process Cyber Essentials Scheme Data during the Panel Agreement Period or the contract period of any Legal Services Contract the Supplier shall deliver to the Authority evidence of renewal of a valid Cyber Essentials Scheme Plus Certificate or equivalent on each anniversary of the first applicable certificate obtained by the Supplier under Clause 9.1.
- 9.3 Where the Supplier is due to Process Cyber Essentials Scheme Data after the Panel Commencement Date but before the end of the Panel Agreement Period or contract period of the last Legal Services Contract, the Supplier shall deliver to the Authority evidence of:
- 9.3.1 a valid Cyber Essentials Scheme Plus Certificate or equivalent before the Supplier Processes any such Cyber Essentials Scheme Data; and
 - 9.3.2 renewal of a valid Cyber Essentials Scheme Plus Certificate or equivalent on each anniversary of the first Cyber Essentials Scheme Plus Certificate obtained by the Supplier under Clause 9.3.1.
- 9.4 In the event that the Supplier fails to comply with Clauses 9.2 or 9.3 (as applicable), the Authority reserves the right to terminate this Panel Agreement for material Default.

B. DURATION OF PANEL AGREEMENT AND LEGAL SERVICES CONTRACT

PERIOD

10. PANEL PERIOD AND LEGAL SERVICES CONTRACT PERIOD

Panel Period

- 10.1 This Panel Agreement shall take effect on the Panel Commencement Date and shall expire, unless it is terminated earlier in accordance with the terms of this Panel Agreement or otherwise by operation of Law, either
- 10.1.1 at the end of the Initial Panel Period; or
 - 10.1.2 where the Authority elects to extend the Initial Panel Period in accordance with Clause 10.2 below, at the end of the Extension Period.
- 10.2 The Authority may extend the duration of this Panel Agreement for twelve (12) Month periods up to a maximum of two (2) years in total from the expiry of the Initial Panel Period by giving the Supplier no less than three (3) Months written notice prior to the relevant Extension Period.

Legal Services Contract Period

- 10.3 The Supplier shall ensure any Legal Services Contract entered into under this Panel Agreement shall expire no later than:

- 10.3.1 the date specified in the Legal Services Contract; or 10.3.2 two (2) years after the expiry of this Panel Agreement, whichever is the earlier.

11. PANEL AGREEMENT PERFORMANCE

- 11.1 The Supplier shall perform its obligations under this Panel Agreement in accordance with:
- 11.1.1 the requirements of this Panel Agreement, including Panel Agreement Schedule 8 (Panel Management);
 - 11.1.2 the terms and conditions of the respective Legal Services Contracts;
 - 11.1.3 Good Industry Practice;
 - 11.1.4 all applicable Standards; and
 - 11.1.5 in compliance with all applicable Law.
- 11.2 The Supplier shall bring to the attention of the Authority any conflict between any of the requirements of Clause 11.1 and shall comply with the Authority's decision on the resolution of any such conflict.
- 11.3 The Supplier shall provide the Ordered Panel Services to any location within England and Wales as specified in the Order Form.
- 11.4 The Supplier shall comply with its obligations set out in Panel Agreement Schedule 24 (Additional Supplier Obligations).

Business Continuity and Disaster Recovery

- 11.5 The Supplier's BCDR Plan set out in Schedule 23 shall detail the processes and arrangements that the Supplier shall follow to:
- 11.5.1 ensure continuity of the business processes and operations supported by the Ordered Panel Services following any failure or disruption of any element of the Ordered Panel Services; and
 - 11.5.2 the recovery of the Ordered Panel Services in the event of a Disaster.
- 11.6 The Supplier shall review the BCDR Plan on a regular basis and as a minimum once every six (6) Months.
- 11.7 Panel Customers may request additional reviews (over and above those provided for in Clause 11.6) by notifying the Supplier to such effect in writing and the Supplier shall conduct such reviews in accordance with the Panel Customer's written requirements.
- 11.8 Where a Panel Customer stipulates additional requirements to the BCDR Plan during a Further Competition Procedure these will be set out in the Order Form.

12. KEY PERFORMANCE INDICATORS

- 12.1 The Supplier shall at all times during the Panel Period comply with the Key Performance Indicators and achieve the KPI Targets set out in Part B of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators).

13. STANDARDS

- 13.1 The Supplier shall comply with the Standards at all times during the performance by the Supplier of the Panel Agreement and any Legal Services Contract, including any

Standards set out in Part A of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators).

- 13.2 Throughout the Panel Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by Panel Customers under a Legal Services Contract, of the Panel Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure.
- 13.3 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Suppliers provision, or a Panel Customers receipt under a Legal Services Contract, of the Panel Services is explained to the Authority and the Panel Customers (within a reasonable timeframe), prior to the implementation of the new or emergent standard.
- 13.4 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Panel Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require Approval and shall be implemented within an agreed timescale.
- 13.5 Where a Standard, policy or document is referred to in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant Standard, policy or document, the Supplier shall notify the Authority and the Parties shall agree the impact of such change and take appropriate action.
- 13.6 In providing the Ordered Panel Services, all Suppliers shall follow the legal risk guidance of the relevant Panel Customer as amended from time to time.

14. NOT USED

15. CONTINUOUS IMPROVEMENT

- 15.1 The Supplier shall at all times during the Panel Period comply with its obligations to continually improve the Panel Services and the manner in which it provides the Panel Services as set out in Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking).

16. CALL OFF PERFORMANCE UNDER PANEL AGREEMENT

- 16.1 The Supplier shall perform all its obligations under all Legal Services Contracts:
 - 16.1.1 in accordance with the requirements of this Panel Agreement;
 - 16.1.2 in accordance with the terms and conditions of the respective Legal Services Contracts.
- 16.2 The Supplier shall draw any conflict in the application of any of the requirements of Clauses 16.1.1 and 16.1.2 to the attention of the Authority and shall comply with the Authority's decision on the resolution of any such conflict.
- 16.3 The Supplier Relationship Manager may from time to time undertake (or procure the undertaking of) a satisfaction survey of Panel Customers (a **"Panel Customers Satisfaction Survey"**) the purpose of which shall include:
 - 16.3.1 assessing the level of satisfaction among some or all Panel Customers with the Ordered Panel Services (including the way in which the Ordered Panel Services are provided, performed and delivered) and, in

- particular, with the quality, efficiency and effectiveness of the supply of the Ordered Panel Services;
- 16.3.2 monitoring the compliance by the Supplier with this Panel Agreement and any Legal Services Contract; and
- 16.3.3 such other assessment as it may deem appropriate for monitoring Panel Customers' satisfaction.
- 16.4 Where the Authority, in its sole discretion, deems the results of any Panel Customers Satisfaction Survey to be unsatisfactory, the Authority shall have the right to exercise its rights under Clause 32.1.

C. PANEL AGREEMENT GOVERNANCE

17. PANEL AGREEMENT MANAGEMENT

- 17.1 The Parties shall manage this Panel Agreement in accordance with Panel Agreement Schedule 8 (Panel Management).
- 17.2 The Supplier shall appoint a Panel Customer Relationship Manager and notify the Authority of the name and contact details at the time of signing this Panel Agreement.

18. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA

- 18.1 The Supplier shall keep and maintain, until the later of:
- 18.1.1 seven (7) years after the date of termination or expiry of this Panel Agreement; or
- 18.1.2 seven (7) years after the date of termination or expiry of the last Legal Services Contract to expire or terminate; or
- 18.1.3 such other date as may be agreed between the Parties, full and accurate records and accounts of the operation of this Panel Agreement, including the Legal Services Contracts entered into with Panel Customers, the Panel Services provided pursuant to the Legal Services Contracts, and the amounts paid by each Panel Customer under the Legal Services Contracts and those supporting tests and evidence that underpin the provision of the annual Self Audit Certificate and supporting Audit Report.
- 18.2 The Supplier shall keep the records and accounts referred to in Clause 18.1 in accordance with Good Industry Practice and Law.
- 18.3 The Supplier shall provide the Authority with a completed and signed annual Self Audit Certificate in respect of each Contract Year. Each Self Audit Certificate shall be completed and signed by an authorised senior member of the Supplier's management team or by the Supplier's external auditor and the signatory must be professionally qualified in a relevant audit or financial discipline.
- 18.4 Each Self Audit Certificate should be based on tests completed against a representative sample of 10% of transactions carried out during the period of being audited or one hundred (100) transactions (whichever is less) and should provide assurance that:

- 18.4.1 Orders are clearly identified as such in the order processing and invoicing systems and, where required, Orders are correctly reported in the Management Information (MI) Reports;
- 18.4.2 all related invoices are completely and accurately included in the MI Reports;
- 18.4.3 all Charges to Panel Customers comply with any requirements under this Panel Agreement on maximum mark-ups, discounts, charge rates, fixed quotes (as applicable); and
- 18.4.4 an additional sample of twenty (20) public sector orders identified from the Supplier's order processing and invoicing systems as orders not placed under this Panel Agreement have been correctly identified as such and that an appropriate and legitimately tendered procurement route has been used to place those orders, and those orders should not otherwise have been routed via centralised mandated procurement processes executed by the Authority.
- 18.5 Each Self Audit Certificate should be supported by an Audit Report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.
- 18.6 The Supplier shall afford any Auditor access to the records and accounts referred to in Clause 18.1 at the Supplier's premises and/or provide such records and accounts or copies of the same, as may be required and agreed with any of the Auditors from time to time, in order that the Auditor may carry out an inspection to assess compliance by the Supplier and/or its Key Sub-Contractors of any of the Supplier's obligations under this Panel Agreement, including in order to:
 - 18.6.1 verify the accuracy of the Charges and any other amounts payable by a Panel Customer under a Legal Services Contract (including proposed or actual variations to them in accordance with this Panel Agreement);
 - 18.6.2 verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Panel Services;
 - 18.6.3 verify the Open Book Data;
 - 18.6.4 verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
 - 18.6.5 identify or investigate actual or suspected Prohibited Acts, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - 18.6.6 identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Panel Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Panel Services;

- 18.6.7 obtain such information as is necessary to fulfil the Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
 - 18.6.8 review any books of account and the internal contract management accounts kept by the Supplier in connection with this Panel Agreement;
 - 18.6.9 carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
 - 18.6.10 enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
 - 18.6.11 verify the accuracy and completeness of any Management Information delivered or required by this Panel Agreement;
 - 18.6.12 review any MI Reports and/or other records relating to the Supplier's performance of the Panel Services and to verify that these reflect the Supplier's own internal reports and records;
 - 18.6.13 review the integrity, confidentiality and security of the Authority Personal Data; and/or
 - 18.6.14 receive from the Supplier on request summaries of all central Government public sector expenditure placed with the Supplier including through routes outside the Panel Agreement in order to verify that the Supplier's practice is consistent with the Government's transparency agenda which requires all public sector bodies to publish details of expenditure on common goods and services.
- 18.7 The Authority shall use reasonable endeavours to ensure that the conduct of each Audit does not unreasonably disrupt the Supplier or delay the provision of the Panel Services pursuant to the Legal Services Contracts, save insofar as the Supplier accepts and acknowledges that control over the conduct of an Audit carried out by the Auditor is outside of the control of the Authority.
- 18.8 Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Auditor with all reasonable co-operation and assistance in relation to each Audit, including by providing:
- 18.8.1 all information within the scope of the Audit requested by the Auditor;
 - 18.8.2 reasonable access to any sites controlled by the Supplier and to equipment used in the provision of the Panel Services; and
 - 18.8.3 access to the Supplier Personnel.
- 18.9 If an Audit reveals that the Supplier has underpaid an amount equal to or greater than one per cent (1%) of the Management Charge due in respect of any one Contract Year or year of any Legal Services Contracts then, without prejudice to the Authority's other rights under this Panel

Agreement, the Supplier shall reimburse the Authority its reasonable costs incurred in relation to the Audit.

18.10 If an Audit reveals that:

18.10.1 that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due during any Contract Year of this Panel Agreement and any Legal Services Contract; and/or

18.10.2 a material Default has been committed by the Supplier;

then the Authority shall be entitled to terminate this Panel Agreement.

18.11 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause, save as specified in Clause 18.9 and 18.10.

19. CHANGE

19.1 Variation Procedure

19.1.1 Subject to the provisions of this Clause 19 and, in respect of any change to the Panel Prices, subject to the provisions of Panel Agreement Schedule 3 (Panel Prices and Charging Structure) and subject to the provisions in Clause 14, the Authority may, at its own instance or where in its sole and absolute discretion it decides to having been requested to do so by the Supplier, request a variation to this Panel Agreement provided always that such variation does not amount to a material change of this Panel Agreement within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a **"Variation"**.

19.1.2 The Authority may request a Variation by completing, signing and sending the Variation Form as set out in Panel Agreement Schedule 19 (Variation Form) to the Supplier giving sufficient information for the Supplier to assess the extent of the proposed Variation and any additional cost that may be incurred.

19.1.3 The Supplier shall respond to the Authority's request pursuant to Clause 19.1.2 within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Authority having regard to the nature of the proposed Variation.

19.1.4 In the event that:

- (a) the Supplier is unable to agree to or provide the Variation; and/or
- (b) the Parties are unable to agree a change to the Panel Prices that may be included in a request for a Variation or response to it as a consequence thereof,

the Authority may:

- i. agree to continue to perform its obligations under this Panel Agreement without the Variation; or ii.

terminate this Panel Agreement in writing by issuing a Termination Notice.

19.2 Legislative Change

19.2.1 The Supplier shall neither be relieved of its obligations under this Panel Agreement nor be entitled to an increase in the Panel Prices as the result of:

- (a) a General Change in Law; or
- (b) a Specific Change in Law where the effect of that Specific Change in Law on the Panel Services is reasonably foreseeable at the Panel Commencement Date.

19.2.2 If a Specific Change in Law occurs or will occur during the Panel Period (other than as referred to in Clause 19.2.1(b)), the Supplier shall:

- (a) notify the Authority as soon as reasonably practicable of the likely effects of that change including whether any Variation is required to the Panel Services, the Panel Prices or this Panel Agreement; and
- (b) provide the Authority with evidence:
 - i. that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;
 - ii. as to how the Specific Change in Law has affected the cost of providing the Panel Services; and
 - iii. demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking), has been taken into account in amending the Panel Prices.

19.2.3 Any change in the Panel Prices or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 19.2.1(b)) shall be implemented in accordance with Clause 19.1(Variation Procedure).

D. MANAGEMENT CHARGE, TAXATION AND VALUE FOR MONEY PROVISIONS

20. MANAGEMENT CHARGE

20.1 In consideration of the establishment and award of this Panel Agreement and the management and administration by the Authority of the same, the Supplier agrees to pay to the Authority the Management Charge in accordance with this Clause 20.

20.2 The Authority shall be entitled to submit invoices to the Supplier in respect of the Management Charge due each Month based on the Management Information provided pursuant to Panel Agreement Schedule 9 (Management Information), and adjusted:

- 20.2.1 in accordance with paragraphs 5.4 to 5.7 of Panel Agreement Schedule 9 (Management Information) to take into account of any Admin Fee(s) that may have accrued in respect of the late provision of Management Information; and

20.2.2 in accordance with paragraph 6 of Panel Agreement Schedule 9 (Management Information) to take into account of any underpayment or overpayment as a result of the application of the Default Management Charge.

20.3 Unless otherwise agreed in writing, the Supplier shall pay by BACS (or by such other means as the Authority may from time to time reasonably require) the amount stated in any invoice submitted under Clause 20.2 to such account as shall be stated in the invoice (or otherwise notified from time to time by the Authority to the Supplier) within thirty (30) calendar days of the date of issue of the invoice.

20.4 The Management Charge shall apply to the full Charges as specified in each and every Legal Services Contract and shall not be varied as a result of any discount or reductions in the Charges and/or any other deductions made under any Legal Services Contract.

20.5 The Supplier shall not pass through or recharge to, or otherwise recover from any Panel Customers the cost of the Management Charge in addition to the Charges. The Management Charge shall be exclusive of VAT. In addition to the Management Charge, the Supplier shall pay the VAT on the Management Charge at the rate and in the manner prescribed by Law from time to time.

20.6 Interest shall be payable on any late payments of the Management Charge under this Panel Agreement in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

21. PROMOTING TAX COMPLIANCE

21.1 This Clause 21 shall apply if the Charges payable under this Panel Agreement are or are likely to exceed five (5) million pounds during the Panel Agreement Period.

21.2 If, at any point during the Panel Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:

21.2.1 notify the Authority in writing of such fact within five (5) Working Days of its occurrence; and

21.2.2 promptly provide to the Authority:

(a) details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance, together with any mitigating factors that it considers relevant; and

(b) such other information in relation to the Occasion of Tax NonCompliance as the Authority may reasonably require.

21.3 In the event that the Supplier fails to comply with this Clause 21 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of the Authority are acceptable, then the Authority reserves the right to terminate this Panel Agreement for material Default.

22. BENCHMARKING

22.1 The Parties shall comply with the provisions of Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking) in relation to the benchmarking of any or all of the Panel Services.

23. NOT USED

E. SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS

24. NOT USED

25. SUPPLY CHAIN RIGHTS AND PROTECTION

25.1 Appointment of Key Sub-Contractors

- 25.1.1 The Authority has consented to the engagement of the Key Sub-Contractors listed in Panel Agreement Schedule 7 (Key Sub-Contractors).
- 25.1.2 Where during the Panel Period the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of the Authority and the Panel Customers with whom it has entered into a Legal Services Contract and shall at the time of requesting such consent, provide the Authority with the information detailed in Clause 25.1.3. The decision of the Authority to consent or not will not be unreasonably withheld or delayed. The Authority and/or the Panel Customers may reasonably withhold their consent to the appointment of a Key Sub-Contractor if either of them considers that:
 - (a) the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Panel Services or may be contrary to its interests;
 - (b) the proposed Key Sub-Contractor is unreliable and/or has not provided reliable reasonable services to its other customers; and/or
 - (c) the proposed Key Sub-Contractor employs unfit persons.
- 25.1.3 The Supplier shall provide the Authority and the Panel Customers with whom the Supplier has entered into a Legal Services Contract with the following information in respect of the proposed Key Sub-Contractor:
 - (a) the proposed Key Sub-Contractor's name, registered office and company registration number;
 - (b) the scope/description of any Panel Services to be provided by the proposed Key Sub-Contractor;
 - (c) where the proposed Key Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Authority that the proposed Key Sub-Contract has been agreed on "arm's-length" terms;
 - (d) Key Sub-Contract price expressed as a percentage of the total projected Panel Price over the Panel Period; and
 - (e) NOT USED
- 25.1.4 If requested by the Authority and/or the Panel Customers with whom the Supplier has entered into a Legal Services Contract, within ten (10) Working Days of receipt of the information provided by the Supplier pursuant to Clause 25.1.3, the Supplier shall also provide:
 - (a) a copy of the proposed Key Sub-Contract; and
 - (b) any further information reasonably requested by the Authority and/or the Panel Customers with whom the Supplier has entered into a Legal Services Contract.

25.1.5 The Supplier shall ensure that each new or replacement Key Sub-Contract shall include:

- (a) provisions which will enable the Supplier to discharge its obligations under this Panel Agreement;
- (b) a right under CRTPA for the Authority to enforce any provisions under the Key Sub-Contract which confer a benefit upon the Authority;
- (c) a provision enabling the Authority to enforce the Key Sub-Contract as if it were the Supplier;
- (d) a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key SubContract to the Authority;
- (e) obligations no less onerous on the Key Sub-Contractor than those imposed on the Supplier under this Panel Agreement in respect of:
 - i. the data protection requirements set out in Clause 25.5 (Protection of Personal Data);
 - ii. the FOIA requirements set out in Clause 27.4 (Freedom of Information);
 - iii. the obligation not to embarrass the Authority or otherwise bring the Authority into disrepute set out in Clause 28 (Publicity and Branding);
 - iv. the keeping of records in respect of the Panel Services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
 - v. the conduct of audits set out in Clause 18 (Records, Audit Access and Open Book Data);
- (f) provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Authority under Clauses 33 (Authority Termination Rights) and 35 (Consequences of Expiry or Termination) of this Panel Agreement;
- (g) a provision restricting the ability of the Key Sub-Contractor to SubContract all or any part of the provision of the Panel Services provided to the Supplier under the Key Sub-Contract without first seeking the written consent of the Authority;

25.2 Supply Chain Protection

25.2.1 The Supplier shall ensure that all Sub-Contracts contain a provision:

- (a) requiring the Supplier to pay any undisputed sums which are due from the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a valid invoice;
- (b) requiring that any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion and that undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed;

- (c) requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards suitable provisions to impose, as between the parties to that Sub-Contract, requirements to the same effect as those required by sub-clauses (a) and (b) above; and
 - (d) conferring a right to the Authority and any Panel Customers with whom the Supplier has entered a Legal Services Contract to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.
- 25.2.2 The Supplier shall ensure that all Sub-Contracts with Sub-Contractors who Process Cyber Essentials Scheme Data contain provisions no less onerous on the Sub-Contractors than those imposed on the Supplier under this Panel Agreement in respect of the Cyber Essentials Plus Scheme under Clause 9 (Cyber Essentials Scheme Conditions).
- 25.2.3 The Supplier shall pay any undisputed sums which are due from the Supplier to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice.
- 25.2.4 Any invoices submitted by a Sub-Contractor to the Supplier shall be considered and verified by the Supplier in a timely fashion. Undue delay in doing so shall not be sufficient justification for the Supplier failing to regard an invoice as valid and undisputed.
- 25.2.5 Notwithstanding any provision of Clauses 27.2 (Confidentiality) and 28 (Publicity and Branding) if the Supplier notifies the Authority that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Authority otherwise discovers the same, the Authority shall be entitled to publish the details of the late payment or non-payment (including on Government websites and in the press).
- 25.3 **Termination of Sub-Contracts**
 - 25.3.1 The Authority may require the Supplier to terminate:
 - (a) a Sub-Contract where:
 - i. the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Authority's right of termination pursuant to any of the termination events in Clause 33 (Authority Termination Rights) except Clause 33.7 (Termination Without Cause); and/or
 - ii. the relevant Sub-Contractor or its Affiliates embarrassed the Authority or otherwise brought the Authority into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Authority, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Panel Services or otherwise; and/or
 - (b) a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-contractor, unless:
 - i. the Authority has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or

- ii. the Authority has not served its notice of objection within six (6) Months of the later of the date the Change of Control took place or the date on which the Authority was given notice of the Change of Control.
- 25.3.2 Where the Authority requires the Supplier to terminate a Sub-Contract or a Key Sub-Contract pursuant to Clause 25.3.1 above, the Supplier shall remain responsible for fulfilling all its obligations under this Panel Agreement including the provision of the Panel Services.

25.4 Competitive Terms

- 25.4.1 If the Authority is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, goods or services used by the Supplier or the Supplier Personnel in the supply of the Panel Services, then the Authority may:
- (a) require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Authority in respect of the relevant item; or
 - (b) subject to Clause 25.3 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.
- 25.4.2 If the Authority exercises either option pursuant to Clause 25.4.1, then the Panel Prices shall be reduced by an amount that is agreed in accordance with Clause 19.1 (Variation Procedure).
- 25.4.3 The Authority's right to enter into a direct agreement for the supply of the relevant items is subject to:
- (a) the Authority shall make the relevant item available to the Supplier where this is necessary for the Supplier to provide the Panel Services; and
 - (b) any reduction in the Panel Prices taking into account any unavoidable costs payable by the Supplier in respect of the substituted item, including in respect of any licence fees or early termination charges.

25.5 Retention of Legal Obligations

- 25.5.1 Notwithstanding the Suppliers right to sub-contract pursuant to this Clause 25, the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

F. INTELLECTUAL PROPERTY AND INFORMATION

26. INTELLECTUAL PROPERTY RIGHTS

26.1 Allocation of title to IPR

- 26.1.1 Save as granted under this Panel Agreement, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights of the other Party.
- 26.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property

Rights that is inconsistent with the allocation of title set out in Clause 26.1.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).

26.1.3 Subject to Clauses 26.1.4, neither Party shall have any right to use any of the other Party's names, logos or trademarks on any of its products or services without the other Party's prior written consent.

26.1.4 Subject to full compliance with the Branding Guidance, the Supplier shall be entitled to use the Authority's logo exclusively in connection with the provision of the Panel Services during the Panel Period and for no other purpose.

26.2 IPR Indemnity

26.2.1 The Supplier shall ensure and procure that the availability, provision and use of the Panel Services and the performance of the Suppliers responsibilities and obligations hereunder shall not infringe any Intellectual Property Rights of any third party.

26.2.2 The Supplier shall, during and after the Panel Period, on written demand, indemnify the Authority against all Losses incurred by, awarded against, or agreed to be paid by the Authority (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.

26.2.3 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:

- (a) procure for the Authority the right to continue using the relevant item which is subject to the IPR Claim; or
- (b) replace or modify the relevant item with non-infringing substitutes provided that:
 - i. the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
 - ii. the replaced or modified item does not have an adverse effect on any other services;
 - iii. there is no additional cost to the Authority; and iv. the terms and conditions of this Panel Agreement shall apply to the replaced or modified services.

26.2.4 If the Supplier elects to procure a licence in accordance with Clause 26.2.3(a) or to modify or replace an item pursuant to Clause 26.2.3(b), but this has not avoided or resolved the IPR Claim, then:

- (a) the Authority may terminate this Panel Agreement by written notice with immediate effect; and
- (b) without prejudice to the indemnity set out in Clause 26.2.2, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute services including the additional costs of procuring, implementing and maintaining the substitute services.

27. PROVISION AND PROTECTION OF INFORMATION

27.1 Provision of Management Information

- 27.1.1 The Supplier shall, at no charge to the Authority, submit to the Authority complete and accurate Management Information in accordance with the provisions of Panel Agreement Schedule 9 (Management Information).
- 27.1.2 The Supplier grants the Authority a non-exclusive, transferable, perpetual, irrevocable, royalty free licence to:
- (a) use and to share with any Other Panel Customers and Relevant Person; and/or
 - (b) publish (subject to any information that is exempt from disclosure in accordance with the provisions of FOIA being redacted), any Management Information supplied to the Authority for the Authority's normal operational activities including but not limited to administering this Panel Agreement and/or all Legal Services Contracts, monitoring public sector expenditure, identifying savings or potential savings and planning future procurement activity.
- 27.1.3 The Authority shall in its absolute and sole discretion determine whether any Management Information is exempt from disclosure in accordance with the provisions of the FOIA.
- 27.1.4 The Authority may consult with the Supplier to help with its decision regarding any exemptions under Clause 27.1.3 but, for the purpose of this Panel Agreement, the Authority shall have the final decision in its absolute and sole discretion.

27.2 Confidentiality

- 27.2.1 For the purposes of this Clause 27.2, the term “**Disclosing Party**” shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and “**Recipient**” shall mean the Party which receives or obtains directly or indirectly Confidential Information.
- 27.2.2 Except to the extent set out in this Clause 27.2 or where disclosure is expressly permitted elsewhere in this Panel Agreement, the Recipient shall:
- (a) treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials); and
 - (b) not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Panel Agreement or without obtaining the Disclosing Party's prior written consent;
 - (c) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Panel Agreement; and
 - (d) immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.
- 27.2.3 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:
- (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 27.4 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;

- (b) the need for such disclosure arises out of or in connection with:
 - i. any legal challenge or potential legal challenge against the Authority arising out of or in connection with this Panel Agreement; ii. the examination and certification of the Authority's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority is making use of its resources; or iii. the conduct of a Central Government Body review in respect of this Panel Agreement; or
 - (c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.
- 27.2.4 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.
- 27.2.5 Subject to Clauses 27.2.2 and 27.2.3, the Supplier may only disclose the Confidential Information of the Authority on a confidential basis to:
- (a) Supplier Personnel who are directly involved in the provision of the Panel Services and need to know the Confidential Information to enable the performance of the Supplier's obligations under this Panel Agreement; and
 - (b) its professional advisers for the purposes of obtaining advice in relation to this Panel Agreement.
- 27.2.6 Where the Supplier discloses the Confidential Information of the Authority pursuant to Clause 27.2.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Panel Agreement by the persons to whom disclosure has been made.
- 27.2.7 The Authority may disclose the Confidential Information of the Supplier:
- (a) to any Central Government Body or Panel Customers on the basis that the information may only be further disclosed to any Central Government Body or Panel Customers;
 - (b) to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;
 - (c) to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
 - (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in

Clause 27.2.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Panel Agreement;

- (e) on a confidential basis for the purpose of the exercise of its rights under this Panel Agreement; or
- (f) to a proposed Transferee, assignee or novatee of, or successor in title to the Authority,

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 27.2.7.

- 27.2.8 For the avoidance of doubt, the Confidential Information that the Authority may disclose under Clause 27.2.7 shall include information relating to Legal Services Contracts, including service levels, pricing information (which includes information on prices tendered in a Further Competition Procedure, even where such a Further Competition Procedure does not result in the award of a Legal Services Contract) and the terms of any Legal Services Contract that may be shared with any Central Government Body or Panel Customers from time to time.
- 27.2.9 Nothing in this Clause 27.2 shall prevent a Recipient from using any techniques, ideas or Know-How which the Recipient has gained during the performance of this Panel Agreement in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.
- 27.2.10 In the event that the Supplier fails to comply with Clauses 27.2.2 to 27.2.5, the Authority reserves the right to terminate this Panel Agreement for material Default.

27.3 Transparency

- 27.3.1 The Parties acknowledge and agree that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the contents of this Panel Agreement and any Transparency Reports under it are not Confidential Information and shall be made available in accordance with the procurement policy note 13/15 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458554/Procurement_Policy_Note_13_15.pdf and the Transparency Principles referred to therein. The Authority shall determine whether any of the content of this Panel Agreement is exempt from disclosure in accordance with the provisions of the FOIA. The Authority may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
- 27.3.2 Notwithstanding any other provision of this Panel Agreement, the Supplier hereby gives its consent for the Authority to publish this Panel Agreement in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Panel Agreement agreed from time to time.
- 27.3.3 The Supplier acknowledges and agrees that publication of this Panel Agreement will include the publication of the name and contact details of the

Supplier Representative (including its successors). Such details will not be redacted.

27.3.4 By executing this Panel Agreement, the Supplier confirms that it has obtained the Supplier Representative's consent and shall, prior to the appointment of any successor Supplier Representative obtain the successor's consent, permitting the publication of their name and contact details under this Clause 27.3 or otherwise, the Supplier shall take all necessary steps to ensure that publication will not cause the Authority, any Other Panel Customers or the Supplier to breach the Data Protection Act 1998.

27.3.5 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Panel Agreement.

27.4 Freedom of Information

27.4.1 The Supplier acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Supplier shall:

- (a) provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its Information disclosure obligations under the FOIA and EIRs;
- (b) transfer to the Authority all Requests for Information relating to this Panel Agreement that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
- (c) provide the Authority with a copy of all Information belonging to the Authority requested in the Requests for Information which is in the Supplier's possession or control in the form that the Authority requires within five (5) Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and
- (d) not respond directly to a Requests for Information unless authorised in writing to do so by the Authority.

27.4.2 The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Authority shall take reasonable steps to notify the Supplier of a Requests for Information (in accordance with the Secretary of State's Section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Panel Agreement) for the purpose of this Panel Agreement, the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs:

27.5 Protection of Personal Data

27.5.1 With respect to Personal Data provided by one Party to another Party (as further described in Schedule 25 - Record of Personal Data Transfer) for which each Party acts as Controller but which is not under the Joint Control each Party undertakes to comply with the applicable Data Protection Legislation in respect of their processing of such Personal Data as Controller.

27.5.2 Each Party shall process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.

27.5.3 Where a Party has provided Personal Data to the other Party in accordance with this Clause 25.5, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.

27.5.4 The Parties shall be responsible for their own compliance with Articles 13 and 14 GDPR in respect of the processing of Personal Data for the purposes of this Panel Agreement.

27.5.5 The Parties shall only provide Personal Data to each other:

27.5.5.1 to the extent necessary to perform the respective obligations under this Panel Agreement; and

27.5.5.2 in compliance with the Data Protection Legislation (including by ensuring all required fair processing information has been given to affected Data Subjects); and

27.5.5.3 where it has recorded it in Annex 1 – Record of Personal Data.

27.5.6 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its processing of Personal Data as independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the GDPR.

27.5.7 A Party processing Personal Data for the purposes of this Panel Agreement shall maintain a record of its processing activities in accordance with Article 30 GDPR and shall make the record available to the other Party upon reasonable request.

27.5.8 Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to this Panel Agreement (**“Request Recipient”**):

X.8.1 the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the party receiving the Request Recipient; or

X.8.2 where the request or correspondence is directed to the other party and/or relates to the other party's Processing of the Personal Data, the Request Recipient will:

- (a) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other party that it has received the same and shall forward such request or correspondence to the other party; and
- (b) provide any information and/or assistance as reasonably requested by the other party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.

27.5.9 Each Party shall promptly notify the other party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to this Panel Agreement and shall:

- 25.5.9.1 do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
- 25.5.9.2 implement any measures necessary to restore the security of any compromised Personal Data;
- 25.5.9.3 work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
- 25.5.9.4 not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.

27.5.10 Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under this Panel Agreement as specified in Annex 1

27.5.11 Personal Data shall not be retained or processed for longer than is necessary to perform the respective obligations under this Panel Agreement which is specified in Annex 1.

28. PUBLICITY AND BRANDING

28.1 Subject to Clause 29 (Marketing), the Supplier shall not:

- 28.1.1 make any press announcements or publicise this Panel Agreement in any way; or
- 28.1.2 use the Authority's name or brand in any promotion or marketing or announcement of an Order,

without Approval (the decision of the Authority to Approve or not shall not be unreasonably withheld or delayed).

28.2 Each Party acknowledges to the other that nothing in this Panel Agreement either expressly or by implication constitutes an approval and/or endorsement of any services of the other Party (including the Panel Services) and each Party agrees not to conduct itself in such a way as to imply or express any such approval and/or endorsement.

28.3 The Authority shall be entitled to publicise this Panel Agreement in accordance with any legal obligation upon the Authority, including any examination of this Panel Agreement by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.

29. MARKETING

- 29.1 The Supplier shall undertake marketing of this Panel Agreement and the Panel Services on behalf of the Authority to Other Panel Customers in accordance with the provisions of Panel Agreement Schedule 11 (Marketing).
- 29.2 The Supplier shall obtain the Authority's Approval prior to publishing any content in relation to this Panel Agreement using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, the Authority may give the Supplier notice to rectify the failure and if the failure is not rectified to the reasonable satisfaction of the Authority within one (1) Month of receipt of such notice, the Authority shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.

G. LIABILITY AND INSURANCE

30. LIABILITY

- 30.1 Neither Party excludes or limits its liability for:
- 30.1.1 death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
 - 30.1.2 bribery or Fraud by it or its employees or agents; or
 - 30.1.3 any liability to the extent it cannot be excluded or limited by Law.
- 30.2 The Supplier does not exclude or limit its liability in respect of the indemnity in Clause 26.2 (IPR Indemnity) and in each case whether before or after the making of a demand pursuant to the indemnity therein.
- 30.3 Subject to Clauses 30.1 and 30.2, each Party's total aggregate liability in respect of all Losses incurred under or in connection with this Panel Agreement as a result of Defaults or Authority Cause (as the case may be) shall in no event exceed:
- 30.3.1 in relation to any Default or Authority Cause (as the case may be) occurring from the Panel Commencement Date to the end of the first Contract Year, the higher of four hundred and twenty five thousand pounds (£425,000) or a sum equal to one hundred and twenty five percent (125%) of the Estimated Year 1 Management Charge;
 - 30.3.2 in relation to any Default or Authority Cause (as the case may be) occurring in each subsequent Contract Year following the end of the first Contract Year, that commences during the remainder of the Panel Period, the higher of the sum of four hundred and twenty five thousand pounds (£425,000) in each such Contract Year or a sum equal to one hundred and twenty five percent (125%) of the Management Charge payable by the Supplier under this Panel Agreement in the previous Contract Year; and
 - 30.3.3 in relation to any Default or Authority Cause occurring in each Contract Year that commences after the end of the Panel Period, the higher of four hundred and twenty five thousand pounds (£425,000) in each such Contract Year or a sum equal to one hundred and twenty five percent (125%) of the Management

Charge payable by the Supplier under this Panel Agreement in the last Contract Year commencing during the Panel Period;

- 30.4 Subject to Clause 30.1, neither Party shall be liable to the other Party for any:
- 30.4.1 indirect, special or consequential Loss;
 - 30.4.2 loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 30.5 Subject to Clause 30.3, and notwithstanding Clause 30.4, the Supplier acknowledges that the Authority may, amongst other things, recover from the Supplier the following Losses incurred by the Authority to the extent that they arise as a result of a Default by the Supplier:
- 30.5.1 any Management Charge or Default Management Charge which are due and payable to the Authority;
 - 30.5.2 any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
 - 30.5.3 any wasted expenditure or charges;
 - 30.5.4 the additional cost of procuring Replacement Panel Services for the remainder of the Panel Period, which shall include any incremental costs associated with such Replacement of Panel Services above those which would have been payable under this Panel Agreement;
 - 30.5.5 any compensation or interest paid to a third party by the Authority;
 - 30.5.6 any fine, penalty or costs incurred by the Authority pursuant to Law.
- 30.6 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Panel Agreement.
- 30.7 Any Default Management Charge shall not be taken into consideration when calculating the Supplier's liability under Clause 30.3.
- 30.8 For the avoidance of doubt, the Parties acknowledge and agree that this Clause 30 shall not limit the Supplier's liability to any Panel Customers under any Legal Services Contract and the Supplier's liability under a Legal Services Contract shall be as provided for in that Legal Services Contract only.

31. INSURANCE

- 31.1 The Supplier shall effect and maintain insurances in relation to the performance of its obligations under this Panel Agreement and any Legal Services Contract, and shall procure that any Key Sub-Contractor shall effect and maintain insurances in relation to the performance of their obligations under any Sub-Contract, in accordance with Schedule 14 (Insurance Requirements).
- 31.2 The terms of any insurance or the amount of cover shall not relieve the Supplier of any liabilities arising under this Panel Agreement or any Legal Services Contracts.

H. REMEDIES

32. AUTHORITY REMEDIES

32.1 Without prejudice to any other rights or remedies arising under this Panel Agreement, including under Clause 33.2 (Termination on Material Default) if the Supplier:

- 32.1.1 is informed in writing that the results of any Panel Customers Satisfaction Survey are deemed to be unsatisfactory by the Authority in its sole discretion pursuant to Clause 16.4;
- 32.1.2 fails to achieve a KPI Target on two (2) or more occasions within any twelve (12) Month rolling period;
- 32.1.3 is unable to accept a Legal Services Contract (where the Panel Customer requires the provision of Optional Specialisms only) on three (3) or more occasions within any twelve (12) Month rolling period where either;
 - (a) the Supplier does not have adequate resources to properly service an Order or respond to an invitation to participate in a Further Competition Procedure because the required resources are engaged in servicing non-Panel work or other non Government work; or
 - (b) the Supplier has not re-organised/strengthened its capacity and resources within the time limit set by the Authority (which shall be no more than three (3) Months) where they do not have adequate resources to properly service the Order or respond to an invitation to participate in a Further Competition because the required resources are engaged in servicing existing Orders made under the Panel Agreement or other work for Government; or
- 32.1.4 is unable to accept a Legal Services Contract where the Panel Customer requires the provision of Mandatory Specialisms on two (2) or more occasions within any twelve (12) Month rolling period where either:
 - (a) the Supplier does not have adequate resources to properly service an Order or respond to an invitation to participate in a Further Competition Procedure because the required resources are engaged in servicing non-Panel work or other non Government work; or
 - (b) the Supplier has not re-organised/strengthened its capacity and resources within the time limit set by the Authority (which shall be no more than three (3) Months) where they do not have adequate resources to properly service the Order or respond to an invitation to participate in a Further Competition because the required resources are engaged in servicing existing Orders made under the Panel Agreement or other work for Government,

the Supplier acknowledges and agrees that the Authority shall have the right to exercise (in its absolute and sole discretion) all or any of the following remedial actions:

32.1.5 The Authority shall be entitled to require the Supplier, and the Supplier agrees to prepare and provide to the Authority, an Improvement Plan within

ten (10) Working Days of a written request by the Authority for such Improvement Plan. Such Improvement Plan shall be subject to Approval and the Supplier will be required to implement any Approved Improvement Plan, as soon as reasonably practicable.

32.1.6 The Authority shall be entitled to require the Supplier, and the Supplier agrees to attend, within a reasonable time one (1) or more meetings at the request of the Authority in order to resolve the issues raised by the Authority in its notice to the Supplier requesting such meetings.

32.1.7 The Authority shall be entitled to serve an Improvement Notice on the Supplier and the Supplier shall implement such requirements for improvement as set out in the Improvement Notice.

32.1.8 In the event that the Authority has, in its absolute and sole discretion, invoked one (1) or more of the remedies set out above and the Supplier either:

- (a) fails to implement such requirements for improvement as set out in the Improvement Notice;
- (b) fails to implement an Improvement Plan Approved by the Authority; and/or
- (c) fails to improve (as determined by the Authority in its sole discretion) in accordance with the Improvement Plan,

then (without prejudice to any other rights and remedies of termination provided for in this Panel Agreement), the Authority shall be entitled to terminate this Panel Agreement for material Default.

I. TERMINATION AND SUSPENSION

33. AUTHORITY TERMINATION RIGHTS

33.1 Termination in Relation To Guarantee

33.1.1 Where the Authority has obtained a Panel Guarantee from the Supplier under Clause 8.1 (Guarantee), the Authority may terminate this Panel Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Panel Guarantor withdraws the Panel Guarantee for any reason whatsoever;
- (b) the Panel Guarantor is in breach or anticipatory breach of the Panel Guarantee;
- (c) an Insolvency Event occurs in respect of the Panel Guarantor;
- (d) the Panel Guarantee becomes invalid or unenforceable for any reason whatsoever; or

- (e) the Supplier fails to provide the documentation required by Clause 8.1 by the date so specified by the Authority; and in each case the Panel Guarantee(as applicable) is not replaced by an alternative guarantee agreement acceptable to the Authority.

33.1.2 Where Panel Customers have procured a Call Off Guarantee from the Supplier under Clause 8.2 (Guarantee), the Authority may terminate this Panel Agreement by issuing a Termination Notice to the Supplier where:

- (a) the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever;
- (b) the Call Off Guarantor is in breach or anticipatory breach of the Call Off Guarantee;
- (c) an Insolvency Event occurs in respect of the Call Off Guarantor; or
- (d) the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever; or
- (e) the Supplier fails to provide the documentation required by Clause 8.2 by the date so specified by the Panel Customer; and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Panel Customer and/or Authority.

33.2 **Termination on Material Default**

33.2.1 The Authority may terminate this Panel Agreement for material Default by issuing a Termination Notice to the Supplier where:

- (a) a Panel Customer terminates a Legal Services Contract for the Supplier's breach of that Legal Services Contract;
- (b) an Audit reveals that the Supplier has underpaid an amount equal to or greater than five per cent (5%) of the Management Charge due in any period specified by the Auditor;
- (c) the Supplier refuses or fails to comply with its obligations as set out in Schedule 12 (Improvement and Benchmarking);
- (d) in the event of two (2) or more failures by the Supplier to meet the KPI Targets whether the failures relate to the same or different KPI Targets, in any rolling period of 12 Month;
- (e) the Authority expressly reserves the right to terminate this Panel Agreement for material Default including pursuant to:
 - i. Clause 9.4 (Cyber Essentials Scheme Condition) Clause 19.1.4 (Variation Procedure); ii.
 - Clause 32.1.8 (Authority Remedies); iii.
 - Clause 27.2.10 (Confidentiality);
 - iv. Clause 40.6.2 (Prevention of Fraud and Bribery); v.
 - Clause 36.1.2 (Compliance with the Law); vi.
 - Clause 41.4 (Conflicts of Interest); vii.
 - paragraph 6.2 of Panel Agreement Schedule 9

- (Management Information); and/or viii. anywhere that is stated in this Panel Agreement that the Supplier by its act or omission will have committed a material Default;
- (f) the Supplier commits a material Default of any of the following Clauses or Panel Agreement Schedules:
- i. Clause 7 (Representations and Warranties) except Clause 7.2.6;
 - ii. Clause 11 (Panel Agreement Performance);
 - iii. Clause 18 (Records, Audit Access and Open Book Data);
 - iv. Clause 20 (Management Charge);
 - v. Clause 21 (Promoting Tax Compliance);
 - vi. Not Used
 - vii. Clause 25 (Supply Chain Rights and Protection);
 - viii. Clause 27.1 (Provision of Management Information);
 - ix. Clause 27.4 (Freedom of Information);
 - x. Clause 27.5 (Protection of Personal Data); [and/or]
 - xi. paragraph 1.2 of Part B of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators);
 - xii. Not Used
- (g) the representation and warranty given by the Supplier pursuant to Clause 7.2.6 is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of the Authority are acceptable; or
- (h) the Supplier commits a Default, including a material Default, which in the reasonable opinion of the Authority is remediable but has not remedied such Default to the satisfaction of the Authority within twenty (20) Working Days, or such other period as may be specified by the Authority, after issue of a written notice from the Authority to the Supplier specifying the remediable Default and requesting it to be remedied in accordance with any instructions of the Authority.

33.3 Termination in Relation to Financial Standing

33.3.1 The Authority may terminate this Panel Agreement by issuing a Termination Notice to the Supplier where in the reasonable opinion of the Authority there is a material detrimental change in the financial standing of the Supplier which:

- (a) adversely impacts on the Supplier's ability to supply the Panel Services under this Panel Agreement; or
- (b) could reasonably be expected to have an adverse impact on the Supplier's ability to supply the Panel Services under this Panel Agreement;

33.4 Termination on Insolvency

33.4.1 The Authority may terminate this Panel Agreement by issuing a Termination Notice to the Supplier where an Insolvency Event affecting the Supplier occurs:

33.5 Termination on Change of Control

- 33.5.1 The Supplier shall notify the Authority immediately in writing and as soon as the Supplier is aware (or ought reasonably to be aware) that it is anticipating, undergoing, undergoes or has undergone a Change of Control and provided such notification does not contravene any Law.
- 33.5.2 The Supplier shall ensure that any notification made pursuant to Clause 33.5.1 shall set out full details of the Change of Control including the circumstances suggesting and/or explaining the Change of Control.
- 33.5.3 The Authority may terminate this Panel Agreement under Clause 33.5 by issuing a Termination Notice to the Supplier within six (6) Months of:
- (a) being notified in writing that a Change of Control is anticipated or is in contemplation or has occurred; or
 - (b) where no notification has been made, the date that the Authority becomes aware that a Change of Control is anticipated or is in contemplation or has occurred,
- but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.
- 33.6 Termination for breach of Regulations**
- 33.6.1 The Authority may terminate this Panel Agreement by issuing a Termination Notice to the Supplier on the occurrence of any of the statutory provisions contained in Regulation 73 (1) (a) to (c).
- 33.7 Termination Without Cause**
- 33.7.1 Subject to Clause 33.7.2, with effect from nine (9) Months after the Panel Commencement Date, the Authority shall have the right, to terminate this Panel Agreement at any time by giving at least three (3) Months written notice to the Supplier.
- 33.7.2 The Authority's right to terminate under Clause 33.7.1 shall operate where it intends to terminate panel agreements with all other suppliers providing Panel Services under the Panel.
- 33.8 Partial Termination**
- 33.8.1 Where the Authority has the right to terminate this Panel Agreement, the Authority is entitled to terminate all or part of this Panel Agreement pursuant to this Clause 33.8 provided always that, if the Authority elects to terminate this Panel Agreement in part, the parts of this Panel Agreement not terminated or suspended can, in the Authority's reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Panel Agreement.
- 33.8.2 The Parties shall endeavour to agree the effect of any Variation necessitated by a partial termination in accordance with Clause 19.1 (Variation Procedure) including the effect that the partial termination may have on the provision of any other Panel Services and the Panel Prices provided that:

- (a) the Supplier shall not be entitled to an increase in the Panel Prices in respect of the Panel Services that have not been terminated if the partial termination arises due to the exercise of any of the Authority's termination rights under Clause 33 (Authority Termination Rights) with the exception of Clause 33.7 (Termination Without Cause); and
- (b) the Supplier shall not be entitled to reject the Variation.

34. SUSPENSION OF SUPPLIERS APPOINTMENT

- 34.1 If the Authority is entitled to terminate this Panel Agreement pursuant to Clause 33 (Authority Termination Rights), the Authority may instead elect in its sole discretion to suspend the Supplier's ability to accept new Orders under this Panel Agreement by giving notice in writing to the Supplier, and the Supplier agrees that it shall not be entitled to enter into any new Legal Services Contract during the period specified in the Authority's notice.
- 34.2 Any suspension under Clause 34.1 shall be without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Authority.
- 34.3 The Parties acknowledge that suspension shall not affect the Supplier's obligation to perform any existing Legal Services Contracts concluded prior to the suspension notice.
- 34.4 If the Authority serves notice to the Supplier in accordance with this Clause 34.1, the Supplier's appointment under this Panel Agreement shall be suspended for the period set out in the notice or such other period notified to the Supplier by the Authority in writing from time to time.
- 34.5 For the avoidance of doubt, no period of suspension under this Clause 34 shall result in an extension of the Panel Period.

35. CONSEQUENCES OF EXPIRY OR TERMINATION

- 35.1 Notwithstanding the service of a notice to terminate this Panel Agreement, the Supplier shall continue to fulfil its obligations under this Panel Agreement until the date of expiry or termination of this Panel Agreement or such other date as required under this Clause 35.
- 35.2 Termination or expiry of this Panel Agreement shall not cause any Legal Services Contracts to terminate automatically. For the avoidance of doubt, all Legal Services Contracts shall remain in force unless and until they are terminated or expire in accordance with the provisions of the Legal Services Contract and the Supplier shall continue to pay any Management Charge due to the Authority in relation to such Legal Services Contracts, notwithstanding the termination or expiry of this Panel Agreement.
- 35.3 If the Authority terminates this Panel Agreement under Clause 33.2 (Termination on Material Default) and then makes other arrangements for the supply of the Panel Services to Panel Customers, the Supplier shall indemnify the Authority in full upon demand for the cost of procuring, implementing, transitioning to and operating any alternative or replacement services to the Panel Services and no further payments shall be payable

by the Authority until the Authority has established and recovered from the Supplier the full amount of such cost.

- 35.4 Within ten (10) Working Days of the date of termination or expiry of this Panel Agreement, the Supplier shall return to the Authority any and all of the Authority's Confidential Information in the Suppliers possession, power or control, either in its then current format or in a format nominated by the Authority, and any other information and all copies thereof owned by the Authority, save that it may keep one copy of any such data or information to the extent reasonably necessary to comply with its obligations under this Panel Agreement or under any Law, for a period of up to twelve (12) Months (or such other period as Approved by the Authority and is reasonably necessary for such compliance).
- 35.5 Termination or expiry of this Panel Agreement shall be without prejudice to any rights, remedies or obligations of either Party accrued under this Panel Agreement prior to termination or expiry.
- 35.6 Termination or expiry of this Panel Agreement shall be without prejudice to the survival of any provision of this Panel Agreement which expressly (or by implication) is to be performed or observed notwithstanding termination or expiry of this Panel Agreement, including the provisions of:
- 35.6.1 Clauses 1 (Definitions and Interpretation), 7 (Representations and Warranties), 9 (Cyber Essentials Scheme Condition), 11 (Panel Agreement Performance), 18 (Records, Audit Access and Open Book Data), 20 (Management Charge), 26 (Intellectual Property Rights), 27.1 (Provision of Management Information), 27.2 (Confidentiality), 27.3 (Transparency), 27.4 (Freedom of Information), 27.5 (Protection of Personal Data), 30 (Liability), 31 (Insurance), 35 (Consequences of Expiry or Termination), 36 (Compliance), 38 (Waiver and Cumulative Remedies), 40 (Prevention of Fraud and Bribery), 42 (Severance), 44 (Entire Agreement), 45 (Third Party Rights), 46 (Notices), 47 (Complaints Handling), 48 (Dispute Resolution) and 49 (Governing Law and Jurisdiction); and
- 35.6.2 Panel Agreement Schedules 2 (Panel Services and Key Performance Indicators), 3 (Panel Prices and Charging Structure), 7 (Key SubContractors), 8 (Panel Management), 9 (Management Information), 10 (Annual Self Audit Certificate), 12 (Continuous Improvement and Benchmarking), 13 (Guarantee), 14 (Insurance Requirements), 17 (Commercially Sensitive Information) and 21 (Tender).

J. MISCELLANEOUS AND GOVERNING LAW

36. COMPLIANCE

36.1 Compliance with Law

- 36.1.1 The Supplier shall comply with all applicable Law in connection with the performance of this Panel Agreement.
- 36.1.2 In the event that the Supplier or the Supplier Personnel fails to comply with Clause 36.1.1, this shall be deemed to be a material Default and the Authority reserves the right to terminate this Panel Agreement by giving notice in writing to the Supplier.

36.2 Equality and Diversity

36.2.1 The Supplier shall:

- (a) perform its obligations under this Panel Agreement (including those in relation to the provision of the Panel Services) in accordance with:
 - i. all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and
 - ii. any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law;
- (b) take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).
- (c) have in place plans and policies which shall:
 - i. promote a diverse and inclusive workforce and working environment;
 - ii. seek to effectively prevent discrimination, bullying and harassment of underrepresented groups (including those with caring responsibilities); and
 - iii. promote recruitment from the widest pool of individuals,and these plans and policies shall be robustly monitored using management information;
- (d) ensure that all managers and those involved in recruitment undertake unconscious bias training; and
- (e) where possible, avoid the use of single sex recruitment panels.

36.3 Official Secrets Act and Finance Act

- 36.3.1 The Supplier shall comply with the provisions of: (a) the Official Secrets Acts 1911 to 1989; and (b) Section 182 of the Finance Act 1989.

37. ASSIGNMENT AND NOVATION

- 37.1 The Supplier shall not assign, novate, or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Panel Agreement or any part of it without Approval.
- 37.2 The Authority may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Panel Agreement or any part thereof to:
- 37.2.1 any Other Panel Customers; or

- 37.2.2 any Central Government Body or other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Authority; or
- 37.2.3 any private sector body which substantially performs the functions of the Authority,

and the Supplier shall, at the Authority's request, enter into a novation agreement in such form as the Authority shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 37.2.

37.3 A change in the legal status of the Authority such that it ceases to be a Panel Customer shall not, subject to Clause 37.4 affect the validity of this Panel Agreement and this Panel Agreement shall be binding on any successor body to the Authority.

37.4 If the Authority assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Panel Agreement to a body which is not a Panel Customer or if a body which is not a Panel Customer succeeds the Authority (both

"Transferee" in the rest of this Clause) the right of termination of the Authority in Clause 33.4 (Termination on Insolvency) shall be available to the Supplier in the event of the insolvency of the Transferee (as if the references to Supplier in Clause 33.4 (Termination on Insolvency)) and to Supplier or the Panel Guarantor or Call Off Guarantor in the definition of Insolvency Event were references to the Transferee.

38. WAIVER AND CUMULATIVE REMEDIES

38.1 The rights and remedies under this Panel Agreement may be waived only by notice in accordance with Clause 46 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Panel Agreement or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise thereof.

38.2 Unless otherwise provided in this Panel Agreement, rights and remedies under this Panel Agreement are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

39. RELATIONSHIP OF THE PARTIES

39.1 Except as expressly provided otherwise in this Panel Agreement, nothing in this Panel Agreement, nor any actions taken by the Parties pursuant to this Panel Agreement, shall create a partnership, joint venture or relationship of employer and staff or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

40. PREVENTION OF FRAUD AND BRIBERY

40.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Panel Commencement Date:

- 40.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or
- 40.1.2 been listed by any Government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in Government procurement programmes or contracts on the grounds of a Prohibited Act.
- 40.2 The Supplier shall not during the Panel Period:
 - 40.2.1 commit a Prohibited Act; and/or
 - 40.2.2 do or suffer anything to be done which would cause the Authority or any of the Authority's staff, consultants, contractors, sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 40.3 The Supplier shall during the Panel Period:
 - 40.3.1 establish, maintain and enforce policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
 - 40.3.2 require that its Sub-Contractors establish, maintain and enforce the policies and procedures referred to in Clause 40.3.1;
 - 40.3.3 keep appropriate records of its compliance with its obligations under Clause 40.3.1 and make such records available to the Authority on request;
 - 40.3.4 if so required by the Authority, within twenty (20) Working Days of the Panel Commencement Date, and annually thereafter, certify in writing to the Authority, the compliance with this Clause 40.3 of all persons associated with the Supplier or its Key Sub-Contractors who are responsible for supplying the Panel Services in connection with this Panel Agreement. The Supplier shall provide such supporting evidence of compliance as the Authority may reasonably request; and
 - 40.3.5 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Authority on request) to prevent it and any Supplier Personnel or any person acting on the Suppliers behalf from committing a Prohibited Act.
- 40.4 The Supplier shall immediately notify the Authority in writing if it becomes aware of any breach of Clauses 40.1, 40.2 and 40.3.2, or has reason to believe that it has or any of the Supplier Personnel has:
 - 40.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - 40.4.2 been listed by any Government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in Government procurement programmes or contracts on the grounds of a Prohibited Act; and/or

- 40.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Panel Agreement or otherwise suspects that any person or Party directly or indirectly connected with this Panel Agreement has committed or attempted to commit a Prohibited Act.
- 40.5 If the Supplier makes a notification to the Authority pursuant to Clause 40.4, the Supplier shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with Clause 18 (Records, Audit Access and Open Book Data).
- 40.6 If the Supplier breaches Clause 40.1, the Authority may by notice:
 - 40.6.1 require the Supplier to remove from the performance of this Panel Agreement any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
 - 40.6.2 immediately terminate this Panel Agreement for material Default.
- 40.7 Any notice served by the Authority under Clause 40.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this Panel Agreement shall terminate).

41. CONFLICTS OF INTEREST

- 41.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor the Supplier Personnel are placed in a position where (in the reasonable opinion of

the Authority) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier or the Supplier Personnel and the duties owed to the Authority and Other Panel Customers under the provisions of this Panel Agreement or any Legal Services Contract.

- 41.2 Where a Conflict of Interest arises prior to the commencement of, or during, a Legal Services Contract, the Supplier shall notify the Panel Customer as soon as reasonably practicable. Where the Conflict of Interest can be addressed to the reasonable satisfaction of the Panel Customer (such as agreeing appropriate ethical walls) the Supplier shall implement the agreed measures before commencing or continuing any Ordered Panel Services.
- 41.3 The Supplier shall promptly notify and provide full particulars to the Authority or the relevant Other Panel Customers if such conflict referred to in Clause 41.1 arises or may reasonably be foreseen as arising.
- 41.4 The Authority reserves the right to terminate this Panel Agreement immediately by serving a Termination Notice to the Supplier and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Panel Agreement or any Legal Services Contract or when a satisfactory measures cannot be agreed under clause 41.2 above. The action of the Authority pursuant to this Clause 41.4 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

42. SEVERANCE

- 42.1 If any provision of this Panel Agreement (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Panel Agreement are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Panel Agreement shall not be affected.
- 42.2 In the event that any deemed deletion under Clause 42.1 is so fundamental as to prevent the accomplishment of the purpose of this Panel Agreement or materially alters the balance of risks and rewards in this Panel Agreement, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Panel Agreement by way of a Variation so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Panel Agreement and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.
- 42.3 If the Parties are unable to resolve any Dispute arising under this Clause 42 within twenty (20) Working Days of the date of the notice given pursuant to Clause 42.2 or such other date as specified in the notice, this Panel Agreement shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Panel Agreement is terminated pursuant to this Clause 42.3.

43. FURTHER ASSURANCES

- 43.1 Each Party undertakes at the request of the other, and at the cost of the requesting Party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Panel Agreement.

44. ENTIRE AGREEMENT

- 44.1 This Panel Agreement constitutes the entire agreement between the Parties in respect of the subject matter and supersedes and extinguishes all prior negotiations, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.
- 44.2 Neither Party has been given, nor entered into this Panel Agreement in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Panel Agreement.
- 44.3 Nothing in this Clause 44 shall exclude any liability in respect of misrepresentations made fraudulently.

45. THIRD PARTY RIGHTS

- 45.1 The provisions of:
- 45.1.1 Clauses: 3.3 (Scope of Panel Agreement), 5 (Ordering Procedure), 6 (Assistance in Related Procurements), 7 (Representations and Warranties) [,8 (Guarantee)], C11 (Panel Agreement Performance), 16 (Call Off Performance Under Panel Agreement), 18 (Records, Audit Access and

Open Book Data), 27.5 (Protection of Personal Data), 31 (Insurance), 36.2 (Equality and Diversity) and 45 (Third Party Rights); and

45.1.2 Panel Agreement Schedules: 3 (Panel Prices and Charging Structure), 5 (Ordering Procedure), [13 (Guarantee)], 14 (Insurance Requirements), 21 (Tender) and 24 (Business Continuity and Disaster Recovery Plan),

(together “**Third Party Provisions**”) confer benefits on persons named in such provisions other than the Parties (each such person a “**Third Party Beneficiary**”) and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

45.2 The provisions of any other Clauses or Panel Agreement Schedules not listed in Clause 45.1 which do confer benefits on any Panel Customers may be enforced by such Panel Customers by virtue of the CRPTA.

45.3 Subject to Clauses 45.1 and 45.2, a person who is not Party to this Panel Agreement has no right to enforce any term of this Panel Agreement under the CRTPA but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA.

45.4 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without Approval, which may, if given, be given on and subject to such terms as the Authority may determine.

45.5 Any amendments, variations or modifications to this Panel Agreement may be made, and any rights created under Clause 45.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

45.6 The Authority may act as agent and trustee for each Third Party Beneficiary and/or enforce on behalf of that Third Party Beneficiary any Third Party Provision and/or recover any Loss suffered by that Third Party Beneficiary in connection with a breach of any Third Party Provision.

46. NOTICES

46.1 Except as otherwise expressly provided within this Panel Agreement, any notices issued under this Panel Agreement must be in writing. For the purpose of this Clause 46, an e-mail is accepted as being "in writing".

46.2 Subject to Clause 46.3, the following table sets out the method by which notices may be served under this Panel Agreement and the respective deemed time and proof of service:

Manner of delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clause 46.3)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message

Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed For™ 1st Class or other prepaid, next Working Day service providing proof of delivery	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

46.3 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed For™ 1st Class or other prepaid method in the manner set out in the table in Clause 46.2 within twenty four (24) hours of transmission of the email:

46.3.1 any Termination Notice under Clause 33 (Authority Termination Rights), including in respect of partial termination;

46.3.2 any notice in respect of:

(a) Suspension of Suppliers appointment (Clause 34)

(b) Waiver and Cumulative Remedies(Clause 38);

(c) Default or Authority Cause; and

46.3.3 any Dispute Notice.

46.4 Failure to send any original notice in accordance with Clause 46.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1st Class delivery (as set out in the table in Clause 46.2) or, if earlier, the time of response or acknowledgement by the receiving Party to the email attaching the notice.

46.5 This Clause 46 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under Panel Agreement Schedule 18 (Dispute Resolution Procedure).

46.6 For the purposes of this Clause 46, the address of each Party shall be:

46.6.1 For the Authority:

Crown Commercial Service

9th Floor

The Capital

Old Hall Street

Liverpool

L3 9PP

For the attention of: Panel Agreement Manger

46.6.2 For the Supplier:

[insert name of supplier]

Address: [insert address of supplier]

For the attention of: [insert supplier contact name]

[Guidance Note: CCS and Supplier to provide respective contact details]

46.7 Either Party may change its address for service by serving a notice in accordance with this Clause 46.

46.8 This Clause 46 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure)

47. COMPLAINTS HANDLING

47.1 Either Party shall notify the other Party of any Complaint made by Other Panel Customers, which are not resolved by operation of the Supplier's usual Complaint handling procedure within five (5) Working Days of becoming aware of that Complaint and, if the Supplier is the Party providing the notice, such notice shall contain full details of the Supplier's plans to resolve such Complaint.

47.2 Without prejudice to any rights and remedies that a complainant may have at Law (including under this Panel Agreement and/or a Legal Services Contract), and without prejudice to any obligation of the Supplier to take remedial action under the provisions of this Panel Agreement and/or a Legal Services Contract, the Supplier shall use its best endeavours to resolve the Complaint within ten (10) Working Days and in so doing, shall deal with the Complaint fully, expeditiously and fairly.

47.3 Within two (2) Working Days of a request by the Authority, the Supplier shall provide full details of a Complaint to the Authority, including details of steps taken to achieve its resolution.

48. DISPUTE RESOLUTION

48.1 The Parties shall resolve Disputes arising out of or in connection with this Panel Agreement in accordance with the Dispute Resolution Procedure.

48.2 The Supplier shall continue to provide the Panel Services in accordance with the terms of this Panel Agreement until a Dispute has been resolved.

49. GOVERNING LAW AND JURISDICTION

49.1 This Panel Agreement and any issues, disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the Laws of England and Wales.

49.2 Subject to Clause 48 (Dispute Resolution) and Panel Agreement Schedule 18 (Dispute Resolution Procedure) (including the Authority's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual or

noncontractual) that arises out of or in connection with this Panel Agreement or its subject matter or formation.

0.

IN WITNESS of which this Panel Agreement has been duly executed by the Parties.

Signed duly authorised for and on behalf of the SUPPLIER

Signature:

Name:

Position:

Date:

[Guidance Note: this document should be signed by the same supplier entity that submitted the Tender.]

Signed for and on behalf of the AUTHORITY

Signature:

Name:

Position: Date

.....

PANEL AGREEMENT SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1.1 (Definitions), in this Panel Agreement including its Recitals the following expressions shall have the following meanings:

"Admin Fees" means the costs incurred by the Authority in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the Authority at the following link:
<http://CCS.cabinetoffice.gov.uk/i-amsupplier/management-information/admin-fees>;

"Affiliates" means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time; and
"Affiliate" shall be construed accordingly;

"Approval"	means the prior written consent of the Authority and "Approve" , "Approves" and "Approved" shall be construed accordingly;
"Audit"	means an audit carried out pursuant to Clause 18 (Records, Audit Access and Open Book Data);
"Audit Report"	means a report summarising the testing completed and the actions arising following an Audit;
"Auditor"	means the Authority, and/or Other Panel Customers who is a party to a Legal Services Contract, and/or the National Audit Office and/or any auditor appointed by the Audit Commission, and /or the representatives of any of them; means currently the body that scrutinises central Government expenditure;
"Auditor General"	
"Authority"	means THE MINISTER FOR THE CABINET OFFICE ("Cabinet Office") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
"Authority Cause"	means any breach of the obligations of the Authority (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Authority in connection with or in relation to this Panel Agreement or the subject matter of this Panel Agreement and in respect of which the Authority is liable to the Supplier;
"Authority Personal Data"	means any Personal Data supplied for the purposes of or in connection with this Panel Agreement by the Authority to the Supplier;
"Authority Representative"	means the representative appointed by the Authority from time to time in relation to this Panel Agreement; and " Authority Representatives" shall be construed accordingly;
"Authority's Confidential Information"	means all Authority Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know How, personnel, and suppliers of the Authority and/or Other Panel Customers, including all IPR, together with all information derived from any of the above, and any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably to be considered to be confidential;

"BCDR Plan"	means the plan in set out in Panel Agreement Schedule 23 (Business Continuity and Disaster Recovery);
"Call Off Guarantee"	means a deed of guarantee in favour of a Panel Customer in the form set out in Panel Agreement Schedule 13 (Guarantee) and granted pursuant to Clause 3 of the Template Terms and Conditions;
"Call Off Guarantor"	means the person acceptable to a Panel Customer to give a Call Off Guarantee;
"CEDR"	means the Centre for Effective Dispute Resolution;
"Central Government Body"	means a body listed in one of the following subcategories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ul style="list-style-type: none"> a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
"Change in Law"	means any change in Law which impacts on the supply of the Panel Services and performance of the Template Terms and Conditions which comes into force after the Panel Commencement Date;
"Change of Control"	means either: <ul style="list-style-type: none"> (i) a change of control within the meaning of Section 450 of the Corporation Tax Act 2010; or (ii) any instance where the Supplier demerges into two or more firms, merges with another firm, incorporates or otherwise changes its legal form;
"Charges"	means the charges raised under or in connection with a Legal Services Contract from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
"Charging Structure"	means the structure to be used in the establishment of the charging model which is applicable to each Legal Services Contract, which structure is set out in Panel Agreement Schedule 3 (Panel Prices and Charging Structure);

"Commercially Sensitive Information"	means the Suppliers Confidential Information listed in Panel Agreement Schedule 17 (Commercially Sensitive Information) comprised of commercially sensitive information: <ul style="list-style-type: none"> a) relating to the Supplier, its IPR or its business or information which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss; and b) that constitutes a trade secret;
"Comparable Supply"	means the supply of Panel Services to another customer of the Supplier that are the same or similar to the Panel Services;
"Complaint"	means any formal written complaint raised by a Panel Customers in relation to the performance of this Panel Agreement or any Legal Services Contract in accordance with Clause 47 (Complaints Handling); and "Complaints" shall be construed accordingly;
"Comptroller"	means an officer of the House of Commons who is currently the head of the National Audit Office;
"Controller"	has the meaning given in the GDPR;
"Confidential Information"	means the Authority's Confidential Information and/or the Suppliers Confidential Information, as the context requires;
"Conflict of Interest"	shall have the meaning set out in the Solicitors Regulation Authority Handbook, as amended from time to time;
"Continuous Improvement Plan"	means a plan for improving the provision of the Panel Services and/or reducing the Charges produced by the Supplier pursuant to Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking);
"Contract Year"	means a consecutive period of twelve (12) Months commencing on the Panel Commencement Date or each anniversary thereof;
"Control"	means control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and "Controlled" shall be construed accordingly;
"Costs"	means the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Panel Services:

- a) the cost to the Supplier or the Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including:
 - i) base salary paid to the Supplier Personnel;
 - ii) employer's national insurance contributions;
 - iii) pension contributions; iv) car allowances;
 - v) any other contractual employment benefits;
 - vi) staff training; vii) work place accommodation; viii) work place IT equipment and tools reasonably necessary to provide the Panel Services (but not including items included within limb (b) below); and
 - ix) reasonable recruitment costs, as agreed with the Panel Customers under any Legal Services Contracts;
- b) costs incurred in respect of those Supplier Assets which are detailed on the Registers ("Supplier Assets" and "Register" shall have the meaning given to them under Contract Schedule 2 of the Template Terms and Conditions, and which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Panel Customers or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;
- c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Panel Services;
- d) Reimbursable Expenses to the extent these are incurred in delivering any Panel Services where the Charges for those Panel Services are to be calculated on a Fixed Price or Capped Price pricing mechanism (as set out in a Legal Services Contract);

but excluding:

- i) Overhead;
- ii) financing or similar costs; iii) maintenance and support costs to the extent that these relate to maintenance and/or

support services provided beyond the Panel Period and term of any Legal Services Contracts whether in relation to Supplier Assets or otherwise; iv)

taxation;

v) fines and penalties; vi) amounts payable under the benchmarking provisions of Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking); and vii) non-cash items (including depreciation, amortisation, impairments and movements in provisions);

"Crown" means the Government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, Government ministers and Government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;

"Crown Body" means any department, office or executive agency of the Crown;

"CRTPA" means the Contracts (Rights of Third Parties) Act 1999;

"Customer Property" means the property, other than real property and IPR, including the Customer System, any equipment issued or made available to the Supplier by the Customer in connection with this Legal Services Contract;

"Customer System" means the Customer's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Customer or the Supplier in connection with this Legal Services Contract which is owned by or licensed to the Customer by a third party and which interfaces with the Supplier System or which is necessary for the Customer to receive the Goods and/or Services;

"Cyber Essentials Scheme" means the Cyber Essentials Scheme developed by the Government which provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats. Details of the Cyber Essentials Scheme can be found here:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>;

"Cyber Essentials Scheme Data" means sensitive and personal information and other relevant information as referred to in the Cyber Essentials Scheme;

"Cyber Essentials Scheme Plus Certificate"	means the certification awarded on the basis of external testing by an independent certification body of the Suppliers cyber security approach under the Cyber Essentials Scheme and is a more advanced level of assurance;
"Data Controller"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Processor"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Protection Legislation"	<p>i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time;</p> <p>the DPA to the extent that it relates to processing of personal data and privacy;</p> <p>all applicable Law about the processing of personal data and privacy;</p>
"Data Subject"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Subject Access Request"	means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data;
"Default"	means any breach of the obligations of the Supplier (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Supplier or the Supplier Personnel in connection with or in relation to this Panel Agreement or the subject matter of this Panel Agreement and in respect of which the Supplier is liable to the Authority;
"Default Management Charge"	has the meaning given to it in paragraph 6.2 of Panel Agreement Schedule 9 (Management Information);
"Disaster"	means the occurrence of one or more events which, either separately or cumulatively, mean that the Panel Services, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period as set out in the Supplier's BCDR Plan or as otherwise specified in the Order Form;
"Disclosing Party"	shall mean a Party which discloses or makes available directly or indirectly its Confidential Information;

"Dispute"	means any dispute, difference or question of interpretation arising out of or in connection with this Panel Agreement, including any dispute, difference or question of interpretation relating to the Panel Services, failure to agree in accordance with the procedure for variations in Clause 19.1(Variation Procedure) or any matter where this Panel Agreement directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
"Dispute Notice"	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Panel Agreement Schedule 18 (Dispute Resolution);
"DOTAS"	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
"Documentation"	means all documentation as: <ul style="list-style-type: none"> a) is required to be supplied by the Supplier to the Panel Customer under this Legal Services Contract; b) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Panel Customer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Goods and/or Services; c) is required by the Supplier in order to provide the Goods and/or Services; and/or d) has been or shall be generated for the purpose of providing the Goods and/or Services;
"DPA"	means the Data Protection Act 1998 as amended from time to time;
"Due Diligence Information"	means any information supplied to the Supplier by or on behalf of the Authority prior to the Panel Commencement Date;

**"Employee
Liabilities"**

means all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:

- a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;
- b) unfair, wrongful or constructive dismissal compensation;
- c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;
- d) compensation for less favourable treatment of part-time workers or fixed term employees;
- e) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance Contributions in relation to payments made by the Panel Customer or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Sub-Contractor if such payment should have been made prior to the Service Transfer Date;
- f) claims whether in tort, contract or statute or otherwise;
- g) any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;

**"Environmental
Information
Regulations or
EIRs"**

means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations;

**"Equivalent Panel
Services"**

means services which the Supplier can supply which are the same or similar to the Panel Services and are not being provided under the Panel;

"Estimated Year 1 Management Charge"	means the sum of fifty thousand (50,000) in pounds estimated by the Authority to be payable to it by the Supplier as the total aggregate Management Charge from the Panel Commencement Date until the end of the first Contract Year;
"Extension Period"	means such period or periods up to a maximum of two years in total as may be specified by the Authority pursuant to Clause 10.2 (Panel Period);
"FOIA"	means the Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Fraud"	means any offence under any Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
"Further Competition Award Criteria"	means the award criteria set out in Part B of Panel Agreement Schedule 6 (Award Criteria);
"Further Competition Procedure"	means the further competition procedure described in paragraph 4 of Panel Agreement Schedule 5 (Ordering Procedure);
"General Anti-Abuse Rule"	means (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"GDPR"	means the General Data Protection Regulation (Regulation (EU) 2016/679)
"Good Industry Practice"	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
"Good Value"	means that the benchmarked rates are within the upper quartile;

"Government"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
"Government Legal Department"	means the non-ministerial Government department of which the Treasury Solicitor is in charge;
"Group of Economic Operators"	means a group of economic operators acting jointly and severally to provide the Panel Services;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C255/02 Halifax and others;
"Independent Control"	means where a Controller has provided Personal Data to another Party which is not Processor it on its behalf nor is it a Joint Controller because the recipient of the Personal Data determines the purposes and means of processing but does so separately from the Controller providing it with Personal Data.
"Improvement Plan"	means the plan required by the Authority from the Supplier which shall detail how the Supplier will improve the provision of the Panel Services pursuant to Clause 32.1.5 (Authority Remedies);
"Improvement Notice"	means the notice issued by the Authority to the Supplier pursuant to Clause 32.1.7 (Authority Remedies) which will detail how the Supplier shall improve the provision of the Panel Services;
"Information"	has the meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time;
"Initial Panel Period"	means the period from the Panel Commencement Date until its second anniversary;
"Insolvency Event"	means, in respect of the Supplier or Panel Guarantor or Call Off Guarantor (as applicable): <ul style="list-style-type: none"> a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or

- c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
- d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
- f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
- g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- h) where the Supplier or Panel Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or
- i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;

"Intellectual Property Rights" or "IPR"

means:

- a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information;
- b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
- c) all other rights having equivalent or similar effect in any country or jurisdiction;

"Invitation Tender" or "ITT"

to has the meaning given to it in Recital C to this Panel Agreement;

"Joint Control"

means where two or more Controllers jointly determine the purposes and means of processing

"Key Sub-Contract"	means each Sub-Contract with a Key Sub-Contractor;
"Key Sub-Contractor"	means any Sub-Contractor which is listed in Panel Agreement Schedule 7 (Key Sub-Contractors), that in the opinion of the Authority, performs (or would perform if appointed) a critical role in the provision of all or any part of the Panel Services;
"IPR Claim"	means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR used to provide the Panel Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority in the fulfilment of its obligations under this Panel Agreement;
"Key Performance Indicators" or "KPIs"	means the performance measurements and targets set out in Part B of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators);
"Know-How"	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Panel Services but excluding know-how already in the other Party's possession before the Panel Commencement Date;
"KPI Target"	means the acceptable performance level for a KPI as set out in relation to each KPI;
"Law"	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
"Legacy Panel Services"	means services similar to the New Panel Services and/or services which interface with or are intended to interface with or be replaced by the Panel Services;
"Legal Services Contract "	means a legally binding agreement comprised of a completed Template Order Form and Template Terms and Conditions (entered into pursuant to the provisions of this Panel Agreement) for the provision of Ordered Panel Services made between a Panel Customer and the Supplier pursuant to Panel Agreement Schedule 5 (Ordering Procedure);

"Losses"	means all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and "Loss" shall be interpreted accordingly;
"Man Day"	means a minimum of eight (8) Man Hours, whether or not such hours are worked consecutively on any one day;
"Mandatory Panel Services"	means the mandatory services set out at paragraph 3 of Annex 1 of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) including Mandatory Specialisms;
"Mandatory Specialisms"	means the types of legal services and/or areas of legal practice set out at Appendix 2 (Mandatory Specialisms) of Annex 1 of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators), as the same may be amended or updated from time to time;
"Man Hours"	means the hours spent by the Supplier Personnel properly working on the provision of the Panel Services including time spent travelling (other than to and from the Suppliers offices, or to and from the Sites) but excluding lunch breaks;
"Management Charge"	means the sum payable by the Supplier to the Authority being an amount equal to one point five per cent (1.5%) of all Charges for the Panel Services invoiced to the Panel Customers by the Supplier (net of VAT) in each Month throughout the Panel Period and thereafter until the expiry or earlier termination of all Legal Services Contracts entered pursuant to this Panel Agreement;
"Management Information" or "MI"	means the management information specified in Panel Agreement Schedule 9 (Management Information);
"MI Default"	has the meaning given to it in paragraph 6.1 of Panel Agreement Schedule 9 (Management Information);
"MI Failure"	means when an MI report: <ul style="list-style-type: none"> a) contains any material errors or material omissions or a missing mandatory field; or b) is submitted using an incorrect MI reporting Template; or c) is not submitted by the reporting date (including where a Nil Return should have been filed);
"MI Report"	means a report containing Management Information submitted to the Authority in accordance with Panel Agreement Schedule 9 (Management Information);

"MI Reporting Template"	means the form of report set out in the Annex 1 to Panel Agreement Schedule 9 (Management Information) setting out the information the Supplier is required to supply to the Authority;
"MISO"	means 'Management Information System Online'. An online portal located at https://miso.buyingsolutions.gov.uk provided by the Authority for collection and receipt of Management Information;
"Month"	means a calendar month and "Monthly" shall be interpreted accordingly; and "Months" shall be construed accordingly;
"New Panel Services"	means services which a Panel Customer wishes to procure from a third party which are the same or similar to the Panel Services;
"Nil Return"	has the meaning given to it in paragraph 3.3 of Panel Agreement Schedule 9 (Management Information);
"Occasion of Tax Non – Compliance"	means where: <ul style="list-style-type: none"> a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax abuse principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax abuse principle; ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Panel Commencement Date or to a civil penalty for fraud or evasion;
"OJEU Notice"	has the meaning given to it in Recital A to this Panel Agreement;

**"Open Book
Data"**

means complete and accurate financial and non-financial information which is sufficient to enable the Authority to verify the Charges already paid or payable and Charges forecast to be paid during the Panel Period and term of any Legal Services

Contracts, including details and all assumptions relating to:

- a) the Suppliers Costs broken down against each service and/or deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all services;
- b) operating expenditure relating to the provision of the Panel Services including an analysis showing:
 - i) any other consumables and bought-in goods and services;
 - ii) manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade;
 - iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and iv) Reimbursable Expenses;
- c) Overheads;
- d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Panel Services;
- e) the Supplier Profit achieved over the Panel Period and term of any Legal Services Contracts and on an annual basis;
- f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;
- g) an explanation of the type and value of risk and contingencies associated with the provision of the Panel Services, including the amount of money attributed to each risk and/or contingency; and
- h) the actual Costs profile for each Service Period under any Legal Services Contracts;

"Optional Specialisms"	means the types of legal services, areas of legal practice and/or industry sector specialisms set out at Appendix 3 (Optional Specialisms) of Annex 1 of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators), as the same may be amended or updated from time to time;
"Order"	means an order or "orders" for the provision of the Panel Services placed by a Panel Customer with the Supplier under a Legal Services Contract;
"Order Form"	means the order form set out in Part One of the Legal Services Contract;
"Ordered Panel Services"	means Panel Services which are the subject of an Order by Panel Customers;
"Ordering Procedure"	means the process for awarding a Legal Services Contract pursuant to Clause 5 (Ordering Procedure) and Panel Agreement Schedule 5 (Ordering Procedure);
"Other Panel Customers"	means all Panel Customers except the Authority and "Other Panel Customer" shall be construed accordingly;
"Overhead"	means those amounts which are intended to recover a proportion of the Suppliers or the Key SubContractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Personnel and accordingly included within limb (a) of the definition of "Costs" ;
"Panel"	means the panel arrangements established by the Authority for the provision of the Panel Services to Panel Customers by suppliers (including the Supplier) pursuant to the OJEU Notice;
"Panel Agreement"	means this agreement consisting of the Clauses together with the Panel Agreement Schedules and any appendices and annexes to the same;
"Panel Agreement Period"	means the period from the Panel Agreement Commencement Date until the expiry or earlier termination of this Panel Agreement;
"Panel Agreement Schedule(s)"	means the schedules to this Panel Agreement;
"Panel Commencement Date"	means [insert date dd/mm/yyyy];

"Panel Customer"	means the bodies listed in the OJEU Notice and "Panel Customers" shall be construed accordingly;
"Panel Customer Relationship Manager"	means the individual appointed by the Supplier whose role shall include participation in the Supplier Relationship Programme and working with the Supplier Relationship Manager;
"Panel Guarantee"	means a deed of guarantee in favour of the Authority in the form set out in Panel Agreement Schedule 13 (Panel Guarantee) granted pursuant to Clause 8 (Guarantee);
"Panel Guarantor"	means any person acceptable to the Authority to give a Panel Guarantee;
"Panel Price"	means the price(s) applicable to the provision of the Panel Services set out in Panel Agreement Schedule 3 (Panel Prices and Charging Structure); and "Panel Prices" shall be construed accordingly;
"Panel Services"	means the Services described in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) which the Supplier shall make available to Panel Customers;
"Panel Services Requirements"	means the requirements of the Authority or any Other Panel Customers (as appropriate) for the Panel Services from time to time;
"Party"	means the Authority or the Supplier and "Parties" shall mean both of them;
"Personal Data"	has the meaning given in the GDPR to which the Processor has access to from time to time in the course of the Services
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Panel Agreement, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted accordingly;

"Prohibited Act"	means any of the following: <ul style="list-style-type: none"> a) to directly or indirectly offer, promise or give any person working for or engaged by a Panel Customer and/or the Panel Customers a financial or other advantage to: <ul style="list-style-type: none"> i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; or c) committing any offence: <ul style="list-style-type: none"> i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or ii) under legislation creating offences concerning Fraud; or iii) at common law concerning Fraud; or iv) committing (or attempting or conspiring to commit) Fraud;
"Prospectus"	shall have the meaning set out in Panel Agreement Schedule 5 (Ordering Procedure);
"Regulations"	means The Public Contracts Regulations 2015 and/or The Procurement (Scotland) Regulations 2016 (as the context requires) as amended from time to time;
"Relevant Person"	means any employee, agent, servant, or representative of the Authority, or of any Other Panel Customers or other public body;
"Relevant Requirements"	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
"Relevant Tax Authority"	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
"Relevant Supplier"	means a third party bidding to provide New Panel Services;
"Replacement Panel Services"	means any Panel Services which are substantially similar to any of the Panel Services and which are received in substitution for the Panel Services following the expiry or termination of this Panel Agreement;

"Reporting Date"	means the 7th day of each Month following the Month to which the relevant Management Information relates, or such other date as may be agreed between the Parties;
"Requests for Information"	means a request for information relating to this Panel Agreement or the provision of the Panel Services or an apparent request for such information under the Code of Practice on Access to Government Information, FOIA or the EIRs;
"Restricted Countries"	shall have the meaning given to it in Clause 27.5.3 (Protection of Personal Data);
"Self Audit Certificate"	means the certificate in the form as set out in Panel Agreement Schedule 10 (Annual Self Audit Certificate) to be provided to the Authority in accordance with Clause 18 (Records, Audit Access and Open Book Data);
"Service Period"	has the meaning given to it in Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions) as refined by a Panel Customer in a Legal Services Contract between that Panel Customer and the Supplier;
"Sites"	means any destination specified by Panel Customers at the Legal Services Contract Stage;
"Specific Change in Law"	means a Change in Law that relates specifically to the business of the Authority and/or Other Panel Customers and which would not affect a Comparable Supply;
"SPPI"	means Service Producer Price Index;
"Standards"	means: <ul style="list-style-type: none"> a) any standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) any standards detailed in the specification in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators); c) any Standards detailed by a Panel Customer in a Legal Services Contract following a Further Competition Procedure; d) any relevant Government codes of practice and guidance applicable from time to time;

	e) means any standards or quality assurance principles set out in Principle 5 of the SRA Handbook as amended from time to time;
"Statement of Requirements"	means a statement issued by the Authority or any Other Panel Customer detailing its Panel Services Requirements issued in accordance with the Ordering Procedure;
"Sub-Contract"	means any contract or agreement (or proposed contract or agreement), other than this Panel or a Legal Services Contract, pursuant to which a third party: <ul style="list-style-type: none"> (a) provides the Panel Services(or any part of them); (b) provides facilities or services necessary for the provision of the Panel Services(or any part of them); and/or (c) is responsible for the management, direction or control of the provision of the Panel Services(or any part of them);
"Sub-Contractor"	means any person other than the Supplier who is a party to a Sub-Contract and the servants or agents of that person;
"Supplier"	means the person, firm or company stated in the preamble to this Panel Agreement;
"Supplier Action Plan"	means a document, maintained by the Authority, capturing information about the relationship between the Parties including, but not limited to strategic objectives, actions, initiatives, communication channels, risks and supplier performance;
"Supplier Personnel"	means all persons employed or engaged by the Supplier together with the Suppliers servants, agents, suppliers, consultants and Sub-Contractors (and all persons employed by any Sub-Contractor together with the Sub-Contractor's servants, consultants, agents, suppliers and sub-contractors) used in the performance of its obligations under this Panel Agreement or any Legal Services Contracts;
"Supplier Profit"	means, in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions (as defined in the Legal Services Contract) and total Costs (in nominal cash flow terms) in respect of any Legal Services Contracts for the relevant period;
"Supplier Profit Margin"	means, in relation to a period, the Supplier Profit for the relevant period divided by the total Charges over the same period in respect of any Legal Services Contracts and expressed as a percentage;

"Supplier Relationship Manager"

means the individual appointed by the Government Legal Department whose role encompasses:

- a) the management of the relationship between the Panel Customers and suppliers appointed to the Panel (including the Supplier) in order to deliver maximum value; and
- b) working collaboratively with the Supplier and Other Panel Customers to establish and maintain objectives to ensure strategic alignment in the provision of the Panel Services;

"Supplier Representative"

means the representative appointed by the Supplier from time to time in relation to this Panel Agreement;

"Supplier Software"

means any software which is proprietary to the Supplier (or an Affiliate of the Supplier) and identified as such in the Call Off Order Form together with all other such software which is not identified in the Call Off Order Form but which is or will be used by the Supplier or any Sub-Contractor for the purposes of providing the Goods and/or Services or is embedded in and in respect of such other software as required to be licensed in order for the Panel Customer to receive the benefit of and/or make use of the Goods and/or Services;

"Supplier System"

means the information and communications technology system used by the Supplier in supplying the Goods and/or Services, including the Supplier Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Customer System);

"Suppliers Confidential Information"

means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;

"Template Terms and Conditions"

means the template terms and conditions in Annex 2 to Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions);

"Template Order Form"

means the template form in Annex 1 to Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions);

"Tender"

means the tender submitted by the Supplier to the Authority a copy of which is set out in Panel Agreement Schedule 21 (Tender);

"Termination Notice"	means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Agreement on a specified date and setting out the grounds for termination;
"Third Party Beneficiaries"	has the meaning given to it in Clause 45.1;
"Transferee"	means a body which is not a Panel Customer that succeeds the Authority;
"Transparency Principles"	means the principles set out at https://www.gov.uk/government/publications/transparency-of-suppliers-and-government-to-the-public (and as may be amended from time to time) detailing the requirement for the proactive release of information under the Government's transparency commitment to publish contract information;
"Transparency Reports"	means the information relating to the Panel Services and performance of this Panel Agreement which the Supplier is required to provide to the Authority in accordance with the reporting requirements in Panel Agreement Schedule 22;
"Variation"	has the meaning given to it in Clause 19.1.1 (Variation Procedure);
"Variation Form"	means the form that will be completed and signed by the Parties to effect a Variation which shall be in the form set out in Panel Agreement Schedule 19 (Variation Form);
"Variation Procedure"	means the procedure for carrying out a Variation as set out in Clause 19.1 (Variation Procedure);
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Working Day"	means any day other than a Saturday, Sunday or public holiday in England and Wales, and "Working Days" shall be construed accordingly.

PANEL AGREEMENT SCHEDULE 2: PANEL SERVICES AND KEY PERFORMANCE INDICATORS

PART A – PANEL SERVICES

1. GENERAL

- 1.1 The purpose of this Part A of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) is to lay down the characteristics of the Panel Services that the Supplier will be required to make available to all Panel Customers under this Panel Agreement (including, if applicable, in each Lot) together with any specific Standards applicable to the Panel Services.
- 1.2 The Panel Services and any Standards set out in Annex 1 to this Part A of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators) may be refined (to the extent permitted and set out in Panel Agreement Schedule 5 (Ordering Procedure)) by a Panel Customer during a Further Competition Procedure to reflect its service requirements for entering a particular Legal Services Contract.

ANNEX 1: SPECIFICATION

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PART B – KEY PERFORMANCE INDICATORS

1. GENERAL

- 1.1 The purpose of this Part B is to set out the KPIs by which the Supplier's overall performance under this Panel Agreement shall be monitored and managed. The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Panel Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier in accordance with Clause 19.1 (Variation Procedure).
- 1.2 The Supplier shall comply with all its obligations related to KPIs set out in this Panel Agreement including Panel Agreement Schedule 8 (Panel Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.
- 1.3 The KPIs from which performance by the Supplier of this Panel Agreement will be reported against are set out below:



FaCLS KPI Score Card v.final.xlsx

PANEL AGREEMENT SCHEDULE 3: PANEL PRICES AND CHARGING STRUCTURE

1. DEFINITIONS

1.1 The following terms used in this Panel Agreement Schedule 3 shall have the following meanings:

"Average Annual % Change in SPPI"	means the average percentage change published for the previous four (4) quarters of the SPPI immediately prior to the Indexation Adjustment Date, subject to paragraph 7.1.3;
"Disbursements"	shall have the meaning set out in the SRA Handbook as amended from time to time;
"Indexation"	means the adjustment of an amount or sum in accordance with Paragraph 7 of this Panel Agreement Schedule 3;
"Indexation Adjustment Date"	has the meaning given to it in paragraph 7.1.2(a) of this Panel Agreement Schedule 3;
"Reimbursable Expenses"	means reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Ordered Panel Services, calculated at the rates and in accordance with the Panel Customer's expenses policy current from time to time, but not including: <ul style="list-style-type: none">a) travel expenses incurred as a result of Supplier Personnel travelling to and from their usual place of work, or to and from the premises at which the Ordered Panel Services are principally to be performed, unless the Panel Customer otherwise agrees in advance in writing; andb) subsistence expenses incurred by Supplier Personnel whilst performing the Ordered Panel Services at their usual place of work, or to and from the premises at which the Ordered Panel Services are principally to be performed;
"Secondment Charges"	means no more than the base salary and any relevant pension contributions ordinarily payable by the Supplier in respect of a Secondee (exclusive of VAT);
"Supporting Documentation"	means sufficient information in writing to enable the Panel Customer reasonably to assess whether the Charges, Reimbursable Expenses (as referred to in paragraph 5 to this Panel Agreement Schedule 3) and other sums due from the Panel Customer under a Legal Services Contract detailed in the information are properly payable.

2. GENERAL PROVISIONS

- 2.1 The Panel Prices set out in Annex 1 to this Panel Agreement Schedule 3 are the maximum that the Supplier may charge pursuant to any Legal Services Contract.
- 2.2 The Supplier acknowledges and agrees that any prices submitted in relation to a Further Competition Procedure held in accordance with Panel Agreement Schedule 5 (Ordering Procedure) shall be equal to or lower than the Panel Prices.
- 2.3 The Supplier acknowledges and agrees that, subject to paragraph 5 of this Panel Agreement Schedule 3 (Adjustment of the Panel Prices), the Panel Prices cannot be increased during the first two (2) Contract Years.

3. PANEL PRICES

- 3.1 Panel Prices shall be the rates set out in Annex 1 to this Panel Agreement Schedule 3.

4. COSTS AND EXPENSES

- 4.1 The Panel Prices shall include all costs and expenses relating to the Panel Services provided to Panel Customers and/or the Suppliers performance of its obligations under any Legal Services Contracts and no further amounts shall be payable by a Panel Customer to the Supplier in respect of such performance, including in respect of matters such as:
 - 4.1.1 any incidental expenses that the Supplier incurs, document or report reproduction, shipping, desktop or office equipment costs required by the Supplier Personnel, network or data interchange costs or other telecommunications charges;
 - 4.1.2 any amount for any services provided or costs incurred by the Supplier prior to the commencement date of any Legal Services Contract;
 - 4.1.3 the costs associated with the provision of the obligations set out in paragraphs 1.2 to 1.8 inclusive of Panel Agreement Schedule 24 (Additional Supplier Obligations); and
 - 4.1.4 any additional valued added services as set out in the Tender.

5. OTHER COSTS

- 5.1 In respect of a Legal Services Contract, the Supplier shall be entitled to be paid the following:
 - 5.1.1 Reimbursable Expenses;
 - 5.1.2 Disbursements;
 - 5.1.3 any additional training costs; and
 - 5.1.4 Secondment Charges, provided that such costs are supported by Supporting Documentation and that the Panel Customer has stipulated in the Order Form that such costs are payable.

6. ADJUSTMENT OF THE PANEL PRICES

6.1 The Panel Prices shall only be varied:

- 6.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Panel Prices in accordance with Clause 19.2 of this Panel Agreement (Legislative Change);
- 6.1.2 where all or part of the Panel Prices are reviewed and reduced in accordance with Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking);
- 6.1.3 where Panel Prices or any component amounts or sums thereof are expressed in this Panel Agreement Schedule as “subject to increase by way of Indexation”, in accordance with the provisions in paragraph 7 of this Panel Agreement Schedule 3.

6.2 Subject to paragraphs 6.1.1 to 6.1.3 of this Panel Agreement Schedule, the Panel Prices will remain fixed for the first two (2) Contract Years.

7. INDEXATION

7.1 Where the Panel Prices or any component or sums thereof are expressed in this Panel Agreement Schedule 3 as “subject to increase by way of Indexation” the following provisions shall apply:

7.1.1 The Supplier may request a variation in the Panel Prices in accordance with the remaining provisions of this paragraph 7 subject always to:

- (a) the Supplier's request being submitted to the Authority in writing at least three (3) Months before the Indexation Adjustment Date;
- (b) the Authority's discretion to conduct a benchmarking exercise in accordance with Schedule 12 to determine whether the Supplier's request is reasonable;
- (c) the Authority's absolute right to reject any request; and
- (d) where a variation is agreed, the Authority's written agreement.

7.1.2 The relevant adjustment shall:

- (a) be applied on the effective date of the increase in the relevant Panel Prices by way of Indexation (“Indexation Adjustment Date”) which shall be subject to paragraph 7.1.5;

and (b) be determined by applying the following formula: $NC = EC * Z$ where:

NC is the New Charge;

EC is the Existing Charge; and

Z is $1 + \frac{\text{“Average Annual \% Change in SPPI”}}{100}$

7.1.3 Where the published SPPI figures at the relevant Indexation Adjustment Date are stated to be provisional figures or are subsequently amended,

those figures shall apply as ultimately confirmed or amended unless the Authority and the Supplier shall agree otherwise in writing;

7.1.4 In the event that any changes occur to the basis of the SPPI, or it is no longer published, the Authority and the Supplier shall agree a fair and reasonable adjustment to that index or, if appropriate, shall agree a revised formula that in either event will have substantially the same effect as that specified in this Panel Agreement Schedule 2.

7.1.5 The earliest Indexation Adjustment Date will be the (1st) Working Day following the expiry of the period specified in paragraph 6.2 of this Panel Agreement during which the Panel Prices shall remain fixed. Thereafter any subsequent increase by way of Indexation shall not occur before the anniversary of the previous Indexation Adjustment Date during the Panel Period.

7.1.6 Except as set out in this paragraph 7, neither the Panel Prices nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier or Sub-Contractors of the performance of their obligations under this Panel Agreement and any Legal Services Contracts.

7.2 To make a request for a variation of the Panel Prices or any component or sums thereof in accordance with this paragraph 7, the Supplier shall provide the Authority with:

7.2.1 a list of the Panel Prices it wishes to review;

7.2.2 for each of the Panel Prices under review, written evidence of the justification for the requested increase including:

- (a) a breakdown of the profit and cost components that comprise the relevant Panel Price;
- (b) details of the movement in the different identified cost components of the relevant Panel Price;
- (c) reasons for the movement in the different identified cost components of the relevant Panel Price; and
- (d) evidence that the Supplier has attempted to mitigate against the increase in the relevant cost components.

8. IMPLEMENTATION OF ADJUSTED PANEL PRICES

8.1 Variations in accordance with the provisions of this Panel Agreement Schedule 3 to all or part the Panel Prices (as the case may be) shall be made by the Authority to take effect:

8.1.1 in accordance with Clause 19.2 (Legislative Change) where an adjustment to the Panel Prices is made in accordance with paragraph 6.1.1 of this Panel Agreement Schedule;

8.1.2 in accordance with paragraph 3.3.3 and 4.3 of Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking) where an adjustment to the Panel Prices is made in accordance with paragraph 6.1.2 of this Panel Agreement Schedule 3; or

8.1.3 on the Indexation Adjustment Date where an adjustment to the Panel Prices is made in accordance with paragraph 6.1.3 of this Panel Agreement Schedule 3.

and the Parties shall amend the Panel Prices shown in Annex 1 to this Panel Agreement Schedule 3 to reflect such variations.

9. CHARGES UNDER LEGAL SERVICES CONTRACTS

9.1 For the avoidance of doubt any change to the Panel Prices implemented pursuant to this Panel Agreement Schedule 3 are made independently of, and, subject always to paragraphs 2.1 and 2.2 of this Panel Agreement Schedule 3 and shall not affect the Charges payable by a Panel Customer under a Legal Services Contract in force at the time a change to the Panel Prices is implemented.

9.2 Any variation to the Charges payable under a Legal Services Contract must be agreed between the Supplier and the relevant Panel Customer and implemented in accordance with the provisions applicable to the Legal Services Contract.

10. E-COMMERCE TRANSACTIONS WITH CENTRAL GOVERNMENT BODIES

10.1 The Supplier acknowledges and agrees that the Government's wide strategy of 'Digital by Default' (<https://www.gov.uk/government/publications/government-digitalstrategy>) endorses a commitment to implement e-commerce systems, including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government's purchasing transactions. The intent is to migrate, wherever practically possible, all Government's purchasing to an e-commerce environment.

10.2 The Supplier acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier shall be required to comply with the relevant requirements set out by the relevant Central Government Body in their Statement of Requirements during the Further Competition Procedure and/or terms of the relevant Legal Services Contract.

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ANNEX 1: PRICING MECHANISM

TABLE 1: SUPPLIER PERSONNEL RATE CARD FOR CALCULATION OF PANEL PRICES – MAXIMUM HOURLY RATES*

Grade	Partner (including senior/managing) or equivalent	Legal Director / Senior Solicitor / or equivalent	Solicitor or equivalent	Junior Solicitor or equivalent	Trainee / Paralegal or equivalent
	Rate £ per hour	Rate £ per hour	Rate £ per hour	Rate £212.00 per hour	Rate £91.00 per hour

TABLE 2: SUPPLIER PERSONNEL RATE CARD FOR CALCULATION OF PANEL PRICES – MAXIMUM DAILY RATES*

Grade	Partner (including senior/managing) or equivalent	Legal Director / Senior Solicitor /	Solicitor or equivalent	Junior Solicitor or equivalent	Trainee Paralegal or equivalent
	<i>Rate £ per Man Day</i>	<i>Rate £ per Man Day</i>	<i>Rate £ per Man Day</i>	<i>Rate £1696.00</i>	<i>Rate £728.00 per Man Day</i>

[Guidance Note: Prior to the commencement of the Panel Agreement, the Authority will incorporate here, the Suppliers tendered Panel Prices.]

PANEL AGREEMENT SCHEDULE 4: TEMPLATE ORDER FORM AND TEMPLATE TERMS AND CONDITIONS

ANNEX 1: TEMPLATE ORDER FORM

ANNEX 2: TEMPLATE TERMS AND CONDITIONS

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ANNEX 3: TEMPLATE SECONDMENT AGREEMENT



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ANNEX 4: TEMPLATE SCHEME EXCHANGE AGREEMENT

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PANEL AGREEMENT SCHEDULE 5: ORDERING PROCEDURE

1. DEFINITIONS

- 1.1 In this Panel Agreement Schedule 5, the following expressions shall have the following meanings:

“Prospectus” means the written description of the Supplier’s capabilities and Supplier Personnel and in the form set out in Annex 1 of Panel Agreement Schedule 11 hereunder required pursuant to paragraph 2 of Panel Agreement Schedule 5 (Ordering Procedure), as the same may be amended or updated from time to time in accordance with this Panel Agreement

“Direct Award” means the award of a Legal Services Contract by the award procedure set out at paragraph 2 (Direct Award Procedure) of Panel Agreement Schedule 5 (Ordering Procedure), as the same may be amended or updated from time to time in accordance with this Panel Agreement

2. OVERVIEW

- 2.1 If a Panel Customer wishes to source Panel Services through this Panel Agreement then it will do so in accordance with either of the procedures set out at paragraphs 3 and 4 in this Panel Agreement Schedule 5 (Ordering Procedure) and the Guidance. For the purposes of this Panel Agreement Schedule 5, **“Guidance”** shall mean any guidance issued or updated by the Authority from time to time in relation to the use of the Panel Agreement.
- 2.2 The Supplier shall be fully responsible for all its costs of responding to invitations by Panel Customers to participate in both Direct Award and Further Competition Procedures. The Supplier acknowledges and agrees that in no event shall the Authority or any Panel Customer have any liability for such costs, in whole or in part, at any time and even where the Panel Customers decide not to appoint any Suppliers for any reason including but not limited to the circumstances set out in paragraph 6 below.

3. DIRECT AWARD PROCEDURE

- 3.1 The Supplier shall develop and maintain throughout the Panel Period a Prospectus in the form set out in Panel Agreement Schedule 11 (Marketing) and shall publish its Prospectus (which shall include all prescribed content as required pursuant to this Panel Agreement) in accordance with the requirements of Panel Agreement Schedule 11 (Marketing), as the same may be amended or updated from time to time. The Supplier’s Prospectus shall:
- 3.1.1 describe the scope, depth and breadth of the Panel Services (including the Optional Panel Services, if any), which the Supplier offers hereunder;
 - 3.1.2 identify the Supplier Personnel (at all grades) relevant to each Mandatory Specialism (and each Optional Specialism, if any), who will act as the Supplier’s key contacts in respect thereof, and provide an overview of the relevant experience and background of such Supplier Personnel;

- 3.1.3 provide a summary of the Supplier's experience and expertise in each of the Mandatory Specialisms and Optional Specialisms gained over the three (3) preceding calendar years on a rolling basis throughout the Panel Period;
 - 3.1.4 include any other information Panel Customers reasonably need to assist them in making award decisions, provided that all such other information shall first be submitted to the Authority for approval for inclusion in the Supplier's Prospectus, which the Authority shall have the sole and absolute right to grant or deny; and
 - 3.1.5 be kept reasonably up to date, and shall be updated by the Supplier at regular intervals at least once every six (6) calendar months, or more frequently if the details and/or content of the Supplier's Prospectus have changed significantly.
- 3.2 A Panel Customer which intends to place an Order using the Direct Award process shall follow the procedure set out in this paragraph 3 (Direct Award Procedure).
- 3.3 Before a Panel Customer decides to place an Order under this paragraph 3 (Direct Award Procedure), it must:
 - 3.3.1 satisfy itself that it is appropriate, having regard to the circumstances, for it to make a Direct Award;
 - 3.3.2 identify its requirements for Panel Services, which may be either in the nature of a general requirement for legal support in any of the Panel Services, or a Statement of Requirements identifying and specifying the Panel Services required;
 - 3.3.3 identify which Panel Services are relevant to its requirements;
 - 3.3.4 identify the Panel suppliers capable and authorised to provide the relevant Panel Services using the information provided in the Panel suppliers' Prospectuses ;
 - 3.3.5 further review the Prospectuses of the Panel suppliers which it has identified as capable and authorised to provide the relevant Panel Services pursuant to paragraph 3.3.4 (above) and determine which such Panel supplier is best able to meet the Panel Customer's requirements identified pursuant to paragraph 3.3.2 (above).
- 3.4 Once a Panel Customer has identified the Panel supplier best able to meet its requirements in accordance with paragraph 3.3 (above), it may award an Order:
 - 3.4.1 based on the Panel Prices tendered by the Supplier; or
 - 3.4.2 subject to paragraph 3.5 (below), based on an alternative fee arrangement, including (but not limited to):
 - (a) a capped price based on Panel Prices quoted by and agreed with the relevant Supplier; or
 - (b) a fixed price based on Panel Prices quoted by and agreed with the relevant Supplier; or
 - (c) any combination of the pricing models set out in paragraphs 3.4.1, 3.4.2(a) and 3.4.2(b) (above),

provided that no Panel Customer shall seek discounts to the Panel supplier's Panel Prices as part of any alternative fee arrangement under this paragraph 3 (Direct Award Procedure).

- 3.5 Where a Panel Customer wishes to obtain an alternative fee arrangement (in accordance with paragraph 3.4 (above)) it will seek a quote from the Panel supplier it has identified as best meeting its requirements pursuant to paragraph 3.3.5 (above). Once the alternative fee arrangement has been agreed, or if the Panel Customer is placing the Order on the basis of the Supplier's undiscounted Panel Prices, the Panel Customer may award the Order by issuing (whether electronically or otherwise) a signed and appropriately completed Order Form to the Supplier which the Supplier shall countersign and return promptly and without delay.
- 3.6 Where the Panel supplier is unable to accept the Order for one of the reasons set out in paragraph 3.2.1 of Part A (Panel Services) of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators), the Panel Customer may:
- 3.6.1 follow the procedure set out in paragraph 3.4 (above) in respect of the second Supplier identified as being best able to meet its requirements pursuant to paragraph 3.3 (above) and the Panel Customer may repeat this process until it identifies a Panel supplier which is able to accept the Panel Customer's Order; or
 - 3.6.2 if there is any change to the Panel Customer's requirements, re-perform the steps set out in paragraphs 3.3.3 to 3.3.5 to identify the Supplier capable and authorised to meet its requirements and follow the procedure set out at paragraph 3.4 (above); or
 - 3.6.3 run a Further Competition Procedure in accordance with paragraph 4 below,
- 3.7 Subject to complying with this paragraph 3, a Panel Customer may award a Legal Services Contract to the Supplier in accordance with paragraph 8 below.

4. FURTHER COMPETITION PROCEDURE

Panel Customer's Obligations

- 4.1 Any Panel Customer awarding a Legal Services Contract under this Panel Agreement through a Further Competition Procedure shall:
- 4.1.1 develop a Statement of Requirements setting out its requirements for the Panel Services; and
 - 4.1.2 either:
 - (a) invite all capable and authorised Panel suppliers to tender; or
 - (b) identify and invite to tender at least three (3) Panel suppliers capable of supplying the required Panel Services using the suppliers' Prospectuses, further to paragraph 4.1.2 (above). If a Panel Customer is unable to identify and invite at least three (3) such Panel suppliers from the Prospectuses it may:
 - i) invite all capable and authorised Panel suppliers to tender for the required Panel Services and follow the procedure set out in paragraphs 4.1.5 to 4.1.7; or

ii) where there is only one capable and authorised Panel supplier, proceed to direct award in accordance with paragraphs 3.4 to 3.7 above;

4.1.3 Not used

4.1.4 Not used

4.1.5 apply the Further Competition Award Criteria to the Panel suppliers' compliant tenders submitted through the Further Competition Procedure as the basis of its decision to award a Legal Services Contract; and

4.1.6 on the basis set out above, award its Legal Services Contract to the successful Supplier in accordance with paragraph 8 below; and

4.1.7 provide unsuccessful Panel suppliers with written feedback within thirty (30) days of the date of award in relation to the reasons why their tenders were unsuccessful.

The Supplier's Obligations

4.2 The Supplier shall in writing, by the time and date specified by the Panel Customer following an invitation to tender provide the Panel Customer with either:

4.2.1 a statement to the effect that it is unable to tender for one of the reasons described at paragraph 3.2.1 of Part A (Panel Services) of Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators); or

4.2.2 the full details of its tender made in respect of the relevant Statement of Requirements. In the event that the Supplier submits such a tender, it should include, as a minimum:

- (a) a unique reference number and Supplier name, so as to clearly identify the Supplier;
- (b) a brief summary, stating that the Supplier is bidding in response to the Panel Customer's Statement of Requirements;
- (c) a proposal covering the Panel Customer's Statement of Requirements.
- (d) summary CVs of Key Personnel – as a minimum any lead lawyer, with others, as considered appropriate along with required staff levels; and
- (e) confirmation of the Charges, whether fixed price, capped price, Panel Prices including discounts (if any) for the proposed Panel Services, or any combination of the above.

4.2.3 The Supplier shall ensure that any prices submitted in relation to a Further Competition Procedure held pursuant to this paragraph 4 shall be no higher than the Panel Prices and take into account any discount to which the Panel Customer may be entitled as set out in Panel Agreement Schedule 3 (Framework Prices and Charging Structure).

4.2.4 The Supplier agrees that:

- (a) all tenders submitted by the Supplier in relation to a Further Competition Procedure held pursuant to this paragraph 4 shall remain open for acceptance by the Panel Customer for ninety (90) Working Days (or such other period specified in the invitation to

tender issued by the relevant Panel Customer in accordance with the Ordering Procedure); and

- (b) all tenders submitted by the Supplier are made and will be made in good faith and that the Supplier has not fixed or adjusted and will not fix or adjust the price of the tender by or in accordance with any agreement or arrangement with any other person. The Supplier certifies that it has not and undertakes that it will not:
 - i. communicate to any person other than the person inviting these tenders the amount or approximate amount of the tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain quotations required for the preparation of the tender; and
 - ii. enter into any arrangement or agreement with any other person that he or the other person(s) shall refrain from submitting a tender or as to the amount of any tenders to be submitted.

5. NOT USED

6. NO AWARD

- 6.1 Notwithstanding the fact that the Panel Customer has followed a procedure as set out above in paragraph 3 (Direct Award Procedure) or 4 (Further Competition Procedure) (as applicable), the Panel Customer shall be entitled at all times to decline to make an Order. Nothing in this Panel Agreement shall oblige any Panel Customer to make any Order.

7. RESPONSIBILITY FOR AWARDS

- 7.1 The Supplier acknowledges that each Panel Customer is independently responsible for the conduct of its award of Legal Services Contracts under this Panel Agreement and that the Authority is not responsible or accountable for and shall have no liability whatsoever in relation to:
 - 7.1.1 the conduct of Panel Customers in relation to this Panel Agreement; or
 - 7.1.2 the performance or non-performance of any Legal Services Contracts between the Supplier and Panel Customers entered into pursuant to this Panel Agreement,except where the Authority is the Panel Customer.

8. AWARD PROCEDURE

- 8.1 Subject to paragraphs 3 (Direct Award Procedure), 4 (Further Competition Procedure) and paragraph 7 (Responsibility for Awards) above, a Panel Customer may award a Legal Services Contract to the Supplier by sending (including electronically) a signed Legal Services Contract.. which shall:
 - (a) describe the Ordered Panel Services required, which may be either in the nature of a general requirement for legal support in any of the Ordered Panel Services, or a Statement of

Requirements identifying and specifying the Ordered Panel Services required; and

- (b) describe the Charges payable for the Ordered Panel Services in accordance with the tender submitted by the successful Panel supplier.

- 8.2 The Parties agree that any document or communication (including any document or communication in the apparent form of a Legal Services Contract) which is not as described in this paragraph 8 shall not constitute a Legal Services Contract under this Panel Agreement.
- 8.3 On receipt of the Legal Services Contract as described in paragraph 8.1 from a Panel Customer the Supplier shall accept the Legal Services Contract by promptly and without delay signing and returning (including by electronic means) a copy of the completed Template Order Form to the Panel Customer concerned.
- 8.4 On receipt of the countersigned completed Template Order Form from the Supplier, the Panel Customer shall send (including by electronic means) a written notice of receipt to the Supplier within two (2) Working Days and the Legal Services Contract shall be formed with effect from the Commencement Date stated in the completed Template Order Form.

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PANEL AGREEMENT SCHEDULE 6: AWARD CRITERIA

1. GENERAL

- 1.1 This Panel Agreement Schedule 6 is designed to assist Panel Customers seeking to award a Legal Services Contract under a Further Competition Procedure in accordance with the Ordering Procedure.
- 1.2 A Legal Services Contract under a Further Competition Procedure shall be awarded on the basis of most economically advantageous tender ("MEAT") from the point of view of the Panel Customer.
- 1.3 This Panel Agreement Schedule 6 includes details of the evaluation criteria and any weightings that will be applied to that criteria.

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PART A: NOT USED

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PART B: FURTHER COMPETITION AWARD CRITERIA

1. The Authority or any Other Panel Customer shall apply the criteria set out below (subject to any alternative or additional criteria specified by the Authority or any Other Panel Customer during the Further Competition Procedure) to the Panel Services set out in the Panel suppliers' compliant tenders submitted through the Further Competition Procedure:

Criteria Number	Criteria	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Authority conducting the further competition
A	Expertise	1 st
B	Cost effectiveness	3 rd
F	Capacity	2 nd
J	Ability to Mobilise immediately	4 th

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PANEL AGREEMENT SCHEDULE 7: KEY SUB-CONTRACTORS

1. In accordance with Clause 25.1 (Appointment of Key Sub-Contractors), the Supplier is entitled to sub-contract its obligations under this Panel Agreement and any Legal Services Contracts entered into pursuant to this Panel Agreement, to the Key Sub-Contractors listed below.

[Guidance Note: the list of Key Sub-Contractors as approved by CCS should be inserted here]

PANEL AGREEMENT SCHEDULE 8: PANEL MANAGEMENT

1. INTRODUCTION

1.1 The following definitions shall apply in addition to the definitions contained in the Panel Agreement Schedule 1 (Definitions):

"Supplier Panel Manager" has the meaning given to it in paragraph 2.1.1 of this Panel Agreement Schedule 8; and
"Supplier Review Meetings" has the meaning given to it in paragraph 2.2.1 of this Panel Agreement Schedule 8.

1.2 The successful delivery of this Panel Agreement will rely on the ability of the Supplier and the Authority in developing a strategic relationship immediately following the conclusion of this Panel Agreement with the Supplier and maintaining this relationship throughout the Panel Period.

1.3 To achieve this strategic relationship, there will be a requirement to adopt proactive panel management activities which will be informed by quality Management Information, and the sharing of information between the Supplier and the Authority.

1.4 This Panel Agreement Schedule 8 outlines the general structures and management activities that the Parties shall follow during the Panel Period.

2. PANEL MANAGEMENT

2.1 Panel Management Structure:

2.1.1 The Supplier shall provide a suitably qualified nominated contact (the **"Supplier Panel Manager"**) who will take overall responsibility for delivering the Panel Services required within this Panel Agreement, as well as a suitably qualified deputy to act in their absence.

2.1.2 The Supplier shall put in place a structure to manage the Panel in accordance with Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators).

2.1.3 A full governance structure for the Panel will be agreed between the Parties during the Panel Agreement implementation stage.

2.1.4 Following discussions between the Parties following the Panel Commencement Date, the Authority shall produce and issue to the Supplier a draft Supplier Action Plan. The Supplier shall not unreasonably withhold its agreement to the draft Supplier Action Plan. The Supplier Action Plan shall, unless the Authority otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the draft Supplier Action Plan.

2.1.5 The Supplier Action Plan shall be maintained and updated on an ongoing basis by the Authority. Any changes to the Supplier Action Plan shall be notified by the Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Authority otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the Authority's notification.

2.2 Supplier Review Meetings

- 2.2.1 Regular performance review meetings will take place at the Authority's premises throughout the Panel Period and thereafter until the Panel Expiry Date ("**Supplier Review Meetings**").
- 2.2.2 The exact timings and frequencies of such Supplier Review Meetings will be determined by the Authority following the conclusion of the Panel Agreement. It is anticipated that the frequency of the Supplier Review Meetings will be once every month or less. The Parties shall be flexible about the timings of these meetings.
- 2.2.3 The purpose of the Supplier Review Meetings will be to review the Suppliers performance under this Panel Agreement and, where applicable, the Suppliers adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by the Authority and communicated to the Supplier in advance of that meeting.
- 2.2.4 The Supplier Review Meetings shall be attended, as a minimum, by the Authority Representative(s) and the Supplier Panel Manager.

3. KEY PERFORMANCE INDICATORS

- 3.1 The KPIs applicable to this Panel Agreement are set out in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators).
- 3.2 The Supplier shall establish processes to monitor its performance against the agreed KPIs. The Supplier shall at all times ensure compliance with the standards set by the KPIs.
- 3.3 The Authority shall review progress against these KPIs to evaluate the effectiveness and efficiency of which the Supplier performs its obligations to fulfil this Panel Agreement.
- 3.4 The Suppliers achievement of KPIs shall be reviewed during the Supplier Review Meetings, in accordance with paragraph 2.2 above, and the review and ongoing monitoring of KPIs will form a key part of the panel management process as outlined in this Panel Agreement Schedule 8.
- 3.5 The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Panel Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier.
- 3.6 The Authority reserves the right to use and publish the performance of the Supplier against the KPIs without restriction.

4. EFFICIENCY TRACKING PERFORMANCE MEASURES

- 4.1 The Supplier shall cooperate in good faith with the Authority to develop efficiency tracking performance measures for this Panel Agreement. This shall include but is not limited to:
 - 4.1.1 tracking reductions in product volumes and product costs, in order to demonstrate that Panel Customers are consuming less and buying more smartly;

- 4.1.2 developing additional KPIs to ensure that the Panel Agreement supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).
- 4.2 The list in paragraph 4.1 is not exhaustive and may be developed during the Panel Period.
- 4.3 The metrics that are to be implemented to measure efficiency shall be developed and agreed between the Authority and the Supplier. Such metrics shall be incorporated into the list of KPIs set out in Panel Agreement Schedule 2 (Panel Services and Key Performance Indicators).
- 4.4 The ongoing progress and development of the efficiency tracking performance measures shall be reported through panel management activities as outlined in this Panel Agreement Schedule 8.

5. ESCALATION PROCEDURE

- 5.1 In the event that the Authority and the Supplier are unable to agree the performance score for any KPI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to the Authority Representative and the Supplier Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).
- 5.2 In cases where the Authority Representative and the Supplier Representative fail to reach a solution within a reasonable period of time, the matter shall be dealt with in accordance with the procedure set out in Clause 48 (Dispute Resolution).

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PANEL AGREEMENT SCHEDULE 9: MANAGEMENT INFORMATION

1. GENERAL REQUIREMENTS

- 1.1 The Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver timely and accurate Management Information to the Authority in accordance with the provisions of this Panel Agreement Schedule 9.
- 1.2 The Supplier shall also supply such Management Information as may be required by a Panel Customer in accordance with the terms of a Legal Services Contract.

2. MANAGEMENT INFORMATION AND FORMAT

- 2.1 The Supplier agrees to provide timely, full, accurate and complete MI Reports to the Authority which incorporates the data, in the correct format, required by the MI Reporting Template. The initial MI Reporting Template is set out in the Annex to this Panel Agreement Schedule 9.
- 2.2 The Authority may from time to time make changes to the MI Reporting Template including to the data required or format of the report and issue a replacement version of the MI Reporting Template to the Supplier. The Authority shall give notice in writing of any such change to the MI Reporting Template and shall specify the date from which the replacement MI Reporting Template must be used for future MI Reports which date shall be at least thirty (30) calendar days following the date of the notice.
- 2.3 If the MI Reporting Template is amended by the Authority at any time, then the Supplier agrees to provide all future MI Reports in accordance with the most recent MI Reporting Template issued by the Authority.
- 2.4 The Authority may provide the Supplier with supplemental guidance for completing the MI Reporting Template or submitting MI Reports from time to time which may for example indicate which fields are mandatory and which are optional. The Supplier agrees to complete the Monthly MI Report in accordance with any such guidance.
- 2.5 The Supplier may not make any amendment to the current MI Reporting Template without the prior Approval of the Authority.
- 2.6 The Authority shall have the right from time to time (on reasonable written notice) to amend the nature of the Management Information which the Supplier is required to supply to the Authority.

3. FREQUENCY AND COVERAGE

- 3.1 All MI Reports must be completed by the Supplier using the MI Reporting Template and returned to the Authority on or prior to the Reporting Date every Month during the Panel Period and thereafter, until all transactions relating to Legal Services Contracts have permanently ceased.
- 3.2 The MI Report should be used (among other things) to report Orders received and transactions occurring during the Month to which the MI Report relates, regardless of when the work was actually completed. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's.

Each Order received by the Supplier must be reported only once when the Order is received.

3.3 The Supplier must return the MI Report for each Month even where there are no transactions to report in the relevant Month (a "**Nil Return**").

3.4 The Supplier must inform the Authority of any errors or corrections to the Management Information:

3.4.1 in the next MI Report due immediately following discovery of the error by the Supplier; or

3.4.2 as a result of the Authority querying any data contained in an MI Report.

4. SUBMISSION OF THE MONTHLY MI REPORT

4.1 The completed MI Report shall be completed electronically and returned to the Authority by uploading the electronic MI Report computer file to MISO in accordance with the instructions provided in MISO.

4.2 The Authority reserves the right (acting reasonably) to specify that the MI Report be submitted by the Supplier using an alternative communication to that specified in paragraph 4.1 above such as email. The Supplier agrees to comply with any such instructions provided they do not materially increase the burden on the Supplier.

5. DEFECTIVE MANAGEMENT INFORMATION

5.1 The Supplier acknowledges that it is essential that the Authority receives timely and accurate Management Information pursuant to this Panel Agreement because Management Information is used by the Authority to inform strategic decision making and allows it to calculate the Management Charge.

5.2 Following an MI Failure the Authority may issue reminders to the Supplier or require the Supplier to rectify defects in the MI Report provided to the Authority. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder. **Meetings**

5.3 The Supplier agrees to attend meetings between the Parties in person to discuss the circumstances of any MI Failure(s) at the request of the Authority (without prejudice to any other rights the Authority may have). If the Authority requests such a meeting the Supplier shall propose measures to ensure that the MI Failures are rectified and do not occur in the future. The Parties shall document these measures and continue to monitor the Suppliers performance.

Admin Fees

5.4 If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that the Authority shall have the right to invoice the Supplier Admin Fees and (subject to paragraph 5.5) in respect of any MI Failures as they arise in subsequent Months.

5.5 If, following activation of the Authority's right to charge Admin Fee(s) in respect of MI Failures pursuant to paragraph 5.4, the Supplier submits the Monthly MI Report for two (2) consecutive Months and no MI Failure occurs then the right to charge the Admin Fee(s) shall lapse. For the avoidance of doubt the Authority shall not be prevented from exercising such right again during the Panel Period if the conditions in paragraph 5.4 are met.

5.6 The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by the Authority as a result of the Supplier failing to supply Management Information as required by this Panel Agreement.

5.7 The Authority shall notify the Supplier if any Admin Fees arise pursuant to paragraph

5.4 above and shall be entitled to invoice the Supplier for such Admin Fees which shall be payable in accordance with Clause 20 (Management Charge) as a supplement to the Management Charge. Any exercise by the Authority of its rights under this paragraph

5.7 shall be without prejudice to any other rights that may arise pursuant to the terms of this Panel Agreement.

6. DEFAULT MANAGEMENT CHARGE

6.1 If:

6.1.1 Two (2) MI Failures occur in any rolling six (6) Month period;

6.1.2 Two (2) consecutive MI Failures occur; then a "**MI Default**" shall be deemed to have occurred.

6.2 If an MI Default occurs the Authority shall (without prejudice to any other rights or remedies available to it under this Panel Agreement) be entitled to determine the level of Management Charge in accordance with paragraph 6.3, which the Supplier shall be required to pay to the Authority ("**Default Management Charge**") and/or to terminate this Panel Agreement.

6.3 The Default Management Charge shall be calculated as the higher of:

6.3.1 the average Management Charge paid or payable by the Supplier to the Authority based on any Management Information submitted in the six (6) Month period preceding the date on which the MI Default occurred or, if the MI Default occurred within less than six (6) Months from the commencement date of the first Legal Services Contract, in the whole period preceding the date on which the MI Default occurred; or

6.3.2 the sum of five hundred pounds (£500).

6.4 If an MI Default occurs, the Authority shall be entitled to invoice the Supplier the Default Management Charge (less any Management Charge which the Supplier has already paid to the Authority in accordance with Clause 20 for any Months in which the Default Management Charge is payable) calculated in accordance with paragraph 6.3 above:

6.4.1 in arrears for those Months in which an MI Failure occurred; and

6.4.2 on an ongoing Monthly basis, until all and any MI Failures have been rectified to the reasonable satisfaction of the Authority.

6.5 For the avoidance of doubt the Parties agree that:

6.5.1 the Default Management Charge shall be payable as though it was the Management Charge due in accordance with the provisions of Clause 20 of this Panel Agreement; and

6.5.2 any rights or remedies available to Authority under this Panel Agreement in respect of the payment of the Management Charge

shall be available to the Authority also in respect of the payment of the Default Management Charge.

6.6 If the Supplier provides sufficient Management Information to rectify any MI Failures to the satisfaction of the Authority and the Management Information demonstrates that:

- 6.6.1 the Supplier has overpaid the Management Charges as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or
- 6.6.2 the Supplier has underpaid the Management Charges during the period when a Default Management Charge was applied, then the Authority shall be entitled to immediate payment of the balance as a debt together with interest pursuant to Clause 20 (Management Charge).

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ANNEX 1: MI REPORTING TEMPLATE



DRAFT RM3787 MI Template.xls

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DRAFT

PANEL AGREEMENT SCHEDULE 10: ANNUAL SELF AUDIT CERTIFICATE [To be signed by Head of Internal Audit, Finance Director or company's external auditor]

[Guidance Note: Please seek guidance from the CCS audit team in relation to this point]

Dear Sirs

In accordance with the Panel Agreement entered into on [insert Panel Commencement Date dd/mm/yyyy] between [insert name of Supplier] and the Authority, we confirm the following:

1. In our opinion based on the testing undertaken [name of Supplier] has in place suitable systems for identifying and recording the transactions taking place under the provisions of the above Panel Agreement.
2. We have tested the systems for identifying and reporting on panel activity and found them to be operating satisfactorily.
3. We have tested a sample of [] [insert number of sample transactions tested] Orders and related invoices during our audit for the financial year ended [insert financial year] and confirm that they are correct and in accordance with the terms and conditions of the Panel Agreement.
4. We have tested from the order processing and invoicing systems a sample of [] [Insert number of sample transactions tested] public sector Orders placed outside the Panel Agreement during our audit for the financial year ended [insert financial year] and confirm they have been identified correctly as Orders placed outside the Panel Agreement, an appropriate and legitimately tendered procurement route has been used to place those Orders, and those Orders should not otherwise have been routed via centralised and mandated procurement processes executed by the Authority.
5. We have also attached an Audit Report which provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

[Guidance Note: see Clause 18 (Records, Audit Access and Open Book Data) for details of what is required]

Name:.....

Signed:.....

Head of Internal Audit/ Finance Director/ External Audit firm (delete as applicable)

Date:.....

Professional Qualification held by Signatory:.....

Note to Suppliers: where the Authority identifies independently that data accuracy supporting this certificate is flawed we will consider action on a case by case basis, and in some cases where the issues identified are clearly systemic we will consider whether this behaviour goes beyond poor commercial practice and will seek further guidance from the GLD.

PANEL AGREEMENT SCHEDULE 11: MARKETING

0.

1. INTRODUCTION

- 1.1 This Panel Agreement Schedule 11 describes the activities that the Supplier will carry out as part of its ongoing commitment to the marketing of the Panel Services to Panel Customers.

2. MARKETING

- 2.1 Supplier's marketing contact details:

- 2.1.1 [NAME]
- 2.1.2 [ADDRESS]
- 2.1.3 [Telephone and email]

3. AUTHORITY PUBLICATIONS

- 3.1 The Authority will periodically update and revise marketing materials. The Supplier shall supply current information for inclusion in such marketing materials when required by the Authority.
- 3.2 Such information shall be provided in the form of a completed template, supplied by the Authority together with the instruction for completion and the date for its return.
- 3.3 Failure to comply with the provisions of paragraphs 3.1 and 3.2 may result in the Suppliers exclusion from the use of such marketing materials.
- 3.4 Pursuant to paragraph 2.1 in Panel Agreement Schedule 5 (Ordering Procedure) the Supplier shall develop, produce and maintain throughout the Panel Period a Prospectus in the form set out at Annex 1 of this Panel Agreement Schedule, and shall publish its Prospectus on the Supplier's website so that it is readily accessible by the Authority and Panel Customers.
- 3.5 The Prospectus shall be kept reasonably up to date, and shall be reviewed and updated by the Supplier at regular intervals, at least once every six (6) calendar months, or more frequently if the content and/or details of the Supplier's Prospectus have changed significantly.

4. SUPPLIER PUBLICATIONS

- 4.1 Any marketing materials in relation to this Panel Agreement that the Supplier produces must comply in all respects with the Branding Guidance. The Supplier will periodically update and revise such marketing materials.
- 4.2 The Supplier shall be responsible for keeping under review the content of any information which appears on the Supplier's website and which relates to this Panel Agreement and ensuring that such information is kept up to date at all times.

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ANNEX 1: SUPPLIER PROSPECTUS TEMPLATE

Suppliers Name:	Suppliers Corporate Logo
Contact Details:	UK HQ Location Map (embed)
Other UK Locations:	
Contact Details:	

Description of Mandatory Specialisms:
Description of Optional Specialisms:

<p>A summary of your experience and expertise in each of the Panel Services gained over three (3) preceding calendar years on a rolling basis throughout the Panel Term.</p> <p>Panel Services:</p> <p>Optional Specialisms:</p>

Identity of your personnel (at Solicitor / Associate level and above) relevant to each of the Mandatory Services and Optional Services, providing an overview of their relevant experience and background:

Please set out any other relevant information you feel that Panel Customers may need in order to assist them in making a direct award decision:

NB: The publication of this information shall be at the discretion of The Authority who shall have the sole and absolute right to grant or deny.

GUIDANCE ON PROSPECTUS

Panel suppliers are required to prepare, develop, provide and maintain a prospectus that follows the following guidance points, (as may be amended from time to time):

The Prospectus shall:-

- a) Be in Ariel font with a font size of 10;
- b) Be limited to a maximum of 40 pages;
- c) Have an introductory page headed up with RM3787 Finance and Complex Legal Services Panel title and carry the CCS logo to enable Panel Customers to identify the document;
- d) Have a “linked” contents page allowing Panel Customers to directly navigate to the relevant Mandatory and/or Optional Specialism;
- e) Have an appropriate version control whenever it is updated;
- f) Be limited to one page per Mandatory Specialism and one page per Optional Specialism (where applicable);
- g) For each Mandatory Specialism or Optional Specialism:
 - i) list the full extent of the Supplier’s service provision; ii) where possible, for each Mandatory Specialism or Optional Specialism, include an up-to-date case study;
 - iii) list at least two “key person” profiles with the primary contact details for each person; and
 - iv) provide any regional restrictions on offices; and
- h) not contain any embedded documents, animations, videos or hyperlinks to other documents.

- i) not contain any references to Legal 500, Chamber and Partners and other publications
- j) not contain any ranking information
- k) not include references to award nominations (may reference awards actually won)

- Only awards that have been won can be referenced, nominations should not be included

The Supplier shall provide a direct functional hyperlink to the Authority to place on its website landing page directing Panel Customers to the Prospectus. This hyperlink must be maintained at all times by the Supplier and where it is updated, the Supplier shall notify the Authority.

The Prospectus must be up-to-date and fully accessible at all times.

The Prospectus shall be hosted by the Supplier. The Supplier shall decide whether the Prospectus is held on an external page, or within a client login area. If the Prospectus is held in a client login area, a functional login and password must be provided to the Authority for Panel Customer use.

PANEL AGREEMENT 12: CONTINUOUS IMPROVEMENT AND BENCHMARKING

1. DEFINITIONS

1.1 In this Panel Agreement Schedule 12, the following expressions shall have the following meanings:

"Benchmarked Rates"	means the Panel Prices for the Benchmark Panel Services
"Benchmark Review"	means a review of the Panel Services carried out in accordance with this Panel Agreement Schedule 12 to determine whether those Panel Services represent Good Value
"Benchmarked Panel Services"	means any Panel Services included within the scope of a Benchmark Review pursuant to this Panel Agreement Schedule 12
"Comparable Rates"	means rates payable by the Comparison Group for Comparable Panel Services that can be fairly compared with the Panel Prices
"Comparable Supply"	means the supply of Panel Services to another customer of the Supplier that are the same or similar to the Panel Services
"Comparable Panel Services"	means Panel Services that are identical or materially similar to the Benchmark Panel Services (including in terms of scope, specification, volume and quality of performance) provided that if no identical or materially similar Panel Services exist in the market, the Supplier shall propose an approach for developing a comparable Panel Services benchmark

"Comparison Group"	means a sample group of organisations providing Comparable Panel Services which consists of organisations which are either of similar size to the Supplier or which are similarly structured in terms of their business and their service offering so as to be fair comparators with the Supplier or which, are best practice organisations
"Equivalent Data"	means data derived from an analysis of the Comparable Rates and/or the Comparable Panel Services(as applicable) provided by the Comparison Group
"Value for Money"	means that the Benchmarked Rates are representative within the legal industry as Value for Money

2. BACKGROUND

- 2.1 The Supplier acknowledges that the Authority wishes to ensure that the Panel Services, represent value for money to the taxpayer throughout the Panel Period.
- 2.2 This Panel Agreement Schedule 12 (Continuous Improvement and Benchmarking) sets out the following processes to ensure this Panel Agreement represents value for money throughout the Panel Period and subsequently while any Legal Services Contracts remain in force:
 - 2.2.1 Benchmarking;
 - 2.2.2 Continuous Improvement;

3. BENCHMARKING

3.1 Frequency Purpose and Scope of Benchmark Review

- 3.1.1 The Supplier shall carry out Benchmark Reviews of the Panel Services when so requested by the Authority.
- 3.1.2 The Authority shall not be entitled to request a Benchmark Review during the first twenty four (24) Month period from the Panel Commencement Date nor at intervals of less than twelve (12) Months after any previous Benchmark Review.
- 3.1.3 The purpose of a Benchmark Review will be to establish whether the the rates, value adds and appropriate discounts Benchmarked are, individually and/or as a whole, representative of Value for Money.

3.2 Benchmarking Process

- 3.2.1 The Supplier shall produce and send to the Authority for Approval, a draft plan for the Benchmark Review.
- 3.2.2 The plan must include:
 - (a) a proposed timetable for the Benchmark Review;
 - (b) a description of the benchmarking methodology to be used;
 - (c) a description that demonstrates objectively and transparently that the benchmarking methodology to be used is capable of fulfilling the benchmarking purpose; and

- (d) a description of how the Supplier will scope and identify the Comparison Group.
- 3.2.3 The Authority must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan. The Authority may not unreasonably withhold or delay its Approval of the draft plan and any suggested amendments must be reasonable.
- 3.2.4 Where the Authority suggests amendments to the draft plan under paragraph 3.2.3, the Supplier must produce an amended draft plan. Paragraph 3.2.2 shall apply to any amended draft plan.
- 3.2.5 Once it has received the Approval of the draft plan, the Supplier shall:
- (a) finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable Rates (both in terms of number and identity) shall be a matter for the Suppliers professional judgment using:
 - i. market intelligence;
 - ii. the Suppliers own data and experience; iii. relevant published information; and
 - iv. pursuant to paragraph 3.2.7 below, information from other suppliers or purchasers on Comparable Rates;
 - (b) by applying the adjustment factors listed in paragraph 3.2.7 and from an analysis of the Comparable Rates, derive the Equivalent Data;
 - (c) using the Equivalent Data to calculate the Upper Quartile;
 - (d) determine whether or not each Benchmarked Rate is, and/or the Benchmarked Rates as a whole are, Good Value.
- 3.2.6 The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.
- 3.2.7 In carrying out the benchmarking analysis the Supplier may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:
- (a) the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);
 - (b) exchange rates;
 - (c) any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Suppliers pricing to appear non-competitive.

3.3 Benchmarking Report:

- 3.3.1 For the purposes of this Panel Agreement Schedule 12 “**Benchmarking Report**” shall mean the report produced by the Supplier following the Benchmark Review and as further described in this Panel Agreement Schedule 12;

- 3.3.2 The Supplier shall prepare a Benchmarking Report and deliver it to the Authority, at the time specified in the plan Approved pursuant to paragraph 3.2.3 of this Schedule 12, setting out its findings. Those findings shall be required to:
- (a) include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Panel Services as a whole are, Good Value;
 - (b) if any of the Benchmarked Panel Services are, individually or as a whole, not Good Value, specify the changes that would be required to make that Benchmarked Service or the Benchmarked Panel Services as a whole Good Value; and
 - (c) include sufficient detail and transparency so that the Authority can interpret and understand how the Supplier has calculated whether or not the Benchmarked Panel Services are, individually or as a whole, Good Value.
- 3.3.3 The Parties agree that any changes required to this Panel Agreement identified in the Benchmarking Report may be implemented at the direction of the Authority in accordance with Clause 19.1 (Variation Procedure).
- 3.3.4 The Authority shall be entitled to publish the results of any benchmarking of the Panel Prices to Other Panel Customers.

4. CONTINUOUS IMPROVEMENT

- 4.1 The Supplier shall adopt a policy of continuous improvement in relation to the Panel Services pursuant to which it will regularly review with the Authority the Panel Services and the manner in which it is providing the Panel Services with a view to reducing the Authority's costs, the costs of Panel Customers (including the Panel Prices) and/or improving the quality and efficiency of the Panel Services. The Supplier and the Authority will provide to each other any information which may be relevant to assisting the objectives of continuous improvement and in particular reducing costs.
- 4.2 The activity of Continuous Improvement shall be discussed on a periodical basis with the Supplier Relationship Manager.
- 4.3 Should the Supplier's costs in providing the Services to Panel Customers be reduced as a result of any changes implemented by the Authority and/or Panel Customers, all of the cost savings shall be passed on to Panel Customers by way of a consequential and immediate reduction in the Panel Prices for the Panel Services.

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PANEL AGREEMENT SCHEDULE 13: GUARANTEE

[Guidance Note: this is a draft form of guarantee which can be used to procure either a Panel Guarantee or a Call Off Guarantee, and so it will need to be amended to reflect the Beneficiary's requirements. See Clause 8 of the Panel Agreement and Clause 4 of the Template Terms and Conditions.]

[INSERT THE NAME OF THE GUARANTOR]

- AND -

[INSERT THE NAME OF THE BENEFICIARY]

DEED OF GUARANTEE

DEED OF GUARANTEE

THIS DEED OF GUARANTEE is made the day of 20[]

BETWEEN:

- (1) [Insert the name of the Guarantor] [a company incorporated in England and Wales] with number [insert company no.] whose registered office is at [insert details of the Guarantor's registered office here] [OR] [a company incorporated under the laws of [insert country], registered in [insert country] with number [insert number] at [insert place of registration], whose principal office is at [insert office details] ("**Guarantor**") in favour of
- (2) [The Authority] [Insert name of Panel Customers who is Party to the Guaranteed Agreement] whose principal office is at [] ("**Beneficiary**")

[Guidance note: Where this deed of guarantee is used to procure a Panel Guarantee in favour of the Authority, this paragraph numbered (2) above will set out the details of the Authority. Where it is used to procure a Call Off Guarantee in favour of a Panel Customers this paragraph numbered (2) above will set out the details of the relevant Panel Customers] WHEREAS:

- (A) The Guarantor has agreed, in consideration of the Beneficiary entering into the Guaranteed Agreement with the Supplier, to guarantee all of the Suppliers obligations under the Guaranteed Agreement.
- (B) It is the intention of the Parties that this document be executed and take effect as a deed.

Now in consideration of the Beneficiary entering into the Guaranteed Agreement, the Guarantor hereby agrees with the Beneficiary as follows: **1. DEFINITIONS AND INTERPRETATION**

In this Deed of Guarantee:

- 1.1 unless defined elsewhere in this Deed of Guarantee or the context requires otherwise, defined terms shall have the same meaning as they have for the purposes of the Guaranteed Agreement;
- 1.2 the words and phrases below shall have the following meanings:

[Guidance Note: Insert and/or settle Definitions, including from the following list, as appropriate to either Panel Guarantee or Call Off Guarantee]

["Authority"]	has the meaning given to it in the Panel Agreement;]
["Beneficiary"]	means [the Authority] [insert name of the Panel Customer with whom the Supplier enters into a Legal Services Contract] and "Beneficiaries" shall be construed accordingly;]
["Legal Services Contract"]	has the meaning given to it in the Panel Agreement;]
["Panel Agreement"]	means the Panel Agreement for the Panel Services dated on or about the date hereof made between the Authority and the Supplier;]

["Guaranteed Agreement"]

means [the Panel Agreement] [the Legal Services Contract] made between the Beneficiary and the Supplier on [insert date];]

"Guaranteed Obligations"

means all obligations and liabilities of the Supplier to the Beneficiary under the Guaranteed Agreement together with all obligations owed by the Supplier to the Beneficiary that are supplemental to, incurred under, ancillary to or calculated by reference to the Guaranteed Agreement;

["Panel Services"]

has the meaning given to it in the Panel Agreement;]

- 1.3 references to this Deed of Guarantee and any provisions of this Deed of Guarantee or to any other document or agreement (including to the Guaranteed Agreement) are to be construed as references to this Deed of Guarantee, those provisions or that document or agreement in force for the time being and as amended, varied, restated, supplemented, substituted or novated from time to time;
- 1.4 unless the context otherwise requires, words importing the singular are to include the plural and vice versa;
- 1.5 references to a person are to be construed to include that person's assignees or Transferees or successors in title, whether direct or indirect;
- 1.6 the words "other" and "otherwise" are not to be construed as confining the meaning of any following words to the class of thing previously stated where a wider construction is possible;
- 1.7 unless the context otherwise requires, reference to a gender includes the other gender and the neuter;
- 1.8 unless the context otherwise requires, references to an Act of Parliament, statutory provision or statutory instrument include a reference to that Act of Parliament, statutory provision or statutory instrument as amended, extended or re-enacted from time to time and to any regulations made under it;
- 1.9 unless the context otherwise requires, any phrase introduced by the words "including", "includes", "in particular", "for example" or similar, shall be construed as illustrative and without limitation to the generality of the related general words;
- 1.10 references to Clauses and Schedules are, unless otherwise provided, references to Clauses of and Schedules to this Deed of Guarantee; and
- 1.11 references to liability are to include any liability whether actual, contingent, present or future.

2. GUARANTEE AND INDEMNITY

- 2.1 The Guarantor irrevocably and unconditionally guarantees and undertakes to the Beneficiary to procure that the Supplier duly and punctually performs all of the Guaranteed Obligations now or hereafter due, owing or incurred by the Supplier to the Beneficiary.
- 2.2 The Guarantor irrevocably and unconditionally undertakes upon demand to pay to the Beneficiary all monies and liabilities which are now or at any time hereafter shall have become payable by the Supplier to the Beneficiary under or in connection with the Guaranteed Agreement or in respect of the Guaranteed Obligations as if it were a primary obligor.

2.3 If at any time the Supplier shall fail to perform any of the Guaranteed Obligations, the Guarantor, as primary obligor, irrevocably and unconditionally undertakes to the Beneficiary that, upon first demand by the Beneficiary it shall, at the cost and expense of the Guarantor:

2.3.1 fully, punctually and specifically perform such Guaranteed Obligations as if it were itself a direct and primary obligor to the Beneficiary in respect of the Guaranteed Obligations and liable as if the Guaranteed Agreement had been entered into directly by the Guarantor and the Beneficiary; and

2.3.2 as a separate and independent obligation and liability, indemnify and keep the Beneficiary indemnified against all losses, damages, costs and expenses (including VAT thereon, and including, without limitation, all court costs and all legal fees on a solicitor and own client basis, together with any disbursements,) of whatever nature which may result or which such Beneficiary may suffer, incur or sustain arising in any way whatsoever out of a failure by the Supplier to perform the Guaranteed Obligations save that, subject to the other provisions of this Deed of Guarantee, this shall not be construed as imposing greater obligations or liabilities on the Guarantor than are purported to be imposed on the Supplier under the Guaranteed Agreement.

2.4 As a separate and independent obligation and liability from its obligations and liabilities under Clauses 2.1 to 2.3 above, the Guarantor as a primary obligor irrevocably and unconditionally undertakes to indemnify and keep the Beneficiary indemnified on demand against all losses, damages, costs and expenses (including VAT thereon, and including, without limitation, all legal costs and expenses), of whatever nature, whether arising under statute, contract or at common law, which such Beneficiary may suffer or incur if any obligation guaranteed by the Guarantor is or becomes unenforceable, invalid or illegal as if the obligation guaranteed had not become unenforceable, invalid or illegal provided that the Guarantor's liability shall be no greater than the Supplier's liability would have been if the obligation guaranteed had not become unenforceable, invalid or illegal.

3. OBLIGATION TO ENTER INTO A NEW CONTRACT

3.1 If the Guaranteed Agreement is terminated for any reason, whether by the Beneficiary or the Supplier, or if the Guaranteed Agreement is disclaimed by a liquidator of the Supplier or the obligations of the Supplier are declared to be void or voidable for any reason, then the Guarantor will, at the request of the Beneficiary enter into a contract with the Beneficiary in terms mutatis mutandis the same as the Guaranteed Agreement and the obligations of the Guarantor under such substitute agreement shall be the same as if the Guarantor had been original obligor under the Guaranteed Agreement or under an agreement entered into on the same terms and at the same time as the Guaranteed Agreement with the Beneficiary.

4. DEMANDS AND NOTICES

4.1 Any demand or notice served by the Beneficiary on the Guarantor under this Deed of Guarantee shall be in writing, addressed to:

4.1.1 [Address of the Guarantor in England and Wales]

4.1.2 [Facsimile Number]

4.1.3 For the Attention of [insert details] or such other address in England and Wales or facsimile number as the Guarantor has from time to time notified to the Beneficiary in writing in accordance with the terms of this Deed of Guarantee as being an address or facsimile number for the receipt of such demands or notices.

4.2 Any notice or demand served on the Guarantor or the Beneficiary under this Deed of Guarantee shall be deemed to have been served:

4.2.1 if delivered by hand, at the time of delivery; or

4.2.2 if posted, at 10.00 a.m. on the second Working Day after it was put into the post; or

4.2.3 if sent by facsimile, at the time of despatch, if despatched before 5.00 p.m.

on any Working Day, and in any other case at 10.00 a.m. on the next Working Day.

4.3 In proving service of a notice or demand on the Guarantor or the Beneficiary it shall be sufficient to prove that delivery was made, or that the envelope containing the notice or demand was properly addressed and posted as a prepaid first class recorded delivery letter, or that the facsimile message was properly addressed and despatched, as the case may be.

4.4 Any notice purported to be served on the Beneficiary under this Deed of Guarantee shall only be valid when received in writing by the Beneficiary.

5. BENEFICIARY'S PROTECTIONS

5.1 The Guarantor shall not be discharged or released from this Deed of Guarantee by any arrangement made between the Supplier and the Beneficiary (whether or not such arrangement is made with or without the assent of the Guarantor) or by any amendment to or termination of the Guaranteed Agreement or by any forbearance or indulgence whether as to payment, time, performance or otherwise granted by the Beneficiary in relation thereto (whether or not such amendment, termination, forbearance or indulgence is made with or without the assent of the Guarantor) or by the Beneficiary doing (or omitting to do) any other matter or thing which but for this provision might exonerate the Guarantor.

5.2 This Deed of Guarantee shall be a continuing security for the Guaranteed Obligations and accordingly:

5.2.1 it shall not be discharged, reduced or otherwise affected by any partial performance (except to the extent of such partial performance) by the Supplier of the Guaranteed Obligations or by any omission or delay on the part of the Beneficiary in exercising its rights under this Deed of Guarantee;

5.2.2 it shall not be affected by any dissolution, amalgamation, reconstruction, reorganisation, change in status, function, control or ownership, insolvency, liquidation, administration, appointment of a receiver, voluntary arrangement, any legal limitation or other

incapacity, of the Supplier, the Beneficiary, the Guarantor or any other person;

5.2.3 if, for any reason, any of the Guaranteed Obligations shall prove to have been or shall become void or unenforceable against the Supplier for any

reason whatsoever, the Guarantor shall nevertheless be liable in respect of that purported obligation or liability as if the same were fully valid and enforceable and the Guarantor were principal debtor in respect thereof; and

5.2.4 the rights of the Beneficiary against the Guarantor under this Deed of Guarantee are in addition to, shall not be affected by and shall not prejudice, any other security, guarantee, indemnity or other rights or remedies available to the Beneficiary.

5.3 The Beneficiary shall be entitled to exercise its rights and to make demands on the Guarantor under this Deed of Guarantee as often as it wishes and the making of a demand (whether effective, partial or defective) in respect of the breach or non performance by the Supplier of any Guaranteed Obligation shall not preclude the Beneficiary from making a further demand in respect of the same or some other default in respect of the same Guaranteed Obligation.

5.4 The Beneficiary shall not be obliged before taking steps to enforce this Deed of Guarantee against the Guarantor to obtain judgment against the Supplier or the Guarantor or any third party in any court, or to make or file any claim in a bankruptcy or liquidation of the Supplier or any third party, or to take any action whatsoever against the Supplier or the Guarantor or any third party or to resort to any other security or guarantee or other means of payment. No action (or inaction) by the Beneficiary in respect of any such security, guarantee or other means of payment shall prejudice or affect the liability of the Guarantor hereunder.

5.5 The Beneficiary's rights under this Deed of Guarantee are cumulative and not exclusive of any rights provided by law and may be exercised from time to time and as often as the Beneficiary deems expedient.

5.6 Any waiver by the Beneficiary of any terms of this Deed of Guarantee, or of any Guaranteed Obligations shall only be effective if given in writing and then only for the purpose and upon the terms and conditions, if any, on which it is given.

5.7 Any release, discharge or settlement between the Guarantor and the Beneficiary shall be conditional upon no security, disposition or payment to the Beneficiary by the Guarantor or any other person being void, set aside or ordered to be refunded pursuant to any enactment or law relating to liquidation, administration or insolvency or for any other reason whatsoever and if such condition shall not be fulfilled the Beneficiary shall be entitled to enforce this Deed of Guarantee subsequently as if such release, discharge or settlement had not occurred and any such payment had not been made. The Beneficiary shall be entitled to retain this security after as well as before the payment, discharge or satisfaction of all monies, obligations and liabilities that are or may become due owing or incurred to the Beneficiary from the Guarantor for such period as the Beneficiary may determine.

6. GUARANTOR INTENT

- 6.1 Without prejudice to the generality of Clause 5 (Beneficiary's protections), the Guarantor expressly confirms that it intends that this Deed of Guarantee shall extend from time to time to any (however fundamental) variation, increase, extension or addition of or to the Guaranteed Agreement and any associated fees, costs and/or expenses.

7. RIGHTS OF SUBROGATION

- 7.1 The Guarantor shall, at any time when there is any default in the performance of any of the Guaranteed Obligations by the Supplier and/or any default by the Guarantor in

the performance of any of its obligations under this Deed of Guarantee, exercise any rights it may have:

- 7.1.1 of subrogation and indemnity;
- 7.1.2 to take the benefit of, share in or enforce any security or other guarantee or indemnity for the Supplier's obligations; and
- 7.1.3 to prove in the liquidation or insolvency of the Supplier, only in accordance with the Beneficiary's written instructions and shall hold any amount recovered as a result of the exercise of such rights on trust for the Beneficiary and pay the same to the Beneficiary on first demand. The Guarantor hereby acknowledges that it has not taken any security from the Supplier and agrees not to do so until Beneficiary receives all moneys payable hereunder and will hold any security taken in breach of this Clause on trust for the Beneficiary.

8. DEFERRAL OF RIGHTS

- 8.1 Until all amounts which may be or become payable by the Supplier under or in connection with the Guaranteed Agreement have been irrevocably paid in full, the Guarantor agrees that, without the prior written consent of the Beneficiary, it will not:

- 8.1.1 exercise any rights it may have to be indemnified by the Supplier;
- 8.1.2 claim any contribution from any other guarantor of the Supplier's obligations under the Guaranteed Agreement;
- 8.1.3 take the benefit (in whole or in part and whether by way of subrogation or otherwise) of any rights of the Beneficiary under the Guaranteed Agreement or of any other guarantee or security taken pursuant to, or in connection with, the Guaranteed Agreement;
- 8.1.4 demand or accept repayment in whole or in part of any indebtedness now or hereafter due from the Supplier; or
- 8.1.5 claim any set-off or counterclaim against the Supplier;

- 8.2 If the Guarantor receives any payment or other benefit or exercises any set off or counterclaim or otherwise acts in breach of this Clause 8, anything so received and any benefit derived directly or indirectly by the Guarantor therefrom shall be held on trust for the Beneficiary and applied in or towards discharge of its obligations to the Beneficiary under this Deed of Guarantee.

9. REPRESENTATIONS AND WARRANTIES

9.1 The Guarantor hereby represents and warrants to the Beneficiary that:

- 9.1.1 the Guarantor is duly incorporated and is a validly existing company under the laws of its place of incorporation, has the capacity to sue or be sued in its own name and has power to carry on its business as now being conducted and to own its property and other assets;
- 9.1.2 the Guarantor has full power and authority to execute, deliver and perform its obligations under this Deed of Guarantee and no limitation on the powers of the Guarantor will be exceeded as a result of the Guarantor entering into this Deed of Guarantee;
- 9.1.3 the execution and delivery by the Guarantor of this Deed of Guarantee and the performance by the Guarantor of its obligations under this Deed of Guarantee including, without limitation entry into and performance of a contract pursuant to Clause 3) have been duly authorised by all necessary corporate action and do not contravene or conflict with:
 - (a) the Guarantor's memorandum and articles of association or other equivalent constitutional documents;
 - (b) any existing law, statute, rule or regulation or any judgment, decree or permit to which the Guarantor is subject; or
 - (c) the terms of any agreement or other document to which the Guarantor is a Party or which is binding upon it or any of its assets;
- 9.1.4 all governmental and other authorisations, approvals, licences and consents, required or desirable, to enable it lawfully to enter into, exercise its rights and comply with its obligations under this Deed of Guarantee, and to make this Deed of Guarantee admissible in evidence in its jurisdiction of incorporation, have been obtained or effected and are in full force and effect; and
- 9.1.5 this Deed of Guarantee is the legal valid and binding obligation of the Guarantor and is enforceable against the Guarantor in accordance with its terms.

10. PAYMENTS AND SET-OFF

- 10.1 All sums payable by the Guarantor under this Deed of Guarantee shall be paid without any set-off, lien or counterclaim, deduction or withholding, howsoever arising, except for those required by law, and if any deduction or withholding must be made by law, the Guarantor will pay that additional amount which is necessary to ensure that the Beneficiary receives a net amount equal to the full amount which it would have received if the payment had been made without the deduction or withholding.
- 10.2 The Guarantor shall pay interest on any amount due under this Deed of Guarantee at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 10.3 The Guarantor will reimburse the Beneficiary for all legal and other costs (including VAT) incurred by the Beneficiary in connection with the enforcement of this Deed of Guarantee.

11. GUARANTOR'S ACKNOWLEDGEMENT

- 11.1 The Guarantor warrants, acknowledges and confirms to the Beneficiary that it has not entered into this Deed of Guarantee in reliance upon, nor has it been induced to enter into this Deed of Guarantee by any representation, warranty or undertaking made by or on behalf of the Beneficiary (whether express or implied and whether pursuant to statute or otherwise) which is not set out in this Deed of Guarantee.

12. ASSIGNMENT

- 12.1 The Beneficiary shall be entitled to assign or transfer the benefit of this Deed of Guarantee at any time to any person without the consent of the Guarantor being required and any such assignment or transfer shall not release the Guarantor from its liability under this Guarantee.
- 12.2 The Guarantor may not assign or transfer any of its rights and/or obligations under this Deed of Guarantee.

13. SEVERANCE

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

14. THIRD PARTY RIGHTS

- 14.1 A person who is not a Party to this Deed of Guarantee shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Deed of Guarantee. This Clause does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

15. GOVERNING LAW

- 15.1 This Deed of Guarantee and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in all respects in accordance with English law.
- 15.2 The Guarantor irrevocably agrees for the benefit of the Beneficiary that the courts of England shall have jurisdiction to hear and determine any suit, action or proceedings and to settle any dispute which may arise out of or in connection with this Deed of Guarantee and for such purposes hereby irrevocably submits to the jurisdiction of such courts.
- 15.3 Nothing contained in this Clause shall limit the rights of the Beneficiary to take proceedings against the Guarantor in any other court of competent jurisdiction, nor shall the taking of any such proceedings in one or more jurisdictions preclude the taking of proceedings in any other jurisdiction, whether concurrently or not (unless precluded by applicable Law).
- 15.4 The Guarantor irrevocably waives any objection which it may have now or in the future to the courts of England being nominated for the purpose of this Clause on the ground of venue or otherwise and agrees not to claim that any such court is not a convenient or appropriate forum.

15.5 [The Guarantor hereby irrevocably designates, appoints and empowers [the Supplier] [a suitable alternative to be agreed if the Suppliers registered office is not in England or Wales] either at its registered office or on facsimile number [insert fax no.] from time to time to act as its authorised agent to receive notices, demands, service of process and any other legal summons in England and Wales for the purposes of any legal action or proceeding brought or to be brought by the Beneficiary in respect of this Deed of Guarantee. The Guarantor hereby irrevocably consents to the service of notices and demands, service of process or any other legal summons served in such way.]

[Guidance Note: Include the above provision when dealing with the appointment of English process agent by a non English incorporated Guarantor]

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IN WITNESS whereof the Guarantor has caused this instrument to be executed and delivered as a Deed the day and year first before written.

EXECUTED as a DEED by

[Insert name of the Guarantor] acting by [Insert/print names]

Director

Director/Secretary

PANEL AGREEMENT SCHEDULE 14: INSURANCE REQUIREMENTS

1. OBLIGATION TO MAINTAIN INSURANCES

- 1.1 Without prejudice to its obligations to the Authority under this Panel Agreement, including its indemnity obligations, the Supplier shall for the periods specified in this Schedule 14 take out and maintain, or procure the taking out and maintenance of the insurances as set out in Annex 1 (Required Insurances) and any other insurances as may be required by applicable Law (together the “**Insurances**”). The Supplier shall ensure that each of the Insurances is effective no later than the Panel Commencement Date.
- 1.2 The Insurances shall be maintained in accordance with Good Industry Practice and (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time.
- 1.3 The Insurances shall be taken out and maintained with insurers who are of good financial standing and of good repute in the international insurance market.
- 1.4 The Supplier shall ensure that the public and products liability policy shall contain an indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Panel Services and for which the Supplier is legally liable.

2. GENERAL OBLIGATIONS

- 2.1 Without limiting the other provisions of this Panel Agreement, the Supplier shall:
 - 2.1.1 take or procure the taking of all reasonable risk management and risk Control measures in relation to the Panel Services as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;
 - 2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
 - 2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

3. FAILURE TO INSURE

- 3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
- 3.2 Where the Supplier has failed to purchase any of the Insurances or maintain any of the Insurances in full force and effect, the Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances, and the Authority shall be entitled to recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

4. EVIDENCE OF POLICIES

4.1 The Supplier shall upon the Panel Commencement Date and within fifteen (15) Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Authority, that the Insurances are in force and effect and meet in full the requirements of this Panel Agreement Schedule 14. Receipt of such evidence by the Authority shall not in itself constitute acceptance by the Authority or relieve the Supplier of any of its liabilities and obligations under this Agreement.

5. AGGREGATE LIMIT OF INDEMNITY

5.1 Where the minimum limit of indemnity required in relation to any of the Insurances is specified as being "in the aggregate":

5.1.1 if a claim or claims which do not relate to this Panel Agreement are notified to the insurers which, given the nature of the allegations and/or the quantum claimed by the third party(ies), is likely to result in a claim or claims being paid by the insurers which could reduce the level of cover available below that minimum, the Supplier shall immediately submit to the Authority:

- (a) details of the policy concerned; and
- (b) its proposed solution for maintaining the minimum limit of indemnity specified; and

5.1.2 if and to the extent that the level of insurance cover available falls below that minimum because a claim or claims which do not relate to this Panel Agreement are paid by insurers, the Supplier shall:

- (a) ensure that the insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified for claims relating to this Panel Agreement; or
- (b) if the Supplier is or has reason to believe that it will be unable to ensure that insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified, immediately submit to the Authority full details of the policy concerned and its proposed solution for maintaining the minimum limit of indemnity specified.

6. CANCELLATION

6.1 The Supplier shall notify the Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.

7. INSURANCE CLAIMS

7.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Panel Services and/or this Panel Agreement for which it may be entitled to claim under any of the Insurances. In the event that the Authority receives a claim relating to or arising out of the Panel Services or this Panel Agreement, the Supplier shall cooperate with the Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

7.2 Except where the Authority is the claimant party, the Supplier shall give the Authority notice within twenty (20) Working Days after any insurance claim in

excess of £100,000.00 relating to or arising out of the provision of the Panel Services or this Panel Agreement on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Authority) full details of the incident giving rise to the claim.

7.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.

7.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Panel Agreement or otherwise.

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ANNEX 1: REQUIRED INSURANCES

PART A: THIRD PARTY PUBLIC & PRODUCTS LIABILITY INSURANCE

1. INSURED

1.1 The Supplier

2. INTEREST

2.1 To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

2.1.1 death or bodily injury to or sickness, illness or disease contracted by any person;

2.1.2 loss of or damage to property; happening during the period of insurance (as specified in Paragraph 5 of this Annex 1 to this Schedule 14) and arising out of or in connection with the provision of the Panel Services and in connection with this Panel Agreement.

3. LIMIT OF INDEMNITY

3.1 Not less than one (1) million pounds (£1,000,000.00) in respect of any one occurrence, the number of occurrences being unlimited, but [£1,000,000.00 any one occurrence and in the aggregate per annum in respect of products and pollution liability.

4. TERRITORIAL LIMITS

4.1.1 UK

5. PERIOD OF INSURANCE

5.1 From the Panel Commencement Date for the Panel Period and renewable on an annual basis unless agreed otherwise by the Authority in writing.

6. COVER FEATURES AND EXTENSIONS

6.1 Indemnity to principals clause.

7. PRINCIPAL EXCLUSIONS

7.1 War and related perils.

7.2 Nuclear and radioactive risks.

7.3 Liability for death, illness, disease or bodily injury sustained by employees of the Insured during the course of their employment.

7.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.

7.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.

7.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.

7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.

7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

8. MAXIMUM DEDUCTIBLE THRESHOLD

8.1 Not to exceed [£ threshold to be agreed with Supplier] for each and every third party property damage claim (personal injury claims to be paid in full).

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PART B: PROFESSIONAL INDEMNITY INSURANCE

1. INSURED

1.1 The Supplier

2. INTEREST

2.1 To indemnify the Insured for all sums which the Insured shall become legally liable to pay (including claimants' costs and expenses) as a result of claims first made against the Insured during the Period of Insurance by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Panel Services.

3. LIMIT OF INDEMNITY

3.1 Not less than one hundred (100) million pounds (£100,000.000.00) in respect of any one claim and in the aggregate per annum.

4. TERRITORIAL LIMITS

4.1 UK

5. PERIOD OF INSURANCE

5.1 From the date of this Panel Agreement and renewable on an annual basis unless agreed otherwise by the Authority in writing (a) throughout the Panel Period or until earlier termination of this Panel Agreement and (b) for a period of 6 years thereafter.

6. COVER FEATURES AND EXTENSIONS

6.1 Retroactive cover to apply to any claims made policy wording in respect of this Panel Agreement or retroactive date to be no later than the Panel Commencement Date.

7. PRINCIPAL EXCLUSIONS

7.1 War and related perils

7.2 Nuclear and radioactive risks

8. MAXIMUM DEDUCTIBLE THRESHOLD

8.1 Not to exceed [insert threshold set out in the Suppliers Tender] each and every claim.

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PART C: UNITED KINGDOM COMPULSORY INSURANCES

1. GENERAL

1.1 The Supplier shall meet its insurance obligations under applicable Law in full, including, UK employers' liability insurance and motor third party liability insurance.

2. LIMIT OF INDEMNITY

2.1 Not less than five (5) million pounds (£5,000.000.00) in respect of any one claim and in the aggregate per annum.

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PANEL AGREEMENT SCHEDULE 15: NOT USED

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PANEL AGREEMENT SCHEDULE 16: NOT USED

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PANEL AGREEMENT SCHEDULE 17: COMMERCIALY SENSITIVE INFORMATION

1. INTRODUCTION

1.1 In this Panel Agreement Schedule 17 (Commercially Sensitive Information) the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA.

1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Panel Agreement Schedule 17 applies.

1.3 Without prejudice to the Authority's obligation to disclose Information in accordance with FOIA or Clause 27.4 (Freedom of Information), the Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
	[insert date]	[insert details]	[insert duration]

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[Guidance note: Any information provided in this Panel Agreement Schedule should be information which would be exempt under the FOIA. If the information would not be exempt under FOIA the Authority may publish it under Clause 27.3 (Transparency) of this Panel Agreement.]

[Guidance note: where any information listed in this Panel Agreement Schedule 17 is considered to be Management Information for the purposes of Clause 27.1 of the Panel Agreement and is provided by the Supplier to the Authority, the Authority may disclose the Management Information to other Panel Customers in accordance with Clause 27.1.2 of this Panel Agreement.]

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PANEL AGREEMENT SCHEDULE 18: DISPUTE RESOLUTION PROCEDURE

1. DEFINITIONS

1.1 In this Panel Agreement Schedule 18, the following definitions shall apply:

"CEDR"	means the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
"Counter Notice"	has the meaning given to it in paragraph 6.2;
"Expedited Dispute Timetable"	means the accelerated timetable for the resolution of disputes as set out in paragraph 2.6;
"Expert"	means the person appointed by the Parties in accordance with paragraph 5.2 of this Panel Agreement Schedule 18;
"Mediation Notice"	has the meaning given to it in paragraph 3.2; and
"Mediator"	means the independent third party appointed in accordance with paragraph 4.2 of this Panel Agreement Schedule 18.

2. INTRODUCTION

2.1 If a Dispute arises then:

- 2.1.1 the Authority Representative and the Supplier Representative shall attempt in good faith to resolve the Dispute; and
- 2.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

2.2 The Dispute Notice shall set out:

- 2.2.1 the material particulars of the Dispute;
- 2.2.2 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and
- 2.2.3 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6, the reason why.

2.3 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Panel Agreement regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure set out in this Panel Agreement Schedule 18.

2.4 Subject to paragraph 3.2, the Parties shall seek to resolve Disputes:

- 2.4.1 first by commercial negotiation (as prescribed in paragraph 3);
- 2.4.2 then by mediation (as prescribed in paragraph 4); and
- 2.4.3 lastly by recourse to arbitration (as prescribed in paragraph 6) or litigation (in accordance with Clause 49 (*Governing Law and Jurisdiction*)).

Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5) where specified under the provisions of this Panel Agreement and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph 5 (Expert Determination).

2.5 In exceptional circumstances where the use of the times in this Panel Agreement Schedule 18 would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the

Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Authority.

2.6 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Panel Agreement, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs of this Panel Agreement Schedule 18:

- 2.6.1 in paragraph 3.2.3, ten (10) Working Days;
- 2.6.2 in paragraph 4.2, ten (10) Working Days;
- 2.6.3 in paragraph 5.2, five (5) Working Days; and
- 2.6.4 in paragraph 6.2, ten (10) Working Days.

2.7 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

3. COMMERCIAL NEGOTIATIONS

3.1 Following the service of a Dispute Notice, the Authority and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Authority's *[insert role]* and the Suppliers *[insert role]*, such discussions being commercial negotiations.

3.2 If:

- 3.2.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution; or
- 3.2.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3; or
- 3.2.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 within thirty (30) Working Days of service of the Dispute Notice,

either Party may serve a written notice to proceed to mediation (a "**Mediation Notice**") in accordance with paragraph 4.

4. MEDIATION

4.1 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with CEDR's Model Mediation Agreement which shall be deemed to be incorporated by reference into this Panel Agreement.

4.2 If the Parties are unable to agree on the joint appointment of a Mediator within thirty (30) Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.

4.3 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if the Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.

4.4 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in accordance with the procedure for variations under Clause 16.1 (Variation Procedure) where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

5. EXPERT DETERMINATION

5.1 If a Dispute relates to any aspect of the technology underlying the provision of the Panel Services or otherwise relates to an ICT technical, financial technical or other aspect of a technical nature (as the Parties may agree) and the Dispute has not been resolved by discussion or mediation, then either Party may request (which request will not be unreasonably withheld or delayed) by written notice to the other that the Dispute is referred to an Expert for determination.

5.2 The Expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within ten (10) Working Days, or if the person appointed is unable or unwilling to act, the Expert shall be appointed on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society).

5.3 The Expert shall act on the following basis:

5.3.1 he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;

5.3.2 the Expert's determination shall (in the absence of a material failure by either Party to follow the agreed procedures) be final and binding on the Parties;

5.3.3 the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within thirty (30) Working Days of his/her appointment or as soon as reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination;

5.3.4 any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within twenty (20) Working Days of the Expert's determination being notified to the Parties;

5.3.5 the process shall be conducted in private and shall be confidential; and

5.3.6 the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

6. ARBITRATION

6.1 The Authority may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4.

6.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Authority of its intentions and the Authority shall have fifteen

(15) Working Days following receipt of such notice to serve a reply (a “**Counter Notice**”) on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 or be subject to the jurisdiction of the courts in accordance with Clause 49 (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.

6.3 If:

6.3.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 shall apply;

6.3.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 49 (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;

6.3.3 the Authority does not serve a Counter Notice within the fifteen (15) Working Day period referred to in paragraph 6.2, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 or commence court proceedings in the courts in accordance with Clause 49 (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.

6.4 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3, the Parties hereby confirm that:

6.4.1 all disputes, issues or claims arising out of or in connection with this Panel Agreement (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration (“**LCIA**”) (subject to paragraphs 6.4.5, 6.4.6 and 6.4.7);

6.4.2 the arbitration shall be administered by the LCIA;

6.4.3 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Panel Agreement and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;

6.4.4 if the Parties fail to agree the appointment of the arbitrator within ten (10) Working Days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;

6.4.5 the chair of the arbitral tribunal shall be British;

6.4.6 the arbitration proceedings shall take place in London and in the English language; and

6.4.7 the seat of the arbitration shall be London.

7. URGENT RELIEF

7.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:

7.1.1 for interim or interlocutory remedies in relation to this Panel Agreement or infringement by the other Party of that Party's Intellectual Property Rights; and/or

7.1.2 where compliance with paragraph 2.1 and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

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PANEL AGREEMENT SCHEDULE 19: VARIATION FORM

Variation Form No:

.....

BETWEEN:

[insert name of Authority] ("the Authority") and

[insert name of Supplier] ("the Supplier")

1. This Panel Agreement is varied as follows and shall take effect on the date signed by both Parties:

[Guidance Note: Insert details of the Variation]

2. Words and expressions in this Variation shall have the meanings given to them in the Panel Agreement.
3. The Panel Agreement, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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Signed by an authorised signatory for and on behalf of the Authority

Signature

Date

Name (in Capitals)

Address

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

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PANEL AGREEMENT SCHEDULE 20: CONDUCT OF CLAIMS

1. INDEMNITIES

- 1.1 This Schedule shall apply to the conduct by a Party from whom an indemnity is sought under this Panel Agreement or any Legal Services Contract (the “**Indemnifier**”), of claims made by a third person against a party having (or claiming to have) the benefit of the indemnity (the “**Beneficiary**”).
- 1.2 If the Beneficiary receives any notice of any claim for which it appears that the Beneficiary is, or may become, entitled to indemnification under this Panel Agreement or any Legal Services Contract (a “**Claim**”), the Beneficiary shall give notice in writing to the Indemnifier as soon as reasonably practicable and in any event within ten (10) Working Days of receipt of the same.
- 1.3 Subject to Paragraph 1.5, on the giving of a notice by the Beneficiary, where it appears that the Beneficiary is or may be entitled to indemnification from the Indemnifier in respect of all (but not part only) of the liability arising out of the Claim, the Indemnifier shall (subject to providing the Beneficiary with a secured indemnity to its reasonable satisfaction against all costs and expenses that it may incur by reason of such action) be entitled to dispute the Claim in the name of the Beneficiary at the Indemnifier’s own expense and take conduct of any defence, dispute, compromise or appeal of the Claim and of any incidental negotiations relating to the Claim. If the Indemnifier does elect to conduct the Claim, the Beneficiary shall give the Indemnifier all reasonable cooperation, access and assistance for the purposes of such Claim, and the Beneficiary shall not make any admission which could be prejudicial to the defence or settlement of the Claim without the prior written consent of the Indemnifier.
- 1.4 With respect to any Claim conducted by the Indemnifier pursuant to Paragraph 1.3:
 - 1.4.1 the Indemnifier shall keep the Beneficiary fully informed and consult with it about material elements of the conduct of the Claim;
 - 1.4.2 the Indemnifier shall not bring the name of the Beneficiary into disrepute;
 - 1.4.3 the Indemnifier shall not pay or settle such Claim without the prior written consent of the Beneficiary, such consent not to be unreasonably withheld or delayed; and
 - 1.4.4 the Indemnifier shall conduct the Claim with all due diligence.
- 1.5 The Beneficiary shall be entitled to have conduct of the Claim and shall be free to pay or settle any Claim on such terms as it thinks fit and without prejudice to its rights and remedies under this Panel Agreement or any Legal Services Contract if:
 - 1.5.1 the Indemnifier is not entitled to take conduct of the Claim in accordance with Paragraph 1.3;
 - 1.5.2 the Indemnifier fails to notify the Beneficiary in writing of its intention to take conduct of the relevant Claim within ten (10) Working Days of the notice from the Beneficiary or if the Indemnifier notifies the Beneficiary in writing that it does not intend to take conduct of the Claim; or

- 1.5.3 the Indemnifier fails to comply in any material respect with the provisions of Paragraph 1.4.

2. RECOVERY OF SUMS

2.1 If the Indemnifier pays to the Beneficiary an amount in respect of an indemnity and the Beneficiary subsequently recovers (whether by payment, discount, credit, saving, relief or other benefit or otherwise) a sum which is directly referable to the fact, matter, event or circumstances giving rise to the Claim, the Beneficiary shall forthwith repay to the Indemnifier whichever the lesser is of:

- 2.1.1 an amount equal to the sum recovered (or the value of the discount, credit, saving, relief, other benefit or amount otherwise obtained) less any out-of-pocket costs and expenses properly incurred by the Beneficiary in recovering or obtaining the same; and
- 2.1.2 the amount paid to the Beneficiary by the Indemnifier in respect of the Claim under the relevant indemnity.

3. MITIGATION

3.1 Each of the Authority or Panel Customers and the Supplier shall at all times take all reasonable steps to minimise and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Schedule.

PANEL AGREEMENT SCHEDULE 21: TENDER

1. GENERAL

1.1 This Panel Agreement Schedule 21 sets out a copy of the Tender including the Supplier's responses to each stage of the ITT.

1.2 Subject to Clauses 1.2.2 and 1.2.3, in addition to any other obligations on the Supplier under this Panel Agreement and any Legal Services Contract the Supplier shall provide the Panel Services to Panel Customers in accordance with the Tender.

[Guidance Note: a copy of the Supplier's Tender response to Question S1 will be included here]

0.

PANEL AGREEMENT SCHEDULE 22: TRANSPARENCY REPORTS

1. GENERAL

- 1.1 Within three (3) Months of the [Insert Panel Commencement Date or the date so specified by the Authority] the Supplier shall submit to the Authority for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in Annex 1 of this Schedule 22 below.
- 1.2 If the Authority rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval by the Authority within five (5) Working Days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. This process shall be repeated until the Parties have agreed versions of each Transparency Report.
- 1.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Authority at the frequency referred to in Annex 1 of this Schedule 22 below.
- 1.4 Any dispute in connection with the preparation and/or approval of Transparency Reports shall be resolved in accordance with the Dispute Resolution Procedure.
- 1.5 The requirements in this Schedule 22 are in addition to any other reporting requirements set out in this Panel Agreement.

ANNEX 1: LIST OF TRANSPARENCY REPORTS

Title of Report	Content	Format	Frequency
[Headline Service performance]	[]	[]	[]
[Charges]	[]	[]	[]
[Key Sub-Contractors]	[]	[]	[]
[Technical]	[]	[]	[]
[Performance management arrangements]	[]	[]	[]

PANEL AGREEMENT SCHEDULE 23: BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

1. GENERAL

- 1.1 This Panel Agreement Schedule sets out a copy of the Supplier's BCDR Plan as submitted in its Tender.
- 0.

ANNEX 1: BCDR PLAN

[Insert BCDR Plan submitted]

DRAFT

PANEL AGREEMENT SCHEDULE 24: ADDITIONAL SUPPLIER OBLIGATIONS

1. GENERAL

- 1.1 The Supplier shall make available a minimum of two (2) suitably qualified and experienced Supplier Personnel per Contract Year as selected and agreed from time to time between the Supplier and a Panel Customer (a "Seconded") where the Panel Customer is receiving Ordered Panel Services. Seconded shall be seconded for a minimum period of six (6) Months to support the delivery of the Ordered Panel Services. The terms and conditions of the secondment shall be in the form set out in Annex 3 of Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions).
- 1.2 At the request of the Supplier Relationship Manager, and subject to the Supplier having accepted at least one (1) Order under this Panel Agreement, the Supplier shall make available to any Panel Customer suitably qualified and experienced Supplier Personnel for a minimum of one (1) exchange schemes per Contract Year in exchange for an equivalent number of Panel Customer personnel to work with the Supplier. The Supplier, the relevant Panel Customer and the Authority shall record in writing the agreement for an exchange scheme to take place. The terms and conditions of the exchange shall be in the form set out in Annex 4 of Panel Agreement Schedule 4 (Template Order Form and Template Terms and Conditions). All schemes agreed shall operate for a minimum period of six (6) Months and each Party shall bear the costs associated with the employment of their respective personnel.
- 1.3 The Supplier shall be required to make available, if required, three (3) serviced meeting rooms including refreshments, to support its performance of Legal Services Contracts and available for Panel Customers to use, in central London (which shall be limited to zones 1 and 2 the boundaries of which shall be determined by Transport for London from time to time) and/or, if the Supplier has proximate offices, the location specified by the Panel Customer for the delivery of the Ordered Panel Services. The requirement to supply meeting rooms in London may be at the Supplier's own offices or at other premises acquired by the Supplier temporarily for this purpose. The Supplier may not make any additional charge (over and above the Charges) for the provision of meeting rooms, including those used for side negotiations or Panel Customer / Supplier discussions.
- 1.4 The Supplier shall provide virtual and physical storage and 'data rooms', as requested to do so by Panel Customers, to support its performance of Legal Services Contracts, to securely store items including but not limited to procurement documentation, contractual documentation, deeds, and due diligence documentation, at no additional cost to the Panel Customer.
- 1.5 The Supplier shall have available and maintain internet, telephone and video conferencing facilities for the delivery of the Ordered Panel Services, and shall make no additional charge for use of the same in performing Legal Services Contracts
- 1.6 The Supplier shall, regularly and periodically throughout the Panel Period, make available to Panel Customers receiving Ordered Panel Services know-how appropriate to the Panel Customer and/or the Ordered Panel Services provided by the Supplier to each Panel Customer. This shall be without charge

and shall be made available via email, printed publication or other form of presentation (as appropriate), The know-how shall include (without limitation):

- 1.6.1 e-briefings, email alerts, hubs and webinars;
- 1.6.2 white papers, thought leadership, publications, subscriptions, insights and articles;
- 1.6.3 invitations and access to breakfast briefings, seminars, conferences and events; and
- 1.6.4 general use of and access to the Supplier's physical and electronic reference libraries located at the Suppliers offices, given appropriate security access.

1.7 The Supplier shall provide to the Authority a minimum of [one (1)] day of free training (excluding preparation and travel time) in every Contract Year throughout the Panel Period. The Supplier must also provide [insert number of days as indicated in tender in Eligibility Question 9.3]. This training may be bespoke or selected by the Authority from the Supplier's current portfolio of training provision and may be provided through various mediums including but not limited to face to face training, e-learning, webinars and toolkits. The Supplier shall provide additional training to Panel Customers receiving Ordered Panel Services upon request by the Panel Customer and the cost of such training (if any) shall be set out in the relevant Legal Services Contract.

[Guidance note: CCS to insert relevant number of days the Supplier stated they would provide in their response to Stage 1 of their Tender]

Schedule 25 –Record of Personal Data Transfer under Panel Agreement

1. The contract details of the Authority Data Protection Officer is:

Steve.Jones@Cabinetoffice.gov.uk

2. The contract details of the Service Provider Data Protection Officer is:

PLEASE ENTER SUPPLIER DETAILS

3. Any such further instructions shall be incorporated into this Schedule.

Contract Reference:	Finance & Complex Legal Services (RM3787)
Date:	20th March 2019
Description Of Authorised Processing	Details
Identity of the Controller and Processor	Each Party is an independent controller of Personal Data which it receives under this Agreement.
Use of Personal Data	Management of this Legal Services Contract and any case of claim supported under it.
Duration of the processing and retention.	From the outset of the Legal Services Contract date, and up to 7 years after it expires
Nature and purposes of the processing	Provision of legal services under this Legal Services Contract.

Type of Personal Data	Staff of either Party: Full name Workplace address Workplace Phone Number Workplace email address Date of Birth Photocopy of ID documents Personal data which is the subject of the transaction:
Categories of Data Subject	Staff of either Party [Witnesses] [Parties to the case or ongoing claim] [Personal Data individuals that are relevant to the fact finding in the claim] []