

UK-Shrewsbury: Other community, social and personal services.

UK-Shrewsbury: Other community, social and personal services.

Section I: Contracting Authority

I.1) Name and addresses

Shropshire Council
Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom
Tel. +44 1743252993, Fax. +44 1743253910, Email: procurement@shropshire.gov.uk
Contact: Procurement
Main Address: www.shropshire.gov.uk
NUTS Code: UKG22

I.2) Joint procurement

The contract involves joint procurement: No.

In the case of joint procurement involving different countries, state applicable national procurement law: Not provided

The contract is awarded by a central purchasing body: No.

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Other-community%2C-social-and-personal-services./T782R3CCVS>

Additional information can be obtained from: the abovementioned address

Tenders or requests to participate must be sent electronically via <http://www.delta-esourcing.com/tenders/UK-title/T782R3CCVS> to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available.

Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-title/T782R3CCVS>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title: AMCV 266 - Ludlow Support Hub with Accommodation for 16-25 Year Olds

Reference Number: AMCV 266

II.1.2) Main CPV Code:

98000000 - Other community, social and personal services.

II.1.3) Type of contract: SERVICES

II.1.4) Short description: The Council wishes to procure a service which will provide a support hub with accommodation for a minimum of 13 x 16 – 25 year olds who are homeless or at risk of homelessness and who require accommodation linked to that support. The service will also ensure that Service Users have access to appropriate educational, training and employment opportunities. In addition, as part of the same contract, the Council requires the provision of housing support to be extended to people with lower-level and varied support needs living in the vicinity of the support hub. The budget available is fixed at £102,000 per annum for the duration of the contract. The successful tenderer must be able to demonstrate that it is able to maximise property-related income to complement housing-related support funding. The duration of the contract will be for an initial term of 3 years with an option to extend the contact by up to a further 2 years subject to contract performance and budget availability.

II.1.5) Estimated total value:

Value excluding VAT: 510,000

Currency: GBP

II.1.6) Information about lots:

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV codes:

Not Provided

II.2.3) Place of performance:

UKG22 Shropshire CC

II.2.4) Description of procurement: Housing Support services will support people whose needs are such that their ability to maintain a tenancy or remain independent in their home would be compromised without that support. The focus of housing-related support with accommodation will be on ensuring that people are supported to stabilise their accommodation status and prepare for move-on to appropriate and settled accommodation according to their circumstances and to have the support networks in place to help them sustain that accommodation.

Housing-related support will have two principal areas of focus:

- Helping people to prevent, delay or reduce the need for long-term formal care and support, including healthcare services
- Helping to prevent homelessness and/or to support people who have been homeless into settled accommodation

Housing-related support with accommodation will therefore help the council to meet its statutory prevention duties under the Homelessness Reduction Act and the Care Act.

Housing-related support complements other activity through, for example, making resources available to other agencies to run activities or providing drop-ins and 'surgeries' at other agencies' premises.

The core Ludlow Support Hub with Accommodation service will be aimed at young people and people aged 16 – 25 who are homeless or at risk of homelessness. The focus will be to provide short-term or temporary accommodation with intensive support to resolve immediate crisis issues, followed by support to build skills and resilience to move people out into their own accommodation, and to prevent future homelessness. Crisis avoidance, addressing worklessness and tenancy sustainment are also key for this group. A further aim is to help vulnerable people to develop to maximise stability within the home, minimise dependence on welfare benefits and funded support and to support access to education, training and employment, and community based social networks.

The Council wishes to procure a service which will provide a support hub with accommodation for a minimum of 13 x 16 – 25 year olds who are homeless or at risk of homelessness and who require accommodation linked to that support. The service will also ensure that Service Users have access to appropriate educational, training and employment opportunities. In addition, as part of the same contract, the Council requires the provision of housing support to be extended to people with lower-level and varied support needs living in the vicinity of the support hub.

Tenderers other than the current owner of Marston's Mill and the developing Grain Loft should either bring forward proposals for alternative supported accommodation in the Ludlow area to meet the Council's requirements or will be able to demonstrate at a minimum an agreement in principle with the property owner to deliver support to residents of Marston's Mill and the Grain Loft.

Referrals and allocations will be determined by the Council's Housing Services in conjunction with the provider.

Please note the Council will not be a party to any negotiations or agreements between the current property owner and any tenderer.

The budget available is fixed at £102,000 per annum for the duration of the contract. The successful tenderer must be able to demonstrate that it is able to maximise property-related income to complement housing-related support funding. The duration of the contract will be for an initial term of 3 years with an option to extend the contract by up to a further 2 years subject to contract performance and budget availability. Contract payments will be made monthly in arrears.

The service is staffed by staff employed by the current provider and applicants should note that it is considered that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') will apply to this contract. Applicants are advised to seek their own legal advice about the practicality of these regulations.

II.2.5) Award criteria:

Price is not the only award criterion and all criteria are stated only in the procurement

documents

II.2.6) Estimated value:

Value excluding VAT: 510,000

Currency: GBP

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system:

Start: 01/04/2019 / End: 31/03/2024

This contract is subject to renewal: Yes

Description of renewals: The duration of the contract will be for an initial term of 3 years with an option to extend the contact by up to a further 2 years subject to contract performance and budget availability.

II.2.10) Information about variants:

Variants will be accepted: No

II.2.11) Information about options:

Options: No

Description of options: Not provided

II.2.12) Information about electronic catalogues:

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue: No

II.2.13) Information about European Union funds:

The procurement is related to a project and/or programme financed by European Union funds: No

Identification of the project: Not provided

II.2.14) Additional information: To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/T782R3CCVS>

Section III: Legal, Economic, Financial And Technical Information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

See tender documentation

III.1.2) Economic and financial standing

List and brief description of selection criteria:

See tender documentation

Minimum level(s) of standards possibly required (if applicable) :

See tender documentation

III.1.3) Technical and professional ability

List and brief description of selection criteria:

See tender documentation

Minimum level(s) of standards possibly required (if applicable) :

See tender documentation

III.1.5) Information about reserved contracts (if applicable)

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons: No

The execution of the contract is restricted to the framework of sheltered employment programmes: No

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision:

See tender documentation

III.2.2) Contract performance conditions

See tender documentation

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: Yes

Section IV: Procedure

IV.1) Description OPEN

IV.1.1) Type of procedure: Open

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement - NO

In the case of framework agreements justification for any duration exceeding 4 years: Not Provided

IV.1.6) Information about electronic auction:

An electronic auction will be used: No

Additional information about electronic auction: Not provided

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure:

Notice number in the OJ S: Not provided

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 06/03/2019

IV.2.4) Languages in which tenders or requests to participate may be submitted: English,

IV.2.6) Minimum time frame during which the tenderer must maintain the tender:

Duration in month(s): 3

IV.2.7) Conditions for opening of tenders:

Date: 06/03/2019

Time: 12:00

Place:

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND

Section VI: Complementary Information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years

VI.2) Information about electronic workflows

Electronic ordering will be used No

Electronic invoicing will be accepted No

Electronic payment will be used No

VI.3) Additional Information: The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Other-community%2C-social-and-personal-services./T782R3CCVS>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/T782R3CCVS>

VI.4) Procedures for review

VI.4.1) Review body:

Shropshire Council

Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom

Tel. +44 1743252993, Email: procurement@shropshire.gov.uk

VI.4.2) Body responsible for mediation procedures:

Not provided

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures:

Not Provided

VI.4.4) Service from which information about the lodging of appeals may be obtained:

Shropshire Council
Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND, United Kingdom
Tel. +44 1743252993
VI.5) Date Of Dispatch Of This Notice: 04/02/2019

Tel: (01743) 252993

Please ask for: [REDACTED]

4th February 2019

Email: procurement@shropshire.gov.uk

Dear Bidder

**AMCV 266 – LUDLOW SUPPORT HUB WITH PROVISION OF ACCOMMODATION
SERVICE FOR 16 – 25 YEAR OLDS
SHROPSHIRE COUNCIL**

You have been invited to tender for the above requirement. With this letter please find copies of the following documents:

- Instructions for Tendering (for completion and return)
- Tender Response Document (for completion and return)
- TUPE Confidentiality Undertaking Letter (for completion and return)
- Form of Contract and specifications

Tenders should be made on the enclosed Tender Response Document. Your Tender must be completed, signed and returned along with a signed copy of the instructions for tendering through our Delta Tenderbox. Please pay particular attention to the points below concerning the returning of tenders.

Returning of Tenders

- The deadline for returning tenders is **noon on 6th March 2019** any tenders received after this time will not be accepted
- Tenders are to be submitted through Delta, our electronic tender portal
 - **Please ensure that you allow yourself at least two hours when responding prior to the closing date and time**, especially if you have been asked to upload documents. If you are uploading multiple documents you will have to individually load one document at a time or you can opt to zip all documents in an application like WinZip. Failure to submit by the time and date or by the method requested will not be accepted.
 - **Once you upload documentation ensure you follow through to stage three and click the 'response submit' button. Failure to do so, will mean the documents won't be viewable by the Council.**

Tenders **cannot** be accepted if:

- Tenders are received by post, facsimile or email
- Tenders are received after **12 noon on the given deadline**

European Requirements

In accordance with the EU Procurement Directive, Shropshire Council will accept equivalent EC member or international standards in relation to safety, suitability and fitness for purpose. Where a particular brand of article or service has been referred to in the tender document,

alternatives or equivalents which achieve the same result will be equally acceptable. In these cases Shropshire Council will take into account any evidence the tenderer wishes to propose in support of the claim that the product or service is equivalent to the named types.

All tender documents and any accompanying information must be submitted in English. A Contract Notice in respect of this requirement was dispatched on 4th February 2019 to appear in the Supplement to the Official Journal of the European Union.

Freedom of Information

Under the provisions of the Freedom of Information Act 2000 from 1 January 2005, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. Information about your organisation, which Shropshire Council may receive from you may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.

Therefore if you provide any information to Shropshire Council in the expectation that it will be held in confidence, you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as “commercial in confidence” will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.

Other Details

Please note that if supplementary questions are raised by any tenderer prior to the closing of tenders and Shropshire Council decides that the answers help to explain or clarify the information given in the Tender Documents, then both the questions and the answers will be circulated to all enterprises invited to submit a tender. Please raise all clarification questions before the deadline of **25th February 2019**.

Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council's involvement

Please also note that Shropshire Council is committed to achieving Social Value outcomes through maximising the social, economic and/or environmental impact of all its procurement activity. Specific requirements for this contract are set out within the Tender Response Document and in addition for your further information the council's Social Value Framework guidance can be found at www.shropshire.gov.uk/doing-business-with-shropshire-council.

If you have any queries relating to this invitation to tender, please contact us through the Delta e-tendering portal.

Yours faithfully



Commissioning Development and Procurement Manager
Commissioning Development and Procurement
Finance Governance and Assurance
Shropshire Council



INSTRUCTIONS FOR TENDERING

**AMCV 266 – Ludlow Support Hub
with Provision of
Accommodation Service for 16 –
25 Year Olds**

Shropshire Council Instructions for tendering

Contract Description:

Housing Support services will support people whose needs are such that their ability to maintain a tenancy or remain independent in their home would be compromised without that support. The focus of housing-related support with accommodation will be on ensuring that people are supported to stabilise their accommodation status and prepare for move-on to appropriate and settled accommodation according to their circumstances and to have the support networks in place to help them sustain that accommodation.

Housing-related support will have two principal areas of focus:

- Helping people to prevent, delay or reduce the need for long-term formal care and support, including healthcare services
- Helping to prevent homelessness and/or to support people who have been homeless into settled accommodation

Housing-related support with accommodation will therefore help the council to meet its statutory prevention duties under the Homelessness Reduction Act and the Care Act.

Housing-related support complements other activity through, for example, making resources available to other agencies to run activities or providing drop-ins and 'surgeries' at other agencies' premises.

The core Ludlow Support Hub with Accommodation service will be aimed at young people and people aged 16 – 25 who are homeless or at risk of homelessness. The focus will be to provide short-term or temporary accommodation with intensive support to resolve immediate crisis issues, followed by support to build skills and resilience to move people out into their own accommodation, and to prevent future homelessness. Crisis avoidance, addressing worklessness and tenancy sustainment are also key for this group. A further aim is to help vulnerable people to develop to maximise stability within the home, minimise dependence on welfare benefits and funded support and to support access to education, training and employment, and community based social networks.

The Council currently commissions a supported accommodation service located at Marston's Mill, Ludlow for 15 people aged 16 - 25 and who are at risk of homelessness. The Marston's Mill building is currently undergoing building improvements which will result in 13 supported accommodation spaces being available. In addition, the registered provider which owns Marston's Mill is also developing the adjacent site (the 'Grain Loft') which will provide additional accommodation for up to 19 people with lower-level and varied support needs.

The Council wishes to procure a service which will provide a support hub with accommodation for a minimum of 13 x 16 – 25 year olds who are homeless or at risk of homelessness and who require accommodation linked to that support. The service will also ensure that Service Users have access to appropriate educational, training and employment opportunities. In addition, as part of the same contract, the Council requires the provision of housing support to be extended to people with lower-level and varied support needs living in the vicinity of the support hub.

Tenderers other than the current owner of Marston's Mill and the developing Grain Loft should either bring forward proposals for alternative supported accommodation in the Ludlow area to meet the Council's requirements or will be able to demonstrate at a minimum an agreement in principle with the property owner to deliver support to residents of Marston's Mill and the Grain Loft.

Referrals and allocations will be determined by the Council's Housing Services in conjunction with the provider.

Please note the Council will not be a party to any negotiations or agreements between the current property owner and any tenderer.

The budget available is fixed at £102,000 per annum for the duration of the contract. The successful tenderer must be able to demonstrate that it is able to maximise property-related income to complement housing-related support funding. The duration of the contract will be for an initial term of 3 years with an option to extend the contact by up to a further 2 years subject to contract performance and budget availability. Contract payments will be made monthly in arrears.

The service is staffed by staff employed by the current provider and applicants should note that it is considered that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') will apply to this contract. Applicants are advised to seek their own legal advice about the practicality of these regulations.

Index

<u>Section</u>	<u>Description</u>	<u>Page</u>
1.0	Invitation to Tender	4
2.0	Terms and Conditions	4
3.0	Preparation of Tenders	5
3.1	Completing the Tender Response Document	5
3.2	Tender Preparation and Cost	5
3.3	Parent Company Guarantee	6
3.4	Warranty	6
4.0	Tender Submission	6
5.0	Variant Bids	7
6.0	Transfer of Undertakings	7
7.0	Tender Evaluation	8
8.0	Clarifications	8
9.0	Continuation of the Procurement Process	9
10.0	Confidentiality	9
11.0	Freedom of Information	10
12.0	Disqualification	11
13.0	E-Procurement	12
14.0	Award of Contract	12
14.1	Award Criteria	12
14.2	Award Notice	12
14.3	Transparency of Expenditure	12
15.0	Value of Contract	13
16.0	Acceptance	13
17.0	Payment Terms	13
18.0	Liability of Council	13
19.0	Attendance at Committee	14
20.0	Declaration	14

1.0 Invitation to Tender

- 1.1 You are invited to tender for the provision of a Ludlow Support Hub with Provision of Accommodation Service for 16 – 25 Year Olds as detailed in the Tender Response Document. The duration of the contract(s) will be for an initial term of 3 years with an option to extend the contact by up to a further 2 years subject to contract performance and budget availability
- 1.2 Tenders are to be submitted in accordance with the General Terms and Conditions of Shropshire Council and the instructions outlined within this document.
- 1.3 Tenders must be submitted in accordance with the following instructions. Tenders not complying in any particular way may be rejected by Shropshire Council (the Council) whose decision in the matter shall be final. Persons proposing to submit a Tender are advised to read the Invitation to Tender documentation carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their Tender is accepted.
- 1.4 The Invitation to Tender documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Invitation to tender document other than on an “in confidence” basis to those who have a legitimate need to know or who they need to consult for the purpose of preparing the tender as further detailed in these Instructions for Tendering.
- 1.5 Tenderers shall not at any time release information concerning the invitation to tender and/or the tender documents for publication in the press or on radio, television, screen or any other medium without the prior consent of the Council.
- 1.6 The fact that a Tenderer has been invited to submit a tender does not necessarily mean that it has satisfied the Council regarding any matters raised in any pre-tender questionnaire submitted. The Council makes no representations regarding the Tenderer’s financial stability, technical competence or ability in any way to carry out the required services. The right to return to any matter raised in any pre-tender questionnaire submitted as part of the formal tender evaluation is hereby reserved by the Council.
- 1.7 The Invitation to Tender is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a tenderer to submit a tender or enter into a Contract or any other contractual agreement.
- 1.8 Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council’s involvement.

2.0 Terms and Conditions

- 2.1 Every Tender received by the Council shall be deemed to have been made subject to the General Terms and Conditions and these Instructions for Tendering unless the Council shall previously have expressly agreed in writing to the contrary.

2.2 The Tenderer is advised that in the event of their Tender being accepted by the Council, they will be required to undertake the required services.

3.0 Preparation of Tenders

3.1 Completing the Tender Response Document

3.1.1 Tenders should be submitted using the 'Tender Response Document' following the instructions given at the front of the document. The Tenderer's attention is specifically drawn to the date and time for receipt of Tenders and that no submission received after the closing time will be considered.

3.1.2 All documents requiring a signature must be signed;

- a) Where the Tenderer is an individual, by that individual;
- b) Where the Tenderer is a partnership, by two duly authorised partners;
- c) Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.

3.1.3 The Invitation to Tender Documents are and shall remain the property and copyright of the Council

3.2 Tender Preparation and Costs

3.2.1 It shall be the responsibility of Tenderers to obtain for themselves at their own expense all information necessary for the preparation of their Tender. No claim arising out of want of knowledge will be accepted. Any information supplied by the Council (whether in the Tender Documentation or otherwise) is supplied only for general guidance in the preparation of tenders.

3.2.2 Any Tenderer considering making the decision to enter into a contractual relationship with the Council must make an independent assessment of the Tender opportunity after making such investigation and taking such professional advice as it deems necessary.

3.2.3 Tenderers will be deemed for all purposes connected with their Tender submission where appropriate to have visited and inspected the Council, its assets, all the locations in respect of the delivery of the services/supplies/works and to have satisfied themselves sufficiently as to the nature, extent and character of the services supplies/works sought, and the human resources, materials, software, equipment, machinery, and other liabilities and other matters which will be required to perform the contract.

3.2.4 The Council will not be liable for any costs incurred by Tenderers in the preparation or presentation of their tenders.

3.2.5 Tenderers are required to complete all pricing schedules, if required, in the Invitation to tender documents. The terms "Nil" and "included" are not to be used but a zero or figures must be inserted against each item. Unit rates and prices must be quoted in pounds sterling and whole new pence.

- 3.2.6** It shall be the Tenderer's responsibility to ensure that all calculations and prices in the Tender documentation are correct at the time of submission.
- 3.2.7** The Tenderer is deemed to have made him/herself acquainted with the Council's requirements and tender accordingly. Should the Tenderer be in any doubt regarding the true meaning and intent of any element of the specification he is invited to have these fully resolved before submitting his Tender. No extras will be allowed for any loss or expense involved through any misunderstanding arising from his/her failure to comply with this requirement.
- 3.2.8** Any Tender error or discrepancy identified by the Council shall be drawn to the attention of the Tenderer who will be given the opportunity to correct, confirm or withdraw the Tender.
- 3.2.9** The Tender Documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Tender document other than on an In Confidence basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender.

3.3 Parent Company Guarantee

It is a condition of contract that if the tendering company is a subsidiary then its Ultimate Group/Holding Company must guarantee the performance of this contract and provide a letter to that effect signed by a duly authorised signatory of the Ultimate Group/Holding Company if requested to do so by the Council. Where the direct parent company cannot provide an adequate guarantee in the opinion of the Council, the Council will look to another group or associate company, with adequate assets, to be the guarantor. In cases where the contract is with a Joint Venture Company (JVC) or a Special Purpose Vehicle (SPV) company, which may have two or more parent companies and which may not be adequately capitalised or have sufficient financial strength on its own to support the risk and obligations it has under the contract, 'joint and several' guarantees / indemnities from the parent companies of the JVC or SPV may be sought.

3.4 Warranty

The Tenderer warrants that all the information given in their Tender and if applicable their Request to Participate Questionnaire is true and accurate. The information provided will be deemed to form part of any contract formed under this contract.

The Tenderer warrants that none of their current Directors have been involved in liquidation or receivership or have any criminal convictions

4.0 Tender Submission

- 4.1** Tenders must be submitted strictly in accordance with the letter of instruction accompanying this Invitation to Tender. Tenders must be submitted by the deadline of **noon, 6th March 2019**.
- 4.2** No unauthorised alteration or addition should be made to the Specification and

Tender Response Document, or to any other component of the Tender document. If any such alteration is made, or if these instructions are not fully complied with, the Tender may be rejected.

- 4.3 Qualified tenders may be submitted, but the Council reserves the right not to accept any such tender. The Council's decision on whether or not a Tender is acceptable will be final.
- 4.4 Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.
- 4.5 Tenderers should note that Tenders and supporting documents must be written in English and that any subsequent contract, which may or may not be entered into, its formation, interpretation and performance, shall be subject to and in accordance with the laws of England and subject to the jurisdiction of the Courts of England and Wales.
- 4.6 Where Tender submissions are incomplete the Council reserves the right not to accept them.

5.0 Variant Bids

- 5.1 The Council is interested in alternative solutions which would provide and develop opportunities for savings in service costs, service improvement or other financial benefits. In particular, the Council wishes to encourage solutions which also deliver benefits and added value to the local economy, residents and the business community.
- 5.2 Tenderers may submit, at their discretion, a Tender offering a different approach to the project as a "Variant Bid". However, to permit comparability, at least one bid must be submitted strictly in accordance with the Invitation to Tender Documents (the "Compliant Tender") . Any Tender variant proposed must clearly state how it varies from the requirements of the Compliant Tender Documents, and be explicit in demonstrating the benefits that will accrue to the Council from adopting this approach. Tenderers will be required to identify which submission, in their view, demonstrates best value to the Council.
- 5.3 Variant Bids must contain sufficient financial and operational detail to allow any Variant Bid to be compared with the standard Tender, permitting its considerations in written form.

6.0 The Transfer of Undertakings (Protection of Employment) regulations 2006

- 6.1 Tenderers should note that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') will apply to this contract. Also compliance with the provisions in relation to Local Authority Pensions will also be required. Tenderers are advised to seek their own legal advice about the practicality of these regulations and should reflect the financial implications of such a transfer in their tender submissions.
- 6.2 Details of employees of companies/and of the Council who are currently carrying out the work that is included in the Contract can be requested by emailing

procurement@shropshire.gov.uk Tenderers should note, however, that where the Council provides information to them for the purposes of TUPE, such information may originate from a third party. As the Council has no control over the compilation of such third party information, the Council gives no guarantee or assurance as to the accuracy or completeness of such information and cannot be held responsible for any errors or omissions in it.

7.0 Tender Evaluation

7.1 The Tenderers may be called for interview to seek clarification of their tender or additional or supplemental information in relation to their tender. The presentations will not carry any weighting to the final score achieved by Tenderers, but will be used to clarify and moderate issues raised in the Tenderer's submissions. Any areas of discrepancy between submissions and information gained from the presentations will be reviewed and scores previously awarded will be amended if necessary.

7.2 If the Council suspects that there has been an error in the pricing of a Tender, the Council reserves the right to seek such clarification, as it considers necessary from the Tenderer in question.

8.0 Clarifications

8.1 Tenderers are responsible for clarifying any aspects of the tendering process and/or the Invitation to Tender documents in the manner described below.

8.2 If you are unsure of any section and require further clarification, please contact via our Delta Tenderbox.

8.3 Where appropriate, the Authorised Officer named above may direct the Tenderer to other officers to deal with the matter.

8.4 All queries should be raised as soon as possible (in writing), in any event not later than 25^h February 2019.

8.5 All information or responses that clarify or enhance the tendering process will be supplied to all Tenderers on a uniform basis (unless expressly stated otherwise). These responses shall have the full force of this Instruction and where appropriate the Conditions of Contract. If a Tenderer wishes the Council to treat a question as confidential this must be expressly stated. The Council will consider such requests and will seek to act fairly between the Tenderers, whilst meeting its public law and procurement duties in making its decision.

8.6 Except as directed in writing by the Authorised Officer, and confirmed in writing to a Tenderer, no agent or officer or elected Member (Councillor) of the Council has any express or implied authority to make any representation or give any explanation to Tenderers as to the meaning of any of the Tender Documents, or as to anything to be done or not to be done by a Tenderer or to give any warranties additional to those (if any) contained in the ITT or as to any other matter or thing so as to bind the Council in any way whatsoever.

9.0 Continuation of the Procurement Process

9.1 The Council shall not be committed to any course of action as a result of:

- i) issuing this Invitation to Tender;
- ii) communicating with a Tenderer, a Tenderer's representative or agent in respect of this procurement exercise;
- iii) any other communication between the Council (whether directly or through its agents or representatives) and any other party.

9.2 The Council reserves the right at its absolute discretion to amend, add to or withdraw all, or any part of this Invitation to Tender at any time during the tendering stage of this procurement exercise.

9.3 At any time before the deadline for receipt of tender returns the Council may modify the Invitation to Tender by amendment. Any such amendment shall be numbered and dated and issued by the Council to all participating tenderers. In order to give prospective Tenderers reasonable time in which to take the amendment into account in preparing its Tender return, the Council may in its sole discretion, extend the deadline for submission of the tender returns. The Council reserves the right to amend, withdraw, terminate or suspend all or any part of this procurement process at any time at its sole discretion.

10.0 Confidentiality

10.1 All information supplied by the Council in connection with or in these Tender Documents shall be regarded as confidential to the Council unless the information is already within the public domain or subject to the provisions of the Freedom of Information Act 2000.

10.2 The Contract documents and publications are and shall remain the property of the Council and must be returned upon demand.

10.3 Tenderers shall ensure that each and every sub-contractor, consortium member and/or professional advisor to whom it discloses these papers complies with the terms and conditions of this ITT.

10.4 The contents of this Invitation to Tender are being made available by the Council on condition that:

10.4.1 Tenderers shall at all times treat the contents of the Invitation to tender and any related documents as confidential, save in so far as they are already in the public domain and Tenderers shall not, subject to the provisions relating to professional advisors, sub-contractors or other persons detailed below, disclose, copy, reproduce, distribute or pass any of the contents of the Invitation to tender to any other person at any time or allow any of these things to happen;

10.4.2 Tenderers shall not use any of the information contained in this Invitation to tender for any purpose other than for the purposes of submitting (or deciding whether to submit) the tender; and

- 10.4.3** Tenderers shall not undertake any publicity activity within any section of the media.
- 10.5** Tenderers may disclose, distribute or pass this Invitation to tender to their professional advisors, sub-contractors or to another person provided that:
- 10.5.1** this is done for the sole purpose of enabling an Invitation to tender to be submitted and the person receiving the Information undertakes in writing to keep the Invitation to Tender confidential on the same terms as if that person were the Tenderer; or
- 10.5.2** the Tenderer obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the Invitation to Tender; or
- 10.5.3** the disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract(s) which may arise from it; or
- 10.5.4** the Tenderer is legally required to make such a disclosure.
- 10.6** The Council may disclose detailed information relating to the Invitation to Tender to its officers, employees, agents, professional advisors or Governmental organisations and the Council may make any of the Contracts and procurement documents available for private inspection by its officers, employees, agents, professional advisors, contracting authorities or Governmental organisations.

10.7 Transparency of Expenditure

Further to its obligations regarding transparency of expenditure, the Council may be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

11.0 Freedom of Information

- 11.1** Please note that from 1 January 2005 under the provisions of the Freedom of Information Act 2000, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. One of the consequences of those new statutory responsibilities is that information about your organisation, which Shropshire Council may receive from you during this tendering process may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.
- 11.2** In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the Act, Shropshire Council may consider it appropriate to ask you for your views as to the release of any information before we make a decision as to how to respond to a request. In dealing with requests for information under the Act, Shropshire Council has to comply with a strict timetable and it would therefore expect a timely response to any such consultation within five working days.

- 11.3** If, at any stage of this tendering process, you provide any information to Shropshire Council in the expectation that it will be held in confidence, then you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as “commercial in confidence” will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.
- 11.4** Shropshire Council will not be able to accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.
- 11.5** In certain circumstances where information has not been provided in confidence, Shropshire Council may still wish to consult with you as to the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. However the decision as to what information will be disclosed will be reserved to Shropshire Council.

For guidance on this issue see: <http://www.ico.gov.uk>

12.0 Disqualification

- 12.1** The Council reserves the right to reject or disqualify a Tenderer's Tender submission where:
- 12.1.1** The tenderer fails to comply fully with the requirements of this Invitation to tender or is in breach of clause 15 of the Council's General Terms and Conditions relating to Bribery and Corruption or is guilty of a serious or intentional or reckless misrepresentation in supplying any information required; or
- 12.1.2** The tenderer is guilty of serious or intentional or reckless misrepresentation in relation to its tender return and/or the procurement process.
- 12.1.3** The tenderer directly or indirectly canvasses any member, official or agent of the Council concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other Tender or proposed Tender for the services. The Canvassing Certificate must be completed and returned as instructed.
- 12.1.4** The Tenderer :
- a) Fixes or adjusts the amount of his Tender by or in accordance with any agreement or arrangements with any other person; or
 - b) Communicates to any person other than the Council the amount or approximate amount of his proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for preparation of the Tender for insurance purposes); or
 - c) Enters into an agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or

- d) Offers or agrees to pay or give or does pay or gives any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any Tender or proposed Tender for the services any act or omission.

12.2 Any disqualification will be without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Tenderer may attract. The Non-Collusive Tendering Certificate must be completed and returned as instructed.

12.3 The Council reserves the right to disqualify an Applicant from further participating in this procurement process where there is a change in the control or financial stability of the Tenderer at any point in the process up to award of a contract and such change of control or financial stability has a materially adverse effect on the Tenderer's financial viability or ability to otherwise meet the requirements of the procurement process.

13.0 E-Procurement

As part of its procurement strategy Shropshire Council is committed to the use of technology that can improve the efficiency of procurement. Successful Tenderers may be required to send or receive documents electronically. This may include purchase orders, acknowledgements, invoices, payment advices, or other procurement documentation. These will normally be in the Council's standard formats, but may be varied under some circumstances so as not to disadvantage small and medium suppliers.

14.0 Award of Contract

14.1 Award Criteria

The Award Criteria has been set out within the Tender Response Document accompanying this invitation to tender. The Council is not bound to accept the lowest or any Tender.

14.2 Award Notice

The Council will publish the name and addresses of the successful Tenderers in the Official Journal of the European Union (OJEU) where appropriate. The Contracting Authority reserves the right to pass all information regarding the outcome of the Tendering process to the Office of Fair Trading to assist in the discharge of its duties. Additionally, the Council will adhere to the requirements of the Freedom of Information Act 2000 and Tenderers should note this statutory obligation.

14.3 Transparency of Expenditure

Further to its obligations regarding transparency of expenditure, the Council may also be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in

accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

15.0 Value of Contract

Shropshire Council cannot give any guarantee in relation to the value of this contract.

16.0 Acceptance

16.1 Tenders must be submitted strictly in accordance with the terms of the Council's Invitation to Tender documentation and acceptance of the tender shall be conditional on compliance with this Tender Condition.

16.2 The Tender documentation including, the General and Special Terms and Conditions of Contract, the Tender Response document, these Instructions to Tender, together with the formal written acceptance by the Council will form a binding agreement between the Contractor and the Council.

16.3 The Tenderer shall be prepared to commence the provision of the supply and services on the start date of the contract being **1st April 2019**.

17.0 Payment Terms

Tenderers should particularly note that the principles governing public procurement require that, as far as is reasonably possible, payments for Goods, Works or Services are made after the provision. Therefore any indication of a pricing strategy within a Tender which provides for substantial payments at the outset of the Contract will be examined carefully to decide whether or not a Tender in such form can be accepted. If in the opinion of the Council such substantial payments appear excessive in relation to the requirements of the Contract the Council reserves, without prejudice to any other right to reject any Tender it may have, the right to require the Tenderer to spread such proportion of the costs as are considered excessive over the duration of the Contract.

18.0 Liability of Council

18.1 The Council does not bind himself to accept the lowest or any tender.

18.2 The Council does not accept any responsibility for any pre-tender representations made by or on its behalf or for any other assumptions that Tenderers may have drawn or will draw from any pre-tender discussions.

18.3 The Council shall not be liable to pay for any preparatory work or other work undertaken by the Tenderer for the purposes of, in connection with or incidental to this Invitation to Tender, or submission of its Tender response or any other communication between the Council and any other party as a consequence of the issue of this Invitation to Tender.

18.4 The Council shall not be liable for any costs or expenses incurred by any Tenderer in connection with the preparation of a Tender return for this procurement exercise, its participation in this procurement whether this procurement is completed, abandoned or suspended.

18.5 Whilst the Tender Documents have been prepared in good faith, they do not purport to be comprehensive nor to have been formally verified. Neither the Council nor any of its staff, agents, elected Members, or advisers accepts any liability or responsibility for the adequacy, accuracy or completeness of any information given, nor do they make any representation or given any warranty, express or implied, with respect to the Tender Documents or any matter on which either of these is based (including, without limitation, any financial details contained within the Specification and Contract Documentation). Any liability is hereby expressly disclaimed save in the event of fraud, or in the event of specific warranties provided within the Contract Documentation.

19.0 The Contractor agrees that where requested in writing during the term of any Agreement for the supply Goods Works or Services it will ensure that an appropriately authorised representative of the Contractor shall attend a Committee meeting of the Council upon being invited to do so by the Council

20.0 **Declaration**

We, as acknowledged by the signature of our authorised representative, accept these Instructions to Tender as creating a contract between ourselves and the Council. We hereby acknowledge that any departure from the Instructions to Tender may cause financial loss to the Council.

Notes to this form:

Text highlighted in yellow is where details need to be inserted

Text highlighted in green are optional clauses which require consideration as to whether or not they should be retained.

NOW IT IS AGREED as follows:

1. Definitions

1.1 In this Agreement, the following words shall have the following meanings:

Agreement	means this Agreement
Associated Person	means in respect of the Council, a person, partnership, limited liability partnership or company (and company shall include a company which is a subsidiary, a holding company or a company that is a subsidiary of the ultimate holding company of that company) in which the Council has a shareholding or other ownership interest; OR any other body that substantially performs any of the functions of the Council that previously had been performed by the Council. .
Authorised Officer	means the representative appointed by the Council to manage the contract on its behalf
Best Practice	means in accordance with the best practice within the industry of the Provider
Bribery Act	the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.
Care & Community Coordinators	means employees of Shropshire

Clinical Commissioning Group whose role is to help patients of General Practice surgeries by coordinating support, signposting on or referring to other services which may help them to cope better with their every day lives.

Commencement Date

1st April 2019

Commercially Sensitive Information

comprises the information of a commercially sensitive nature relating to the Provider, its Intellectual Property Rights or its business which the Provider has indicated to the Council in writing that, if disclosed by the Council, would cause the Provider significant commercial disadvantage or material financial loss;

Confidential Information

any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of the Council or the Provider, including Intellectual Property Rights, together with all 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, including all Personal Data and the Commercially Sensitive Information;

Contract Documents	means all of the documents annexed to, contained and referred to within this Agreement
Council	means the party named above and includes its employees, officers, servants and agents acting on its behalf
Council Data	<p>the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are:</p> <p>(a) supplied to the Provider by or on behalf of the Council; or</p> <p>which the Provider is required to generate, process, store or transmit pursuant to this Agreement; or</p> <p>(b) any Personal Data for which the Council is the Data Controller;</p>
Crisis Bed	means short term, time limited accommodation provided to a Vulnerable Person further to the provision of Crisis Housing Support
Crisis Housing Support	means time limited, short term support provided to a Vulnerable Person at a time of crisis in circumstances such as, but not limited to, a Vulnerable Person being at imminent risk of homelessness, imminent discharge

	from hospital where no other support or accommodation is available or where support is required to be provided in a temporary care setting
Data Controller	shall have the meaning given to the term "controller" as set out in Article 4 of the GDPR
Data Loss Event	any event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.;
Data Protection Impact Assessment:	an assessment by the Data Controller of the impact of the envisaged processing on the protection of Personal Data.
'Data Processor'	shall have the meaning given to the term "processor" as set out in Article 4 of the GDPR
'Data Protection Legislation'	means: <ul style="list-style-type: none"> i) all applicable Law about the processing of personal data and privacy; and ii) The Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice)

(Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 including if applicable legally binding guidance and codes of practice issued by the Information Commissioner; and

iii) to the extent that it relates to processing of personal data and privacy, any Laws that come into force which amend, supersede or replace existing Laws including the GDPR, the (LED Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Laws as amended from time to time including the DPA 2018

Data Protection Officer

Shall have the meaning given in the GDPR

Data Subject

Shall have the same meaning as set out in the GDPR

Data Subject Request

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

DPA 2018

Data Protection Act 2018

EIR	means the Environmental Information Regulations 2004 (as may be amended from time to time.)
Employment Checks	means the pre-appointment checks that are required by law and applicable guidance, including without limitation, verification of identity checks, right to work checks, registration and qualification checks, employment history and reference checks, disclosure and barring checks
Exempt Information	means any information or class of information (including but not limited to any document, report, Agreement or other material containing information) relating to this Agreement or otherwise relating to the parties to this Agreement which potentially falls within an exemption to FOIA (as set out therein)
Expiry Date	Shall be the later of either: i) the Initial Expiry Date; or ii) the last day of any agreed extension period further to clause 2 below or such other date as this Agreement is terminated in accordance with its terms
Fees	shall be £102,000 (One Hundred and Two Thousand Pounds only) per annum and includes all expenses, materials, labour, plant, equipment, handling of materials and plant, tools

and appliances, and all other things necessary for the supply of the required services unless where specifically stated otherwise. For the avoidance of doubt, the Fees shall not include:

a) any rent payable to the Provider for the provision of accommodation to a Service User under the terms of this Agreement as Service User's will be expected to pay any rents due via Housing Benefit, Universal Credit or other benefit entitlements or financial support available to them; and

b) any payments for works carried out by the Provider further to IHMG entitlement

First Point of Contact

Means the Council's Adult Social Care customer service team

FOIA

means the Freedom of Information Act 2000 and all subsequent regulations made under this or any superseding or amending enactment and regulations; any words and expressions defined in the FOIA shall have the same meaning in this clause

FOIA notice

means a decision notice, enforcement notice and/or an information notice issued by the Information Commissioner.

GDPR

Means the General Data Protection

Regulation in force in the UK with effect from 25th May 2018

Higher Level Housing Support

means time limited Housing Support including accommodation, training and support (as required by Vulnerable People whose housing support needs cannot be met by Low-Intensity Housing Support. The support shall typically be underpinned by an agreed support plan or personal housing plan and will consist of regular, planned support sessions. Higher-level support will assist the Council in delivering its duties under the Homelessness Reduction Act. Each Service User will have a key worker, action plan, and a range of support inputs which include 1-2-1 sessions, group work, training, lifeskills help and practical advice.

Housing Support

Means support to Service Users to develop and build skills and resilience to move into independent accommodation and to assist in preventing future homelessness, maximise stability within their home, minimise dependence on welfare benefits and the provision of support towards accessing education, training, employment and community based social networks.

Initial Term

means a period of 3 years commencing

	on the Commencement Date and expiring on the Initial Expiry Date
Initial Expiry Date	means 31 st March 2022
Intellectual Property Rights	means all patents, registered and unregistered designs, copyright, trade marks, know-how and all other forms of intellectual property wherever in the world enforceable
Intensive Housing Management Grant (IHMG)	Means a grant towards the cost of Intensive Housing Management services provided by a supported housing landlord. The services are provided to ensure the ongoing viability of the tenancy with respect to the needs of the tenant. Intensive Housing Management can include ordinary landlord services provided at a greater frequency or intensity than would ordinarily be provided. It can also include services which are additional to the services an ordinary landlord might provide, such as provision of repairs and maintenance that tenant might be expected to do in a general needs tenancy, adaptations made to the property to ensure its suitability, provision of accessible materials, 24/7 contact services, increased number of inspections and property visits, and ongoing liaison with other parties involved in the provision of services to

	the tenant.
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 Provider is bound to comply;
LED	Law Enforcement Directive (Directive (EU) 2016/680)
Low-Intensity Housing Support	means the provision of occasional support to Vulnerable People and available on an 'ad-hoc' basis designed to maintain young people's independence through the knowledge that help and advice is available when needed. The Provider will use its experience and a risk-based approach to determine how and to whom resources are directed. This will include maintenance of support hubs which are accessible to the wider community, partner organisations and community / voluntary groups.
Ludlow Support Hub	Means the premises at which the Services are delivered and from where support shall also be made available to

	Vulnerable People and people with support needs aged over 25 who are living in the proximity of the Ludlow Support Hub
Management Information	Means data and statistical information collected by the Provider with respect to the Services
Needs and Risk Assessments	A written assessment, prepared by the Council's Housing Services department in conjunction with the Service User, which sets out and prioritises specific areas of need and risk around which an effective support plan can then be developed to meet those needs
Option to Extend	means the Council's option to extend the Initial Term by a period of up to 2 years commencing from and including the date following the Initial Expiry Date
Outcomes	means the targets, results or objectives as specified in section 3 of the Specification
Parties	the Provider and the Council and 'Party' shall mean either one of them
Personal Data	shall have the same meaning as set out in the GDPR
Personal Data Breach	means: anything which constitutes a "personal data breach" as set out in in Article 4 of the GDPR;
Primary Outcomes	Means the outcomes described in section 3.1 of the Specification

Processor Personnel

means all directors, officers, employees, agents, consultants and contractors of the Data Processor and/or of any Sub-Processor engaged in the performance of its obligations under this Agreement

Prohibited Act

the following constitute Prohibited Acts:

(a) to directly or indirectly offer, promise or give any person working for or engaged by the Council a financial or other advantage to:

(i) induce that person to perform improperly a relevant function or activity; or

(ii) reward that person for improper performance of a relevant function or activity;

(b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement;

(c) committing any offence:

(i) under the Bribery Act;

(ii) under legislation creating offences concerning fraudulent acts;

(iii) at common law concerning fraudulent acts relating to this Agreement or any other contract

with the Council; or

(d) defrauding, attempting to defraud or conspiring to defraud the Council.

Protective Measures

appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it

Provider

means the party named above and includes its employees, servants and agents paid or unpaid acting on its behalf

Provider Personnel

all employees, agents, consultants and contractors of the Provider and/or of any Sub-contractor paid or unpaid;

Provider's Representative

the representative appointed by the Provider to manage the contract on its behalf

Public body

as defined in the FOIA 2000

Receiving Party

means a party to this Agreement to whom a Request for Information is made under FOIA, and who thereafter has overall conduct of the request and any response

Registered Social Landlord	means a not-for-profit housing provider within the meaning of section 1 of the Housing Act 1996 and regulated by the Government through the Homes & Communities Agency
Regulated Activity	in relation to children, as defined in Part 1 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006, and in relation to vulnerable adults, as defined in Part 2 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006.
Regulatory Bodies	those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Agreement or any other affairs of the Council and "Regulatory Body" shall be construed accordingly;
Regulated Provider	as defined in section 6 of the Safeguarding Vulnerable Groups Act 2006
Relevant Transfer	means a relevant transfer for the purposes of TUPE
Request for Information	means a written request for information pursuant to the FOIA as defined by Section 8 of the FOIA
Services	means the provision of Housing

	Support to Service Users and the provision of accommodation to Service Users where required as more specifically referred to in the Specification
Service User	Means a Vulnerable Person accessing the Services
Shropshire Infrastructure Partnership.	means a partnership of voluntary and community sector infrastructure organisations operating in Shropshire. Shropshire Infrastructure Partnership aims to facilitate effective joint working amongst voluntary and community infrastructure organisations in Shropshire.
Shropshire Voluntary & Community Sector Assembly	means a representative group of voluntary and community sector organisations with the aim of providing a strong collective voice for the voluntary and community sector. A further aim is to improve the representation of VCS organisations irrespective of size and continue partnership building with public and private sector organisations to meet the needs of local groups and communities
Social Prescribing	means a way of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services in order to improve their health and wellbeing

Specification	The specific description of the Services as set out in Schedule 1 annexed to this Agreement
Strengthening Families Programme	means a programme which aims to support families who might need extra help to be happy, healthy and safe. This means services working together to provide families with the right support at the right time
Sub-Contract	any contract or agreement, or proposed contract or agreement between the Provider and any third party whereby that third party agrees to provide to the Provider the Services or any part thereof, or facilities or services necessary for the provision of the Services or any part of the Services, or necessary for the management, direction or control of the Services or any part of thereof.
Sub-Contractor	the third parties that enter into a Sub-Contract with the Provider.
Sub-processor	any third party appointed to process Personal Data on behalf of the Provider related to this Agreement.
Tender ⁶	means the tender dated [.....] ⁷ submitted by the Provider and accepted by the Council annexed to

⁶ Delete this definition if there is either no tender or the tender is not being annexed to this Agreement

⁷ Where the tender is being annexed to this Agreement, please insert date of tender

Term	this Agreement in Appendix 1 means the period commencing on the Commencement Date and expiring on the Expiry Date
TUPE⁸	means the Transfer of Undertakings (Protection of Employment) Regulations 2006
VCSE	means Voluntary Community or Social Enterprise
Vulnerable Person/People	Means young person(s) aged between 16-25 years old who is/are either homeless or at risk of homelessness
'Working Day'	any day other than a Saturday, Sunday or public holiday in England and Wales.

1.2 Interpretation

In this Agreement unless the context otherwise requires:

- 1.2.1 words importing any gender include every gender
- 1.2.2 words importing the singular number include the plural number and vice versa
- 1.2.3 A person includes an individual, firm, company, corporation, unincorporated body of persons, or any state or any agency of any person.
- 1.2.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.2.5 A reference to a holding company or subsidiary means a holding company or subsidiary as defined in section 1159 of the Companies Act 2006.

⁸ Delete this definition if there is no requirement to include any reference to TUPE transfers under this Agreement

In the case of a limited liability partnership which is a subsidiary of a company or another limited liability partnership, section 1159 of the Companies Act 2006 shall be amended so that:

(i) references in sub-sections 1159(1)(a) and (c) to voting rights are to the members' rights to vote on all or substantially all matters which are decided by a vote of the members of the limited liability partnership; and
(ii) the reference in sub-section 1159(1)(b) to the right to appoint or remove a majority of its board of directors is to the right to appoint or remove members holding a majority of the voting rights.

- 1.2.6 references to numbered clauses and schedules are references to the relevant clause in or schedule to this Agreement
- 1.2.7 reference in any schedule to this Agreement to numbered paragraphs relate to the numbered paragraphs of that schedule
- 1.2.8 any obligation on any Party not to do or omit to do anything is to include an obligation not to allow that thing to be done or omitted to be done
- 1.2.9 the headings to the clauses, schedules and paragraphs of this Agreement are not to affect the interpretation
- 1.2.10 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.2.11 where the word 'including' is used in this Agreement, it shall be understood as meaning 'including without limitation'
- 1.2.10 Where any statement is qualified by the expression so far as the Provider is aware or to the Provider's knowledge or any similar expression, that statement shall be deemed to include an additional statement that it has been made after due and careful enquiry.
- 1.2.12 A reference to writing or written includes faxes but not e-mail, unless otherwise specifically agreed.

2. Term:

- 2.1** It is agreed between the Parties that this Agreement will be for the Initial Term commencing on the Commencement Date and ending on the Initial Expiry Date.

- 2.2** It is further agreed between the Parties that the Council may exercise its Option to Extend this Agreement at the expiry of the Initial Term for a further period of up to two years commencing on 1st April 2022.
- 2.3** If the Council decides to exercise its Option to Extend the Initial Term it shall notify the Provider in writing at least 3 months in advance of the expiry date of the Initial Term. Where the Parties agree an extension of the Initial Term the provisions of this Agreement between the Council and the Provider shall be the terms to be applied to the extended Agreement period, save for any agreed variations in writing by the Parties to the terms of this Agreement or the Fees to be paid which are to apply during the extension period.
- 2.4** If the Council decides that it does not wish to exercise its Option to Extend then this Agreement shall terminate on the Initial Expiry Date and the provisions of clause 39 (Consequences of Termination) shall apply

3. Estimated Annual Contract Value: Not Used

4. Services

- 4.1** The Provider shall provide the Services to the Council in consideration for the Council paying the Fee(s) to the Provider, subject to the provisions of this Agreement
- 4.2** The Provider shall provide the Services in such places and locations as set out in the Specification
- 4.3** Not Used
- 4.4** The Services shall only be performed/delivered by the Provider unless otherwise agreed in writing between the Parties
- 4.5** The Provider shall provide the Services in accordance with the Specification with all due skill, care and diligence and in accordance with good industry practice.
- 4.6** The Provider shall provide the Services in accordance with all current and relevant statutory provisions, regulations or other legislation from time to time in force relating to the provision of the Services
- 4.7** The Provider shall during the Term ensure that every person employed by the Provider in the provision of the Services is properly trained and instructed with regard to his/her tasks in relation to the Services

- 4.8** The Provider shall carry out its own risk assessments relevant to the Services.
- 4.9** The Provider shall have a written procedure for dealing with complaints about the Services in accordance with clause 33 (Complaints) hereof
- 4.10** before the Provider engages or employs any person in the provision of the Services, or in any activity related to, or connected with, the provision of the Services, the Provider must without limitation, complete the Employment Checks and any other checks required by the Disclosure and Barring Service
- 4.11** Prior to the engagement by the Provider of any staff or sub-contractor engaged to provide any part of the Services where such individuals will have contact with children up to the age of eighteen years old or where the performance of the Services may involve contact with vulnerable adults (as defined in the Safeguarding Vulnerable Groups Act 2006) the Provider shall procure in respect of all staff or potential staff or other persons intended to perform any part of the Services:
- 4.11.1** that each person being considered for engagement be questioned as to whether he/she has any convictions; and
- 4.11.2** that the results of a Disclosure and Barring Service (DBS) check of the most extensive available kind is obtained in accordance with Part V of the Police Act 1997 (as amended) and that each DBS check should include a search of the list held pursuant to the Protection of Children Act 1999 where the performance of the Service may involve contact with children and/or Safeguarding Vulnerable Groups Act 2006 where the performance of the Service may involve contact with vulnerable adults.
- 4.11.3** provide evidence to the Council that a DBS check has been carried out on relevant Staff if requested
- 4.12** The Parties agree that there shall be, on dates to be agreed, regular informal reviews of the progress of the development of the Services between the Provider and the Council to ensure that the Outcomes are being achieved.
- 4.13** In the event that an informal review reveals that the Services are not being

delivered as required or that Outcomes are not being met, a formal review meeting shall take place between the Parties upon 14 days written notice being given to the Provider by the Council

4.14 The formal review meeting shall record in writing any amendments to the Outcomes agreed between the Council and the Provider.

4.15 Where following a formal review, the Council acting reasonably determines that the Provider has not delivered the Services as required or met the Outcomes the Council may:

4.15.1 serve the Provider with a written notice (“Notice”) within one month of the Review meeting specifying which [areas of the Services have not been delivered as required or which] of the Outcomes it considers that the Provider has not met or failed to achieve and giving the Provider one calendar month from the date of the Notice to remedy the failure

4.15.2 if after one calendar month from the date of the Notice the Provider has failed to remedy the failure specified in the Notice then this will be considered to be a breach of the terms of this Agreement and the Agreement may be terminated in accordance with the provisions contained in clause 37 (Termination) herein

4.15.3 The Council shall take into account any verbal or written representations made by the Provider before proceeding to take any action to terminate this Agreement pursuant to this clause.

5. Crisis Bed Accommodation and Housing Support Accommodation

5.1 The Provider shall provide Crisis Beds for the use of Service Users in accordance with the Specification.

5.2 Crisis Beds shall only be provided to Service Users that have been referred to the Provider by the Council

5.3 Service Users shall occupy Crisis Beds under the terms of a licence to occupy which shall be issued by the Provider in accordance with applicable legislation and such licences to occupy shall permit Service Users to occupy rooms and to use common parts within the premises where the Crisis Beds are located

5.4 Where accommodation, other than a Crisis Bed is provided to a Service User, the Provider shall issue either a licence to occupy or a tenancy

agreement as shall be the most appropriate according to the circumstances and nature of the accommodation to be provided.

- 5.5 The Provider shall provide evidence of having and maintaining annually throughout the Term all appropriate Buildings Insurance, relevant statutory and other consents and compliance with all regulatory controls (including but not limited to gas and electric checks, fire safety certificates and health and safety risk assessments) to permit the use of all premises used by the Provider to provide accommodation to a Service User as part of the delivery of the Services
- 5.6 the Provider shall retain overall housing management responsibility for any accommodation that it provides to Service Users further to the delivery of the Services
- 5.7 The Provider shall have sole responsibility for the decision to seek possession of accommodation provided to a Service User further to the delivery of the Services and to terminate a licence to occupy held by a Service User but shall only terminate any such licence to occupy after prior consultation with the Service User and the Council and in accordance with relevant legislation. Where the Provider considers seeking possession of any accommodation provider and terminating a licence to occupy on the grounds of non-payment of rent by the Service User, the Provider shall first notify the Service User in writing and shall equally notify the Council in writing at each step of the possession process thereafter. The Provider shall not exercise the right to seek possession where non-payment of rent occurs wholly or substantially as a result of a delay in receipt of Housing Benefit, Universal Credit or such other benefit entitlement intended to cover the rent payments

6 Insurance

- 6.1 The Provider shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover, or in accordance with any legal requirement for the time being in force, in respect of all legal liability which may be incurred by the Provider, arising out of the Provider's performance of this Agreement, including death or personal injury, loss of or damage to property or any other loss,

and unless otherwise agreed with the Council such policy or policies of Public Liability and Employers Liability insurance shall provide for a minimum indemnity limit of £5,000,000 (FIVE MILLION POUNDS) for each and every claim.

6.2 Not Used

6.3 Where the Provider is providing Services of a professional nature, or the Council otherwise specifies that professional indemnity insurance is required, the Provider shall hold and maintain professional indemnity insurance cover and shall ensure that all professional consultants or Sub-Providers involved in the provision of the Services hold and maintain policy cover which indemnifies the Provider for negligent acts arising out of the performance of this Agreement. To comply with its obligations under this clause, and as a minimum, the Provider shall ensure professional indemnity insurance held by the Provider and by any agent, Sub-Provider or consultant involved in the performance of Services has a limit of indemnity of not less than £2,000,000 (TWO MILLION POUNDS) in respect of each and every claim.

6.3.1 The Provider shall hold and maintain the insurances required under this Agreement for a minimum of 6 years following the expiration or earlier termination of this Agreement

6.4 The Provider warrants that it has complied with this clause 6 and shall provide the Council with certified copies of the relevant policy documents (including any warranties or exclusions) together with receipts or other evidence of payment of the latest premiums due under those policies prior to the commencement of this Agreement and annually thereafter during the Term. If, for whatever reason, the Provider fails to give effect to and maintain the insurances required under this clause 6, the Council may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Provider.

6.5 The Provider shall:

- (a) do nothing to invalidate any insurance policy
- (b) notify the Council if any policy is (or will be) cancelled or its terms are (or will be) subject to any material change

6.6 For the avoidance of doubt, the terms of any insurance or the amount of cover shall not relieve the Provider of any liabilities under this Agreement.

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

6.7.1 if a claim or claims which do not relate to this 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 Provider shall immediately submit to the Council:

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

6.7.2 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 Agreement are paid by insurers, the Provider shall:

- (i) ensure that the insurance cover is reinstated to maintain at all times the minimum limit of indemnity specified for claims relating to this Agreement; or
- (ii) if the Provider 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 Council full details of the policy concerned and its proposed solution for maintaining the minimum limit of indemnity specified.

7 Indemnity

7.1 The Provider shall fully indemnify the Council against all liabilities, costs, expenses, damages losses and breach of its statutory duties or breach of an obligation under the Data Protection Legislation (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by the Council arising out of or in connection with:

- (a) The performance, defective performance or otherwise of this

Agreement by the Provider or the Provider Personnel

(b) Any claim made against the Council for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with the provision of the Services

(c) Any claim made against the Council by a third party arising out of, or in connection with, the supply of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this Agreement by the Provider or the Provider Personnel; and

(d) Any claim made against the Council by a third party for death, personal injury or damage to property arising out of, or in connection with the delivery of the Services and performance of this Agreement to the extent that the defective performance is attributable to the acts or omissions of the Provider or the Provider Personnel

7.2 The Council shall indemnify the Provider against all reasonable claims, costs and expenses which the Provider may incur and which arise, directly from the Council's breach of any of its obligations under this Agreement.

7.3 Nothing in this Agreement shall limit or exclude the liability of either Party for:

(a) death or personal injury resulting from negligence; or

(b) fraud or fraudulent misrepresentation; or

(c) the indemnities given in this clause 7

8. Fee rates based on time spent – Not Used

9. Payment

9.1 Payment of the Fee(s) shall be made by the Council to the Provider in equal monthly instalments in arrears. In the event of late payment, interest thereon shall be charged at the prevailing statutory rate further to the Late Payment of Commercial Debts (Interest) Act 1998. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after Judgment.

9.2 The Provider shall not be entitled to vary the Fee(s) during the existence of this Agreement unless with the prior written consent of the Council.

9.3 The Provider shall not charge, and the Council shall not be liable, for any

expenses, charges, costs, fees except the Fee(s) as set out in this Agreement

9.4 All amounts stated are exclusive of VAT which will be charged in addition at the rate in force at the time the Council is required to make payment

9.5 Unless otherwise agreed in writing by the Council, the Provider will pay any of its appointed sub-contractors within the time period specified in the Sub-Contract but in any event no later than 30 days from receipt of an undisputed invoice.

10. The Council's Obligations

To enable the Provider to perform its obligations under this Agreement the Council shall:

10.1 Co-operate with the Provider and ensure that the Council's staff and agents co-operate with and assist the Provider as is reasonable and appropriate

10.2 Provide the Provider with any information reasonably required by the Provider;

10.3 Comply with such other requirements as may be otherwise agreed between the parties.

10.4 Not Used

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

11. Authorised Officer and Provider Representative:

11.1 The Authorised Officer shall be appointed by the Council to act in the name of the Council for the purposes of the contract evidenced by this Agreement.

11.2 The Provider shall appoint a Provider Representative to act in the name of the Provider for the purposes of the contract evidenced by this Agreement

11.3 The Parties shall notify each other in writing of any replacement Authorised Officer or Provider Representative or if any person ceases to be either the Authorised Officer or Provider Representative.

11.4 The Authorised Officer shall monitor on behalf of the Council, the provision of the Services supplied by the Provider and act as liaison officer with the Provider's Representative in respect of the operation of the Services. Any issues raised by the Authorised Officer with regard to the delivery of the Services shall in the first instance be addressed and dealt with by the Provider's Representative on the Provider's behalf.

12. Intellectual Property

12.1 In the absence of prior written agreement by the Council to the contrary, all Intellectual Property created by the Provider or any employee, agent or subcontractor of the Provider:

12.1.1 in the course of performing the Services; or

12.1.2 exclusively for the purpose of performing the Services,

shall vest in the Council on creation.

12.2 Unless stated expressly in writing in this Agreement, neither Party will acquire any ownership interest in or licence of the other's Intellectual Property by virtue of this Agreement

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

12.4 This provision shall survive the expiration or termination of the Agreement.

13. Confidentiality

13.1 Subject to clause 13.2, the Parties shall keep confidential all matters relating to this Agreement and each Party shall use all reasonable endeavours to prevent their respective staff and Provider Personnel from making any disclosure to any person of any matters relating hereto.

13.2 Clause 13.1 shall not apply to any disclosure of information:

13.2.1 required by any applicable law, provided that clause 25.1 shall apply to any disclosures required under the FOIA or the Environment Information Regulations;

- 13.2.2** that is reasonably required by persons engaged by a Party in the performance of such Party's obligations under this agreement;
- 13.2.3** where a Party can demonstrate that such information is already generally available and in the public domain otherwise than as a result of a breach of clause 13.1;
- 13.2.4** by the Council of any document to which it is a Party and which the Parties to this agreement have agreed contains no commercially sensitive information;
- 13.2.5** to enable a determination to be made under clause 34 (Disputes);
- 13.2.6** which is already lawfully in the possession of the receiving party, prior to its disclosure by the disclosing party;
- 13.2.7** by the Council to any other department, office or agency of the Government; and
- 13.2.8** by the Council relating to this Agreement and in respect of which the Provider has given its prior written consent to disclosure.
- 13.3** On or before the Expiry Date the Provider shall ensure that all documents and/or computer records in its possession, custody or control which relate to personal information of the Council's employees, rate-payers or service users, are delivered up to the Council or securely destroyed.
- 13.4** The provisions of this Clause shall survive the expiration or termination of this Agreement.
- 14. Agreement and Transparency**
- 14.1** Further to the Local Government Transparency Code 2015 the Council is obliged to publish details of expenditure exceeding £500. The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Agreement and any associated tender documentation provided by the Provider (the Tender Submission) is not Confidential Information. The Council shall be responsible for determining in its absolute discretion whether any of the content of the Agreement or the Tender Submission is exempt from disclosure in accordance with the provisions of the FOIA.
- 14.2** Notwithstanding any other term of this Agreement, the Provider hereby gives his consent for the Council to publish this Agreement and the Tender

Submission in its entirety, including from time to time agreed changes to the Agreement, to the general public.

14.3 The Council may consult with the Provider to inform its decision regarding any exemptions but the Council shall have the final decision in its absolute discretion.

14.4 The Provider shall assist and cooperate with the Council to enable the Council to publish this Agreement and the Tender Submission

15 **Council Data**

15.1 The Provider shall not delete or remove any copyright or proprietary notices contained within or relating to the Council Data.

15.2 The Provider shall not store, copy, disclose, or use the Council Data except as necessary for the performance by the Provider of its obligations under this Agreement or as otherwise expressly authorised in writing by the Council and in particular the Provider shall not store any Council Data, which the Council has notified the Provider requires storage in an encrypted format, on any portable device or media unless that device is encrypted.

15.3 To the extent that Council Data is held and/or processed by the Provider, the Provider shall supply that Council Data to the Council as requested by the Council in any format specified in this Agreement or if none specified in any format reasonably requested by the Council.

15.4 The Provider shall take responsibility for preserving the integrity of Council Data and preventing the corruption or loss of Council Data and shall take such back up copies of the Council Data at regular intervals appropriate to the frequency of the revision of the Council Data.

15.5 The Provider shall ensure that any system on which the Provider holds any Council Data, including back-up data, is a secure system to include, but not limited to, the following requirements:

- a) Access to the system is restricted to Provider Personnel with a legitimate need to access the Council Data; and
- b) The system is kept up to date with the latest versions of operating system and anti-virus updates; and

c) Transfer of data to and from the system is conducted in a secure manner.

15.6 If the Council Data is corrupted, lost or sufficiently degraded as a result of the Provider's Default so as to be unusable, the Council may:

15.6.1 require the Provider (at the Provider's expense) to restore or procure the restoration of Council Data as soon as practicable; and/or

15.6.2 itself restore or procure the restoration of Council Data, and shall be repaid by the Provider any reasonable expenses incurred in doing so including the restoration of the Council's Data.

15.7 If at any time the Provider suspects or has reason to believe that Council Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Provider shall notify the Council via the Council's ICT Helpdesk immediately and inform the Council of the remedial action the Provider proposes to take.

15.8 The Provider shall check for and delete Malicious Software and if Malicious Software is found, the parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Council Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.

15.9 Any cost arising out of the actions of the parties taken in compliance with the provisions of sub-clause 15.8 above shall be borne by the parties as follows:

15.9.1 by the Provider where the Malicious Software originates from the Provider Software, the Third Party Software or the Council Data (whilst the Council Data was under the control of the Provider); and

15.9.2 by the Council if the Malicious Software originates from the Council Software or the Council Data (whilst the Council Data was under the control of the Council).]

16. Not Used

17. Not Used

18. Data Protection

- 18.1** Both parties will comply with all applicable requirements of the Data Protection Legislation and agree to take account of any guidance issued by the Information Commissioner's Office. This clause 18 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation.
- 18.2** where there is any conflict, ambiguity or inconsistency between this clause (including any associated definitions) and the remainder of this Agreement, this clause 18 shall take precedence.
- 18.3** The parties acknowledge that:
- 18.3.1** the Provider may independently have access to and may collect personal data from Vulnerable People for the purposes of providing Low-level Intensity Support to Service Users under the terms of this Agreement . Where this occurs:
- a)** the Council and the Provider acknowledge that, whilst the Data Protection Legislation ultimately determines the status of the parties in relation to the control and processing of Personal Data they nevertheless agree that, following an assessment of their respective roles under this Agreement that in the circumstances described in clause 18.3.1 above, the Provider shall not be processing data on behalf of the Council but shall be a Controller in its own right of the personal data it directly obtains, has direct access to or directly collects for the purposes of providing Low-level Intensity Support and which it processes pursuant to the terms of this Agreement; and
- b)** agree that, with respect to the delivery of the Low-level Intensity Support element of the Services, the relationship between the parties is to be a "Controller to Controller" relationship because each party shall determine the purpose and means of the processing which they each undertake in relation to their respective roles in delivering (and procuring the delivery of) the Low-level Intensity Support; and.
- c)** agree that they will comply at all times with the Data Controller obligations specified in the Data Protection Legislation; and
- 18.3.2** for the purposes of the Data Protection Legislation and for the remainder of this clause 18 where the context so admits, the Council (with

respect to the information supplied to the Provider by the Council (as specified in Schedule 3) to enable the Provider to deliver the Services) is the Data Controller and the Provider is the Data Processor unless otherwise specified in Schedule 3. The only processing that the Data Processor is authorised to do is listed in Schedule 3 by the Data Controller and may not be determined by the Data Processor.

- 18.4** The Data Processor shall notify the Data Controller immediately if it considers that any of the Data Controller's instructions infringe the Data Protection Legislation.
- 18.5** The Data Processor shall provide all reasonable assistance to the Data Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Data Controller, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 18.6** The Data Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- (a) process that Personal Data only in accordance with Schedule 3 unless the Data Processor is required to do otherwise by Law. If it is so required the Data Processor shall promptly notify the Data Controller before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Data Controller may reasonably reject (but failure to reject shall not amount to approval by the Data Controller of the adequacy of the

- Protective Measures), having taken account of the
- (i) the nature of the data to be protected;
 - (ii) the harm that might result from a Data Loss Event;
 - (iii) the state of technological development; and
 - (iv) the cost of implementing any measures;
- (c) ensure that :
- (i) the Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule 3);
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Data Processor's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Data Processor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Data Controller or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
 - (E) are obliged to keep the Personal Data confidential; and
 - (F) shall not store any Personal Data on any portable device or media unless that device is encrypted; and
- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Data Controller has been obtained and the following conditions are fulfilled:
- (i) the Data Controller or the Data Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Data Controller;
 - (ii) the Data Subject has enforceable rights and effective legal

remedies;

(iii) the Data Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Data Controller in meeting its obligations); and

(iv) the Data Processor complies with any reasonable instructions notified to it in advance by the Data Controller with respect to the processing of the Personal Data;

(e) at the written direction of the Data Controller, delete or return Personal Data (and any copies of it) to the Data Controller on termination of the Agreement unless the Data Processor is required by Law to retain the Personal Data.

18.7 Subject to clause 18.8, the Data Processor shall notify the Data Controller immediately if it:

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

(b) receives a request to rectify, block or erase any Personal Data;

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

(d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;

(e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or

(f) becomes aware of a Data Loss Event.

18.8 The Data Processor's obligation to notify under clause 18.7 shall include the provision of further information to the Data Controller in phases, as details become available.

18.9 Taking into account the nature of the processing, the Data Processor shall provide the Data Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint,

communication or request made under clause 18.7 (and insofar as possible within the timescales reasonably required by the Data Controller) including by promptly providing:

- (a) the Data Controller with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Data Controller to enable the Data Controller to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Data Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
- (d) assistance as requested by the Data Controller following any Data Loss Event;
- (e) assistance as requested by the Data Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Data Controller with the Information Commissioner's Office.

18.10 The Data Processor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:

- (a) the Data Controller determines that the processing is not occasional;
- (b) the Data Controller determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
- (c) the Data Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

18.11 The Data Processor shall allow for audits of its Data Processing activity by the Data Controller or the Data Controller's designated auditor.

18.12 Each Party shall designate its own Data Protection Officer if required by the Data Protection Legislation.

18.13 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Data Processor must:

- (a) notify the Data Controller in writing of the intended Sub-processor and processing;
- (b) obtain the written consent of the Data Controller;
- (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 18.13 such that they apply to the Sub-processor; and
- (d) provide the Data Controller with such information regarding the Sub-processor as the Data Controller may reasonably require.

18.14 The Data Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.

18.15 The Data Controller may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).

18.16 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Data Controller may on not less than 30 Working Days' notice to the Data Processor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

18.17 Not Used

18.18 The Provider shall ensure that its employees and agents are aware of and comply with this clause and shall indemnify the Council against any loss or damage sustained or incurred as a result of any breach of this clause.

19. Council Data and Personal Information Audits

19.1 Except where an audit is imposed on the Council by a Regulatory body, the Council may, acting reasonably, conduct an audit for the following purposes:

19.1.1 to review the integrity, confidentiality and security of the Council Data;Not Used

19.1.2 to review the Provider's compliance with the Data Protection Legislation,the Freedom of Information Act 2000 in accordance with

the Protection of Personal Data and Freedom of Information clauses and any other legislation applicable to the Services;

- 19.2** The Council shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Provider or delay the provision of the Services.
- 19.3** Subject to the Council's obligations of confidentiality, the Provider shall on demand provide the Council (and/or its agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:
- 19.3.1** all information requested by the Council within the permitted scope of the audit;
 - 19.3.2** reasonable access to any sites controlled by the Provider and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services;
 - 19.3.3** access to Provider Personnel
- 19.4** The Provider shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Provider's performance of the Services.
- 19.5** The Council shall endeavour to (but is not obliged to) provide at least 5 Working Days notice of its intention to conduct an audit.
- 19.6** The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause.
- 19.7** This clause shall not apply to any audit or inspection regarding the provision of the Services specified in the Service Specification or elsewhere in this Agreement which may be conducted as specified in this Agreement.
- 20. Assignment, Transfer and Sub-contracting**
- 20.1** Neither Party shall be entitled to assign, novate or otherwise dispose of any or all of its rights and obligations under this Agreement without the prior written consent of the other Party PROVIDED that the Council may,
- (a) assign any of its rights under this Agreement; or
 - (b) transfer all of its rights or obligations by novation,

to another person.

without the Provider's consent where such assignment, transfer or novation is to an Associated Person of the Council;

- 20.2** Any consent required under Clause 20.1 must not be unreasonably withheld or delayed and if not expressly refused within five Working Days shall be deemed given.
- 20.3** The Provider will not, without the written consent of the Council, sub-contract its right or obligations under this Agreement nor allow Services to be provided other than through the Provider Personnel and using its own equipment.
- 20.4** In the event that consent is given by either Party to the other Party to the placing of sub-contracts, copies of each sub-contract and order shall be sent by the sub-contracting Party to the consenting Party immediately it is issued
- 20.5** Subject to clause 20.1, in the event that either Party wishes to assign its rights and obligations under this Agreement, the assignor must obtain a written undertaking from the assignee to the consenting Party that it will be bound by the obligations of the assignor under this Agreement.
- 20.6** Notwithstanding the Provider's right to sub-contract pursuant to this clause 20, the Provider 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 and shall be responsible for the work of the Sub-Contractor whose work shall be undertaken to the same standard as stated in the Specification.

21. Public Interest Disclosure ('Whistleblowing')

The Provider will ensure that his employees and agents are made aware of the Council's policy "Speaking Up About Wrongdoing" and that the details of this policy are fully explained to them and shall provide the Council with evidence of doing so upon request.

22. Publicity

The Provider will not make any press or other release or public announcement in relation to this Agreement without the prior approval of the Council

23. Prevention of Bribery

23.1 The Provider:

- a) shall not, and shall procure that all Provider Personnel shall not, in connection with this Agreement commit a Prohibited Act;
- b) warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Council, or that an agreement has been reached to that effect, in connection with the execution of this Agreement, excluding any arrangement of which full details have been disclosed in writing to the Council before execution of this Agreement.

23.2 The Provider shall:

- a) if requested, provide the Council with any reasonable assistance, at the Council's reasonable cost, to enable the Council to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act;
- b) the Provider shall, within 10 Working Days of a request from the Council, certify to the Council in writing (such certification to be signed by an officer of the Provider) the Provider's compliance with this clause 23 and provide such supporting evidence of compliance with this clause 23 by the Provider as the Council may reasonably request.

23.3 If any breach of clause 23.1 is suspected or known, the Provider must notify the Council immediately.

23.4 If the Provider notifies the Council that it suspects or knows that there may be a breach of clause 23.1, the Provider must respond promptly to the Council's enquiries, co-operate with any investigation, and allow the Council to audit books, records and any other relevant documentation. This obligation shall continue for two years following the expiry or termination of this Agreement.

23.5 The Council may terminate this Agreement by written notice with immediate effect, and recover from the Provider the amount of any loss directly resulting from the cancellation, if the Provider or Provider Personnel (in all cases whether or not acting with the Provider's knowledge) breaches clause 23.1. At the Council's absolute discretion, in determining whether to exercise the right of termination under this clause

23.5, the Council shall give consideration, where appropriate, to action other than termination of this Agreement unless the Prohibited Act is committed by the Provider or a senior officer of the Provider or by an employee, Sub-Contractor or supplier not acting independently of the Provider. The expression "not acting independently of" (when used in relation to the Provider or a Sub-Contractor) means and shall be construed as acting:

- a) with the Council; or,
- b) with the actual knowledge;
of any one or more of the directors of the Provider or the Sub-Contractor (as the case may be); or
- c) in circumstances where any one or more of the directors of the Provider ought reasonably to have had knowledge.

23.6 Any notice of termination under clause 23.5 must specify:

- a) the nature of the Prohibited Act;
- b) the identity of the party whom the Council believes has committed the Prohibited Act; and
- c) the date on which this Agreement will terminate.

23.7 Despite clause 34 (Disputes), any dispute relating to:

- a) the interpretation of this clause 23; or
 - b) the amount or value of any gift, consideration or commission,
- shall be determined by the Council and its decision shall be final and conclusive.

23.8 Any termination under clause 23.5 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Council.

24. Warranties, liability and indemnities

The Provider warrants, represents and undertakes that:

24.1 it will carry out the work by the Expiry Date

24.2 it will perform the Services with all due skill and diligence and in a good and workmanlike manner, and in accordance with the Best Practice within the industry of the Provider and will have adequate numbers of Provider Personnel to provide the Service

- 24.3** its Provider Personnel will have the necessary skill, professional qualifications and experience to deliver the Services in accordance with the Specification and Best Practice
- 24.4** it will use its best endeavours to achieve the Outcomes
- 24.5** it has full capacity and authority to enter into this Agreement
- 24.6** it has obtained all necessary and required licences, consents and permits to provide the Services
- 24.7** it shall be responsible for all costs, fees, expenses and charges for training necessary or required for the Provider Personnel to perform the Services
- 24.8** NOT USED
- 24.9** The Provider shall where appropriate take account of the Human Rights Act 1998 and shall not do anything in breach of it.
- 24.10** The Provider will at all times in providing the Services to the Council comply with the provisions of the Health and Safety at work Act 1974 and provide evidence of doing so to the Council at any time upon request and:
- 24.10.1** The Provider shall promptly notify the Council of any health and safety hazards which may arise in connection with the performance of this Agreement.
- 24.10.2** NOT USED
- 24.10.3** NOT USED
- 24.10.4** The Provider shall report all accidents and/or injuries relating to the provision of the Services to the Council immediately.
- 24.10.5** The Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Council upon request.
- 24.11** The Provider warrants that none of its current Directors have been involved in liquidation or receivership or have any criminal convictions.
- 24.12** Not Used
- 24.13** the Provider warrants that the signing of this Agreement on its behalf has been validly authorised and the obligations expressed as being assumed by the Provider under this Agreement constitute valid legal and binding obligations of the Provider enforceable against the Provider in accordance with their terms.

24.14 The Provider acknowledges and confirms that:

- 24.14.1** it has had an opportunity to carry out a thorough due diligence exercise in relation to the Services and has asked the Council all the questions it considers to be relevant for the purpose of establishing whether it is able to provide the Services in accordance with the terms of this Agreement;
- 24.14.2** it has received all information requested by it from the Council pursuant to sub-clause 24.14.1 to enable it to determine whether it is able to provide the Services in accordance with the terms of this Agreement;
- 24.14.3** it has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Council pursuant to sub-clause 24.14.2;
- 24.14.4** it has raised all relevant due diligence questions with the Council before the Commencement Date; and
- 24.14.5** it has entered into this Agreement in reliance on its own diligence
- 24.14.6** as at the Commencement Date, the Provider warrants and represents that all information contained in the Tender remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the Council prior to execution of the Agreement AND shall promptly notify the Council in writing if it becomes aware during the performance of this Agreement of any inaccuracies in any information provided to it by the Council during such due diligence which materially and adversely affects its ability to perform the Services
- 24.14.7** The Provider shall not be entitled to recover any additional costs from the Council which arise from, or be relieved from any of its obligations as a result of, any matters or inaccuracies notified to the Council by the Provider in accordance with sub-clause 24.14.6 save where such

additional costs or adverse effect on performance have been caused by the Provider having been provided with fundamentally misleading information by or on behalf of the Council and the Provider could not reasonably have known that the information incorrect or misleading at the time such information was provided.

24.15 The Provider agrees that where requested in writing during the term of this Agreement it will ensure that an appropriately authorised representative of the Provider shall attend a Committee meeting of the Council upon being invited to do so by the Council

24.16 In performing its obligations under this Agreement, the Provider shall and shall ensure that each of its sub-contractors shall comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including but not limited to the Modern Slavery Act 2015

25. Freedom of Information Act 2000 & Environmental Information Regulations 2004

25.1 The Provider acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Council to enable the Council to comply with its Information disclosure obligations.

25.2 The Provider shall notify the Council of any Commercially Sensitive Information provided to the Council together with details of the reasons for its sensitivity and the Provider acknowledges that any lists or schedules of Commercially Sensitive Information so provided are of indicative value only and that the Council may be obliged to disclose such information.

25.3 The Provider shall and shall procure that its Sub-contractors shall:

25.3.1 transfer to the Council all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;

- 25.3.2** provide the Council, at the Provider's expense, with a copy of all Information in its possession, or power in the form that the Council requires within five Working Days (or such other period as the Council may specify) of the Council's request; and
- 25.3.3** provide, at the Provider's expense, all necessary assistance as reasonably requested by the Council to enable the Council to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- 25.4** The Council shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Agreement or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations and in considering any response to a Request for Information the Council may consult with the Provider prior to making any decision or considering any exemption.
- 25.5** In no event shall the Provider respond directly to a Request for Information unless expressly authorised to do so by the Council.
- 25.6** The Provider acknowledges that (notwithstanding the provisions of this Freedom of Information clause) the Council may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("the Code"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Provider or the Services:
- 25.6.1** in certain circumstances without consulting the Provider; or
- 25.6.2** following consultation with the Provider and having taken their views into account;
- provided always that where sub-clause 25.6.1 above applies the Council shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Provider advanced notice, or failing that, to draw the disclosure to the Provider's attention

after any such disclosure.

- 25.7** The Provider shall ensure that all Information required to be produced or maintained under the terms of this Agreement, or by law or professional practice or in relation to the Agreement is retained for disclosure for at least the duration of the Agreement plus one year together with such other time period as required by the Agreement, law or practice and shall permit the Council to inspect such records as requested from time to time.
- 25.8** The Council shall in no event be liable for any loss, damage, harm, or detriment, howsoever caused, arising from or in connection with the reasonable disclosure under FOIA, or any other law, of any information (including Exempt Information) whether relating to this Agreement or otherwise relating to any other party.
- 25.9** Where the Provider is a Public Body the parties acknowledges that such obligations and duties of the Council as set out above are reciprocal to the Provider. The Council and the Provider acknowledge and agree that:
- 25.9.1** as Public Bodies they are subject to legal duties under the FOIA and EIR which may require either party to disclose on request information relating to this Agreement or otherwise relating to the other party;
- 25.9.2** they are required by law to consider each and every Request for Information made under FOIA;
- 25.9.3** that all decisions made by the other pursuant to a request under the FOIA are solely a matter for the Receiving Party and at the discretion of the Receiving Party.
- 25.9.4** Notwithstanding anything in this Agreement to the contrary (including but without limitation any obligations or confidentiality), the Receiving Party shall be entitled to disclose information in whatever form pursuant to a request made under FOIA, save that in relation to any information that is Exempt Information the Receiving Party shall consult the other party before making any such decision and shall not:
- (a) confirm or deny that information is held by the other party, or
 - (b) disclose information required

to the extent that in the Receiving Party's opinion the information is eligible in the circumstances for an exemption and therefore the Receiving Party may lawfully refrain from doing either of the things described in part (a) and (b) of this clause.

25.9.5 each party shall bear its own costs of:

- a) assessing the application of any exemption under FOIA and/or
- b) responding to any FOIA notice and/or
- c) lodging any appeal against a decision of the Information Commissioner in relation to disclosure

25.9.6 the Receiving Party shall in no circumstances be liable for any loss, damage, harm, or detriment, howsoever caused, arising from or in connection with the reasonable disclosure under FOIA of any Exempt Information or other information whether relating to this Agreement or otherwise relating to the other party.

25.9.7 the other party shall assist the Receiving Party with the request as reasonably necessary to enable the Receiving Party to comply with its obligations under FOIA.

26 Not Used

27. Equalities

27.1 The Provider and any Sub-Contractor employed by the Provider shall not unlawfully discriminate either directly or indirectly on such grounds as race or ethnic origin, disability, gender, sexual orientation, religion or belief, or age

- a) in the supply and provision of Services under this Agreement, and
- b) in its employment practices.

27.2 Without prejudice to the generality of the foregoing, the Provider shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010 (or other relevant legislation, or any statutory modification or re-enactment thereof).

27.3 In addition, the Provider and any Sub-Contractor or person(s) employed by or under the control of the Provider in providing Services to the Council will comply with the general duty imposed on local authorities by Section 149 of the Equality Act 2010 to eliminate discrimination,

harassment and victimisation and promote equality of opportunity between persons who share a protected characteristic and those who do not share it and to foster good relations between persons who share a protected characteristic and those who do not share it

- 27.4** The Provider and any Sub-Contractor will take all reasonable steps to observe as far as possible the Codes of Practice produced by Equality and Human Rights Commission, which give practical guidance to Councils on the elimination of discrimination.
- 27.5** In the event of any finding of unlawful discrimination being made against the Provider and any Sub-Contractor during the contract period, by any court or employment tribunal, or any adverse finding or formal investigation by the Equality and Human Rights Commission over the same period, the Provider and any Sub-Contractor shall inform the Council of this finding and shall take appropriate steps to prevent repetition of the unlawful discrimination.
- 27.6** The Provider and any Sub-Contractor employed by the Provider will provide a copy of its policies to the Council at any time upon request. In addition, the Council may reasonably request other information from time to time for the purpose of assessing the Provider's compliance with the above conditions.

28. Non-compliance

- 28.1.** If the Council identifies areas of the Services which do not comply with the requirements of this Agreement (including any Schedules to this Agreement) it may send the Provider a non-compliance notice detailing
- (i) the areas of non-compliance;
 - (ii) the action to be taken; and
 - (iii) the date by which the action must be taken (which for the avoidance of doubt must not be a date less than 14 days from the date of the notice).
- 28.2** If the Provider fails to take any or all of the necessary action by the date given in the non-compliance notice, the Council may send the Provider a final non-compliance notice detailing
- (i) the areas of non-compliance;
 - (ii) the action to be taken; and

(iii) the date by which action must be taken (which for the avoidance of doubt must not be a date less than 14 days from the date of the notice).

28.3 If, in the reasonable opinion of the Council, the Provider fails to undertake all of the remedial actions in the final non-compliance notice by the due date this may be considered a material breach of this Agreement and the Council shall be entitled to take either of the following steps depending on the seriousness of the non-compliance (which in the event of dispute shall be determined in accordance with clause 34 (Disputes):

(a) to make arrangements to take its own corrective action either itself or through the appointment of another Provider and to either:

(i) deduct all costs in connection therewith from any sums due or to become due to the Provider under the terms of this Agreement;

or

(ii) to recover such sums from the Provider as a debt;

And/or

(b) to terminate the Agreement in accordance with clause 38
Termination

29. Waiver

The failure by either Party to enforce at any time or for any period any one or more of the terms and conditions herein shall not be a waiver of them or of the right at any time subsequently to enforce all the terms and conditions of this Agreement.

30. Sustainability

The Provider will at all times use its best endeavours to assist the Council and operate themselves in a manner which meets the aims and objectives set out in the sustainable policies of the Council, copies of which are available on the Council's website

31. Audit And Monitoring

The Provider will allow access for the Council and its officers to all relevant information for the purposes of audit and the monitoring of this Agreement.

32. Safeguarding

32.1 Where the Service or activity being undertaken in this Agreement is a

Regulated Activity the Provider shall :

- (a) ensure that all individuals engaged in the provision of the Service or activity, and prior to commencing the provision of the service or activity, are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service including a check against the adults' barred list or the children's barred list, as appropriate; and
- (b) monitor the level and validity of the checks under this clause 32.1 for each member of the Provider's Personnel.

32.2 The Provider warrants that at all times for the purposes of this Agreement it has no reason to believe that any person who is or will be employed or engaged by the Provider in the provision of a Service or activity that is a Regulated Activity is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.

32.3 The Provider shall immediately notify the Council of any information that it reasonably requests to enable it to be satisfied that the obligations of this clause 32 have been met.

32.4 The Provider shall refer information about any person carrying out the Services or the activity to the Disclosure and Barring Service where it removes permission for such person to carry out the Services or activity (or would have, if such person had not otherwise ceased to carry out the Services or the activity) because, in its opinion, such person has harmed or poses a risk of harm to the Service users, children or vulnerable adults.

32.5 The Provider shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to Service users.

32.6 Where the service requirement or specification specifies that the Service or activity to be provided under this Agreement involves a Regulated Activity, or the Council otherwise notifies the Provider, acting reasonably, that the Provider's Personnel are required to be subject to a Disclosure and Barring Service check,

the Provider shall comply with clause 32.1 above.

32.7 The Provider shall in addition comply with clause 4.11 above

33. Complaints Procedure

33.1 The Contactor shall operate a complaints procedure in respect of any services or works provided under this Agreement to deal with any complaint received about the standard of services or the manner in which any services have been supplied or work has been performed or any other matter connected with the performance of the Provider's obligations under this Agreement ("the Complaints Procedure"). For the avoidance of doubt any complaint or issue that the Council has in respect of the Provider's performance of this Agreement shall be dealt with in accordance with the remainder of this Agreement.

33.2 The Provider's Complaints Procedure shall comply with applicable Law and the requirements of any regulatory body to which the Provider is subject or which are applicable to the service being provided (including any change in such requirements) and shall meet the following minimum standards:

33.2.1 is easy for complainants to access and understand

33.2.2 clearly sets out time limits for responding to complaints and keeping the complainant and the Council informed of progress;

33.2.3 provides confidential record keeping to protect employees under this Agreement and the complainant

33.2.4 provides information to the Provider's management so that services can be improved

33.2.5 provides effective and suitable remedies

33.2.6 is regularly monitored and audited and which takes account of complainant and Council feedback

33.3 The Provider shall inform any users of the services or works provided under this Agreement of the existence of the complaints procedure and how to access it and will make its Complaints Procedure available on request.

33.4 The Provider shall investigate and deal with any complaints it receives

about the services or works, whether direct from the public or services users, or referred to it by the Council, in accordance with its published complaints procedure.

33.5 The Contactor shall ensure that:

33.5.1 it promptly, and within a maximum of 10 days of receiving the complaint, notifies the complainant that the Provider is dealing with the complaint

33.5.2 under no circumstances is a complaint investigated by a member of its staff employed under this contract who may be part of the complaint.

33.5.3 someone who is independent of the matter complained of carries out the investigation

33.5.4 the complainant is made aware that they are entitled to have the complaint investigated by the Council if they are not satisfied with either the process of investigation or finding of the Contactor's investigations

33.5.5 it deals with the complaint fully, expeditiously and fairly and shall use its reasonable endeavours to resolve the complaint within 21 Working Days of receiving the complaint

33.5.6 where a complaint is received by the Provider relating to the policy or decisions of the Council rather than the Provider's delivery of its obligations under this Agreement, the Provider shall promptly, and within two Working Days, refer the complaint to the Council for investigation.

33.6 The Contactor shall ensure that all its employees and persons employed under this Agreement are made aware of its Complaints Procedure and shall designate one employee (who shall be identified to the Council) to whom a complaint may be referred should the complainant not be satisfied with the initial response to their complaint

33.7 The Contactor shall keep accurate and complete written records of all complaints received and the responses to them and shall make these records available to the Council within 5 Working Days of being requested or at 12 monthly intervals in any event.

33.8 Where the Council is investigating a complaint the Contactor is required to participate fully in all investigations within the timescales requested by the Council.

33.9 The Provider should note that if a complaint is made to the Council by a third party relating to the services or works provided, the Local Government Ombudsman has the power to investigate such a complaint and the Council requires the Provider to fully to co-operate in such investigation. If the Council is found guilty of maladministration or injustice by the Local Government Ombudsman because of the act or default of the Provider the Provider shall indemnify the Council in respect of the costs arising from such maladministration or injustice.

34. Disputes

34.1 If any dispute or difference shall arise between the parties as to the construction of this Agreement or any matter or thing of whatever nature arising under this Agreement or in connection with it then the same shall be dealt with as follows:-

34.1.1 In the first instance a special meeting of both the Parties shall be arranged on 14 days written notice to the other party and the matter shall be discussed and the representatives shall use their reasonable endeavours to resolve the dispute

34.1.2 If the dispute cannot be resolved in accordance with the preceding sub-clause then either one of the Parties may serve the Council's Chief Executive and the Provider or other authorised officer whose details have been notified to the Council, with notice of the dispute and those officers shall then appoint their representative to adjudicate and use their reasonable endeavours to resolve the dispute within 21 days of receipt of such notice

34.1.3 If the dispute cannot be resolved in accordance with the preceding sub-clause then it shall be referred to a single arbitrator to be agreed between the Parties and failing such agreement within 14 days of the request of one Party to the other in writing that the matter be referred to arbitration such reference shall be to a single arbitrator appointed for that purpose on the written request of either

Party by the President for the time being of the Law Society of England and Wales and any reference to arbitration under this clause shall be deemed to be a reference to arbitration within the meaning of the relevant Arbitration Acts and it is further agreed that if any matter is referred to arbitration then each Party will bear its own costs of such referral

35. Force Majeure

35.1 Neither the Council nor the Provider shall be in breach of this Agreement nor liable for any failure or delay in performing their obligations under this Agreement where it is directly caused, arising from or attributable to acts, events, omissions or accidents beyond its reasonable control (“Force Majeure Event”), provided that:-

35.1.1 any delay by a sub-contractor or supplier of the Party who is delayed will not relieve that Party from liability for delay except where the delay is beyond the reasonable control of the sub-contractor or supplier concerned; and

35.1.2 staff or material shortages or strikes or industrial action affecting only the Party who is delayed will not relieve that Party from liability for delay.

35.2 If a Party is subject to a Force Majeure Event it shall not be in breach of this Agreement provided that:-

35.2.1 it promptly notified the other Party in writing of the nature and extent of the Force Majeure Event causing its failure or delay in performance; and

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

in which case the performance of that Party’s obligations will be suspended during the period that those circumstances persist and that Party will be granted a reasonable extension of time for performance up to a maximum equivalent to the period of the delay.

35.3 Save where that delay is caused by the act or failure to act of the other Party (in which event the rights, remedies and liabilities of the Parties will be those conferred by the other terms of this Agreement and by law):-

35.3.1 any costs arising from that delay will be borne by the Party incurring the same; and

35.3.2 either Party may, if that delay continues for more than 5 weeks, terminate this Agreement immediately on giving notice in writing to the other. Such termination shall be without prejudice to the rights of the parties in respect of any breach of this Agreement occurring prior to such termination.

36. Rights of Third Parties

The Parties to this Agreement do not intend that any of its terms will be enforceable by any person not a party to it by virtue of the Contracts (Rights of Third Parties) Act 1999 (or any amendment or re-enactment thereof).

37. Notices

37.1 Unless otherwise communicated to the Party in writing any notice to be given by either party to the other may be served by email, personal service or by post to the address of the other party that is the registered office or main place of business of the Provider or if the Council, the Shirehall, Abbey Foregate, Shrewsbury SY2 6ND

37.2 A Notice sent by email shall be deemed to be received providing receipt is acknowledged and confirmed, Notice given by letter shall be deemed to have been served at the time at which the letter was delivered personally or if sent by second class post shall be deemed to have been delivered in the ordinary course of post and if by first class post shall be deemed to have been delivered 48 hours after posting and acknowledged

38. Termination

38.1 Either Party may terminate this Agreement by giving to the other Party at least six months' notice in writing

38.2 Either Party may terminate this Agreement by notice in writing to the other if:

38.2.1 the other Party commits a material breach of this Agreement and, in the case of a breach capable of being remedied, fails

to remedy it within 14 calendar days of being given notice in writing setting out the breach and indicating that failure to remedy the breach may result in termination of this Agreement.

- 38.2.2** the other Party commits a series of minor breaches which, when taken together, amount to a material breach;
- 38.2.3** the other Party commits a material breach of this Agreement which cannot be remedied under any circumstances;
- 38.2.4** The Council may terminate this Agreement forthwith by notice where the Provider commits a material breach as a result of a failure to comply with a non-compliance notice issued in accordance with clause 28 (Non-Compliance).
- 38.2.5** the other Party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect;
- 38.2.6** the other Party ceases to carry on its business or substantially the whole of its business; or
- 38.2.7** the other Party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.

38.4 Where notice to terminate is given pursuant to this clause 38, this Agreement shall terminate with effect on the date specified in the notice

39. Consequences of Termination

- 39.1** Other than as set out in this Agreement, neither Party shall have any further obligations to the other under this Agreement after its termination
- 39.2** Any provision of this Agreement which expressly or by implication is intended to come into or continue in force on or after termination of this Agreement shall remain in full force and effect
- 39.3** Termination of this Agreement, for any reason, shall not affect the accrued rights, remedies obligations or liabilities of the Parties existing at

termination

39.4 Notwithstanding its obligations in this clause 39, if a Party is required by law, regulation, or government or regulatory body to retain any documents or materials containing the other Party's Confidential Information, it shall notify the other Party in writing of such retention, giving details of the documents and/or materials it must retain.

39.5 upon termination of this Agreement for any reason, the Provider shall, at its own cost, deliver, and require that its employees, agents and sub-contractors deliver, to the Council all information and any other property of the Council which are in the possession or control of the Provider or the Provider's employees, agents or Sub-Contractors at the date of termination.

40. Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE)⁹ – NOT USED

The Parties agree that the provisions of Schedule 2¹⁰ shall apply to any Relevant Transfer of staff under this Agreement

41. Staffing Security– NOT USED

42. Security Requirements – NOT USED

43. Governing Law And Jurisdiction

It is the responsibility of the Provider to comply with all relevant European and English legislation. This Agreement shall be governed by and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English Courts

44. Severance

If any provision of this Agreement prohibited by law or judged by any court of competent jurisdiction to be unlawful, void, invalid or unenforceable, the provision shall, to the extent required, be severed from this Agreement and rendered ineffective as far as possible without modifying the remaining provisions of this Agreement and shall not in any way affect any other circumstances of or the validity or enforcement of this Agreement.

⁹ If there are no likely TUPE implications to the services being delivered under this contract then the text in green may be deleted and replaced with the words "not used"

¹⁰ Insert relevant schedule number if this clause is being retained

45. Parent Company Guarantee – NOT USED

46. Amendments

This Agreement may only be amended in writing signed by duly authorised representatives of the Parties.

47. Agency, Partnership etc

This Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in this Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.

48. Conflict of Terms

If there is any ambiguity or inconsistency in or between the Contract Documents the Council shall determine, at its sole discretion, the priority of the documents.

49. Entire Agreement

This Agreement contains the entire agreement between the Parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written.

IN WITNESS of this Agreement

Signed by and on behalf of

Shropshire Council

..... Director of Legal & Democratic
Services

..... Legal Services Manager

Signed by and on behalf of

(Provider)¹¹

¹¹ Insert the contractors name

.....
Signature of authorised signatory

.....
Position in Company

Or

.....
Director
Print Name (s).....

.....
Director/Company Secretary

SCHEDULE 1

SPECIFICATION

AMCV 266 Ludlow Support Hub with Provision of Accommodation for 16-25 year olds

1	Background
1.1	Title of Service Ludlow Support Hub with Provision of Accommodation for 16-25 year olds
1.2	Service Aims, Objectives and Delivery Aims: The Provider shall provide an accommodation-based Housing Support Service providing short-term accommodation for Vulnerable People whilst delivering support which aims to firstly stabilise the housing situation of a Vulnerable Person, then to prepare that person for move-on to more independent and settled accommodation through development of tenancy skills, independent living skills and access to training, employment and other services. The Services to be delivered by the Provider will have two principal areas of focus: <ol style="list-style-type: none">1. Helping to prevent homelessness and/or to support Vulnerable People who have been homeless into settled accommodation2. Helping Vulnerable People to access complementary services aimed at preventing, delaying or reducing the need for long-term formal care and support, including healthcare services This support will therefore help the Council to meet its statutory prevention duties under the Homelessness Reduction Act 2017.

The Services:

The Provider shall ensure that the Services complement other activity aimed to assist Vulnerable People within the Council's administrative area through, for example, making resources available to other agencies to run activities such as, but not limited to, presentations or activities that raise awareness of the issues surrounding homelessness, claiming benefits, budgeting and developing life skills or providing drop-ins and 'surgeries' at other agencies' premises.

The Provider shall provide short-term, temporary accommodation with intensive support to resolve immediate crisis issues. This shall be followed by support to Service Users to build skills and resilience to help them move out into their own accommodation, and to prevent future homelessness.

The Provider shall assist Service Users with crisis avoidance, addressing worklessness and tenancy sustainment.

The Provider shall help Service Users to develop to maximise stability within the home, minimise dependence on welfare benefits and funded support and to support access to education training and employment, and community based social networks.

Where required, support will also be made available to Vulnerable People and people with support needs aged over 25 who are living in the proximity of the Ludlow Support Hub.

Provider Objectives:

- To provide flexible, targeted housing-related support through a range of methods including intensive and low-intensity one-to-one support, group activities, drop-in sessions plus others determined in consultation with Service Users and partner organisations
- To increase Service Users' capacity in decision-making
- To be responsive to the changing needs of housing related support services identified in Shropshire
- To provide Crisis Housing Support on a time-limited basis at the direction of the Council's Housing Services Department and to step down support to Higher-Level, Low-Intensity or no provision at the appropriate time. Service Users aged below 18 and in one of the Crisis Beds will be under the direction of the Joint Protocol for the Assessment of and Response to the Housing and Support Needs of 16/17 Year Olds
- To deliver preventative outcomes and support individual Service Users'

	<p>achievement</p> <ul style="list-style-type: none"> • Both group, (where applicable), and one-to-one activities should support achievement of the outcomes set out below through developing: <ul style="list-style-type: none"> • Personal competence • Self-esteem • Confidence • Interpersonal skills • Knowledge • Problem-solving • Sense of achievement <p>The Provider shall:</p> <ul style="list-style-type: none"> • Aim to maximise income from alternative funding streams and income generation to complement the Council's funding in order to deliver the Outcomes • Maximise the value of all available resources in the communities in which it operates. This will include its own staff, buildings, technology, expertise, volunteer capability and other infrastructure as well as those owned or operated by other partners and stakeholders. This will make best use of resources without unnecessary duplication of effort. • Facilitate the increased use of assistive technology to support people to maintain or increase their independence at home and in their local community • Develop and sustain meaningful and productive partnerships between commissioned services and non-commissioned activity as well as the public and private sectors. • Be responsive, flexible and able to adapt to changing priorities • Operate in such a way as to prevent or reduce the risk of abuse and neglect of people who use services • Where appropriate, operate in such a way as to contribute towards initiatives aimed at crime prevention, tackling anti-social behaviour and reducing harm to others
1.3	Geographical Location of the Service

	The Services shall be delivered within the town of Ludlow
2	Service Delivery
2.1	<p>Functions / Role</p> <p>The Service shall include the provision of short-term accommodation (where required) and support hub for Service Users.</p> <p>The Provider shall ensure that it has access to accommodation facilities which will provide accommodation with support for 13 Service Users at any one time (including at least one 'Crisis Bed' as described below), plus support to Service Users who are not being provided with short-term accommodation but who nevertheless require assistance to prevent or delay deterioration in a range of issues, all of which may compromise or inhibit their ability to be able to secure and maintain a home of their own.</p> <p>There are many reasons why young people may struggle to secure accommodation and to live independently in a house of their choice. If these are left unaddressed, it may result in the need for a Vulnerable Person to move into residential or higher cost care, or the risk of hospital admission, eviction or loss of home for other reasons.</p> <p>The Provider shall ensure that the Services provide support focused on preparing for, securing and sustaining suitable accommodation for Service Users to maximise their ability to achieve outcomes identified in a Needs and Risk Assessment.</p> <p>The Services will include provision of 1 'Crisis Bed' at any one time as determined through the Joint Protocol for the Assessment of and Response to the Housing and Support Needs of 16/17 Year Olds and those Leaving Care with a Housing Advice Need who are under the threat of Homelessness or who are Homeless (the 'Joint Protocol'). The Services shall include the provision of Housing Support to Service Users in occupation of a Crisis Bed.</p> <p>The Services shall facilitate Service Users to gain access to opportunities to socialise and to stay healthy and safe.</p> <p>The Provider shall aim to ensure that the Services delivered will help to improve Service Users' sense of wellbeing and help to improve their confidence in dealing with everyday life. This may be achieved through interventions and/or support to address circumstances which Service Users' may find themselves in which may include (but not be limited to):</p> <ul style="list-style-type: none"> • Risk of eviction • Risk of homelessness • Long-term unemployment

	<ul style="list-style-type: none"> • Poor financial management and budgeting • Poor mental health • Enabling social inclusion and aiding recovery • Skills for independent living • Inability to cope • Lack of structure or purpose in their everyday life • Risk of vulnerability <p>It is acknowledged that Service Users' support needs fluctuate over time and that their needs may be unpredictable in timing and recurrence. The Provider shall ensure that the delivery of the Services is flexible to accommodate Service Users' individual needs whilst also aiming ultimately to minimise or eliminate dependence on support. In order to accommodate fluctuations in support the Provider will provide a mixed model consisting of:</p> <ul style="list-style-type: none"> • Crisis Housing Support. • High Level Housing Support • Low-Intensity Housing Support, <p>It is intended that Service Users will move between Crisis, High-Level and Low-Intensity support as required and it shall be the responsibility of the Provider to allocate available resources to meet a Service User's support needs. The frequency and duration of support provided to Service Users will be determined primarily by individual Service User needs but will also take into account relative priority of need and support worker capacity.</p> <p>The Services will apply the broad principles of 'Making Every Contact Count' http://www.makingeverycontactcount.co.uk/ which is an approach to behaviour change that utilises the day to day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.</p>
<p>2.2</p>	<p>Eligibility</p> <p>The service is available to Vulnerable People who are assessed by the Council as being in need of accommodation with support and to secure and/or sustain suitable accommodation for their needs.</p> <p>Where required, support shall also be made available to Vulnerable People and people with support needs aged over 25 who are living in the proximity of the Ludlow Support Hub.</p>

	<p>Service Users accessing or exiting Crisis Housing Support will be determined by Shropshire Council Housing Services in conjunction with the Provider</p> <p>Where the Provider secures alternative funding via the Intensive Housing Management Grant (IHMG) then tasks provided under IHMG will not be eligible for payment under this Agreement.</p>
<p>2.3</p>	<p>Other Service Delivery Requirements</p> <p>Tenure of Accommodation:</p> <p>Service Users provided with short term accommodation by the Provider shall occupy such accommodation under a licence to occupy.</p> <p>Support for people not living in the short term accommodation:</p> <p>Support will be available to Service Users regardless of whether or not they are provided with short term accommodation</p> <p>IHMG</p> <p>The Provider will secure IHMG to complement support to Service Users where tenure and the Service User’s circumstances allow.</p>
<p>2.4</p>	<p>Delivery Locations, Hours of Operation and Access</p> <p>Area of Operation</p> <p>The Service shall be located in Ludlow and will be available to Service Users across the Council’s administrative area.</p> <p>The Provider will ensure that support is available to Service Users who are located in both urban and rural locations and that the location of individual Service Users does not impact on their access to support. The Provider will make best use of community hubs in partnership with other organisations and will contribute to a wide network of support for Vulnerable People.</p> <p>Hours of Operation</p> <p>Support to Service Users shall be available 7 days per week, from 9.00 am to 9.00pm Monday to Friday with a support presence at weekends as needed. The Provider shall provide a concierge service outside of these hours to provide an on-site safety and security presence.</p> <p>Other access features</p> <p>The Provider will ensure that the Service is accessible to all Service Users and takes account of individual communication needs.</p>

<p>2.5</p>	<p>Referrals and Allocations</p> <p>Referrals</p> <p>Any Service User who is identified as being in need of support through the Joint Protocol will be referred through that process.</p> <p>Referrals will be made solely by the Council's Housing Services department.</p> <p>The Provider shall respond to urgent referrals of a Service User within a maximum of 2 working days and agree a support plan within 5 working days.</p> <p>All other non-urgent referrals will be acknowledged by the Provider within 2 working days and an assessment, where deemed appropriate, will be carried out within 10 working days.</p> <p>Allocations</p> <p>Where it is deemed necessary the decision to allocate accommodation will include multi-agency discussions concerning prioritisation of individual Service Users' needs.</p> <p>Allocation of Crisis Housing Support and Higher-Level Housing Support placements will be based on need and determined in the first instance by the Council's Housing Services Department and agreed with the Provider</p> <p>Allocation of Low-Intensity ad hoc support will be determined by the Provider, based on need.</p> <p>Allocation will be based on need to achieve the Primary Outcomes as described in section 3.1 of Schedule 2.</p>
<p>2.6</p>	<p>Needs and Risk Assessments</p> <p>Where required and appropriate a multi-agency approach will be taken to Needs and Risk Assessment.</p> <p>Needs and Risk Assessments will determine the type and range of support offered to the Service User. The provider will have in place procedures for identifying need for people accessing the support hub as drop-in, group or community-based activities. All assessments are carried out by an officer of the Council's Housing Services department .Records of all formal Needs and Risk assessments are held on Service Users' records and are updated at service review or when significant changes are identified</p>
<p>2.7</p>	<p>Exclusions</p> <p>Exclusions may apply to certain categories of potentially eligible applicants to the Service following a Needs and Risk Assessments which determines that the</p>

	<p>following criteria applies:</p> <ul style="list-style-type: none"> • Needs too high – referral to statutory services required • Support not required – signposted • Risk too high • Client not engaged – refused support • Client not eligible • Client not engaged – un-contactable
<p>2.8</p>	<p>Partnership Working</p> <p>The Provider shall collaborate with other preventative service providers, businesses, public sector organisations, programmes and the wider voluntary and community sector in order to maximise the effectiveness of the Services. In addition the Provider will, where applicable, form effective formal and/or informal partnerships where this will be of mutual benefit and in pursuance of the Outcomes required in this Agreement.</p> <p>Such collaboration, partnerships or other alliances may be through signposting protocols, awareness raising or other ways of engaging the right support for people and may be with (but not limited to):</p> <ul style="list-style-type: none"> • The Council’s First Point of Contact • The Council ‘s Housing Services • Health & Social Care professionals • The Council’s Children’s Services team including Leaving Care team • Let’s Talk Local teams • The Council’s Social Work teams (including Mental Health and Safeguarding) • Information, advice, advocacy and benefits services • Housing Support Providers • Registered Providers • Private Sector Accommodation Providers (Landlords) • Social Prescribing • Strengthening Families

	<ul style="list-style-type: none"> • Children’s Centres • Community health staff including GP’s and Care & Community Coordinators • Community substance misuse services • Police • Service User and carer groups • Private providers • Faith communities • Council community hubs and other community venues • Other Shropshire Council departments including libraries and customer access points • Other community and voluntary organisations • Local legal and other advice services • Regional and national links
<p>2.9</p>	<p>Strategic Working</p> <p>The Provider will work closely with the Council, other providers of preventative services including Wellbeing and Independence providers, floating support providers and advocacy & advice providers and other stakeholders in order to develop and enhance approaches to prevention across the administrative area of the Council including capacity building, infrastructure, training, workforce and volunteer development.</p>
<p>2.10</p>	<p>Volunteering</p> <p>The Provider will promote volunteering, apprenticeship and work placement opportunities within the service to the local community and should work closely with existing voluntary sector support services to increase the recruitment of volunteers, for example Shropshire Voluntary & Community Sector Assembly and Shropshire Infrastructure Partnership.</p>
<p>2.11</p>	<p>Training / Staff Development</p> <p>The Provider will ensure that delivery of the Services is supported by a continuous and robust training programme for staff and volunteers which will ensure that:</p>

	<ul style="list-style-type: none"> • Provider Personnel are conversant with the range of services available to help meet Service Users' needs and of Service Users' eligibility criteria • The knowledge required by Provider Personnel to deliver the Services is up to date. The Service is delivered in accordance with legislative requirements
<p>2.12</p>	<p>Advertising and Promotion</p> <p>The Provider shall ensure that the Service is widely publicised to partners and community / voluntary organisations targeted at raising awareness and opportunities for cooperation. Publicity and awareness raising will be aimed in particular at vulnerable and hard to reach groups, and organisations working with them, to ensure they are aware of the Services and how and when they can be accessed. This will include people living in both social and private sector accommodation</p>
<p>2.13</p>	<p>Service User and Stakeholder Involvement</p> <p>Service Users' needs shall be at the centre of the delivery of the Services and the Provider shall ensure that it delivers a person-centred approach to support and encourage Service Users to achieve and maintain independent living skills.</p> <p>The Provider will actively involve and seek out feedback from Service Users, partners and stakeholders and will demonstrate how feedback is used to shape ongoing improvements to the Service.</p> <p>The Provider will recognise the valuable contribution that Service Users make through the sharing of their opinion, knowledge and experience of housing related support. Service Users will be encouraged to take an active role in their support service and to participate in focus groups and other customer groups to inform service development.</p> <p>The Provider will collaborate with Service Users in a broad range of ways to ensure that the Service is accessible, flexible to meet Service Users' needs and is responsive to feedback. The Provider will be able to demonstrate that it is engaging widely and in a way that is inclusive and in recognition of the diverse range of needs and characteristics amongst Service Users.</p> <p>Where appropriate the Provider will involve other stakeholders including the Council, health providers, preventative service providers and the</p>

	wider voluntary sector to review the effectiveness of customer involvement and how it contributes to future planning.
3	Outcomes, Social Value & Reporting
3.1	<p>Outcomes</p> <p>The Primary Outcomes to be delivered by the Service are:</p> <ol style="list-style-type: none"> 1. An increase in the prevention of homelessness 2. Reduction in the number of Vulnerable People that experience tenancy failure or lose their accommodation 3. An increase in Vulnerable People being swiftly and successfully settled into new accommodation or tenancies suitable for their identified needs 4. A reduction in the number of Vulnerable People experiencing a deterioration in their financial circumstances 5. Reduction or avoidance of long-term worklessness 6. Improvements in overall levels of health and wellbeing for Service Users including improvement in healthy personal relationships 7. Enabling Vulnerable People to live in a healthy and resilient community and supporting them to build strong community networks <p>These Primary Outcomes will be achieved through:</p> <ol style="list-style-type: none"> 1. <i>An increase in the prevention of homelessness through:</i> <ol style="list-style-type: none"> a. Providing access to accommodation suitable to meet Service Users' needs b. Supporting Service Users to achieve their objectives as set out in a personal housing plan and/or support plan 2. <i>A Reduction in the number of Vulnerable People that experience tenancy failure or lose their accommodation through:</i> <ol style="list-style-type: none"> a. Enabling Service Users to develop the skills and knowledge required to be able to sustain a tenancy or home of their own b. Assisting Service Users to maximise their income c. Supporting Service Users to manage their personal finances and debt

3. *An increase in Vulnerable People being swiftly and successfully settled into new accommodation or tenancies suitable for their identified needs through*
 - a. Facilitating access to suitable move-on accommodation

4. *A reduction in the number of people experiencing a deterioration in their financial circumstances through:*
 - a. Assisting Service Users to maximise their income through suitable employment or access to benefits
 - b. Supporting Service Users to manage their personal finances and debt

5. *Reduction and/or avoidance of long-term worklessness through:*
 - a. Facilitating access to appropriate education, training or work opportunities

6. *Improvements in overall levels of health and wellbeing for Service Users including improvement in healthy personal relationships through:*
 - a. Assisting Service Users to maintain or increase their social contact
 - b. Assisting Service Users to reduce their individual concerns
 - c. Assisting Service Users to look after themselves better
 - d. Helping to improve mental health and wellbeing
 - e. Encouraging and assisting Vulnerable People to increase their self-reliance and independence in carrying out daily living activities

7. *Enabling Vulnerable People to live in a healthy and resilient community and supporting them to build strong community networks through:*
 - a. Support for peer support groups to facilitate mutual support and community engagement
 - b. Ensuring that peer support groups are effective and help Vulnerable People to meet their personal outcome goals

	<p style="text-align: center;">c. Enabling access to suitable transport</p> <p>Measures which demonstrate achievement of these Primary Outcomes will be developed between the Provider and the Council</p>
<p>3.2</p>	<p>Social Value</p> <p>The Provider will maximise social, economic and environmental value in accordance with the Council's approach to Social Value https://shropshire.gov.uk/social-value/</p> <p>In particular the Provider will contribute to one or more of the following Social Value outcomes:</p> <ul style="list-style-type: none"> • NT1 - No. of local people (FTE) employed on contract for one year or the whole duration of the contract, whichever is shorter. • NT7 - No. of hours dedicated to supporting unemployed people into work by providing career mentoring, including mock interviews, CV advice, and careers guidance - (over 24 y.o.), AND/OR • NT11 - No. of hours dedicated to support young people into work (e.g. CV advice, mock interviews, careers guidance) - (under 24 y.o.) • NT9 - No. of training opportunities on contract (BTEC, City & Guilds, NVQ, HNC) that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+, OR • NT10 - No. of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+ • NT15 - Provision of expert business advice to VCSEs and SMEs (e.g. financial advice / legal advice / HR advice/HSE) • NT16 - Equipment or resources donated to VCSEs (£ equivalent value) • NT18 - Total amount (£) spent in LOCAL supply chain through the contract, OR • NT19 - Total amount (£) spent through contract with LOCAL SMEs • NT25 - Initiatives to be taken to tackle homelessness • NT26 - Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc) or wellbeing initiatives in the community, including physical activities for

	<p>adults and children</p> <ul style="list-style-type: none"> • NT27 - Initiatives to be taken to support older, disabled and vulnerable people to build stronger community networks (e.g. befriending schemes, digital inclusion clubs) (Above and beyond the core contract requirements)
<p>3.3</p>	<p>Performance Indicators and Management Information</p> <p>On a quarterly basis, the Provider will report the following performance indicators as a minimum. Additional indicators may be added as required:</p> <ul style="list-style-type: none"> • Urgent and Crisis Housing Support referrals - contact with the Service User will be established within a maximum of 2 working days and a support plan agreed within 5 working days. If contact is not established within the timescale for a Crisis Housing Support referral, the Provider will notify the Council and will agree follow-up actions. The Provider will report % referrals meeting this requirement • All other non-urgent referrals and direct applications will be acknowledged within 2 working days and an assessment, where deemed appropriate, will be carried out within 10 working days. The Provider will report % referrals meeting this requirement <p>Evaluation of the effectiveness of preventative interventions will be done partly through Service User follow-up or exit questionnaires and will aim to measure long-term impact and/or unmet need. Such evaluation will incorporate, for example, reduction on the reliance on funded services, throughput, services subsequently used by the Service User and any changes in individual Service User risk factors</p> <p>Management Information will be recorded and provided at a frequency agreed with the Council. This will include, but is not limited to:</p> <ul style="list-style-type: none"> • Total number of Service Users who have received a support service during the quarter. And of whom: <ul style="list-style-type: none"> ○ Total number who have received Crisis Housing Support ○ Total number who have received Higher-Level Housing Support ○ Total number who have received Low-Intensity Housing Support • Total number of Service Users for whom Intensive Housing Management Grant (IHMG) has been and continues to be in payment • Measures (to be agreed) demonstrating achievement of the Primary

Outcomes detailed in 3.1 above

'Additional Management Information' will be recorded and **provided on request** which will detail the activity undertaken through this Agreement in order to help the Council understand the market and any emerging or changing needs. This may include, but is not limited to:

- Demographic and equalities information
- Financial management information which includes details of the application of contract funding

SCHEDULE 2

TUPE AND PENSION CLAUSES

Section 1 EMPLOYMENT PROVISIONS

Unless otherwise stated in each Section, the following definitions shall apply:

Data Protection Legislation: means:

- i) all applicable Law about the processing of personal data and privacy; and
- ii) The Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 including if applicable legally binding guidance and codes of practice issued by the Information Commissioner; and
- iii) to the extent that it relates to processing of personal data and privacy, any Laws that come into force which amend, supersede or replace existing Laws including the GDPR, the (LED Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Laws as amended from time to time including the DPA 2018

"Direct Loss" all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of reasonably and necessarily incurred legal or professional services), proceedings, demands and charges whether arising under statute, contract or at common law but, to avoid doubt, excluding Indirect Losses;

Effective Date: the date(s) on which the Services (or any part of the Services), transfer from the Council [or any Former Provider] to the Provider or Sub-Contractor, and a reference to the Effective Date shall be deemed to be the date on which the employees in question transferred or will transfer to the Provider or Sub-Contractor.

Employee Liability Information: the information that a transferor is obliged to notify to a transferee under regulation 11 of the Employment Regulations :

- (a) the identity and age of the employee;
- (b) the employee's written statement of employment particulars (as required under section 1 of the Employment Rights Act 1996);
- (c) information about any disciplinary action taken against the employee and any grievances raised by the employee, where a Code of Practice issued under Part IV of the Trade Union and Labour Relations (Consolidation) Act 1992 relating exclusively or primarily to the resolution of disputes applied, within the previous two years;
- (d) information about any court or tribunal case, claim or action either brought by the employee against the transferor within the previous two years or where the

transferor has reasonable grounds to believe that such action may be brought against the Provider arising out of the employee's employment with the transferor;

(e) information about any collective agreement that will have effect after the Effective Date or the Service Transfer Date, as the case may be, in relation to the employee under regulation 5(a) of TUPE.

Employee Liabilities: 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 related to employment 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 employment debts and unlawful deduction of wages including any PAYE and national insurance contributions;

(f) employment claims whether in tort, contract or statute or otherwise;

(g) any investigation relating to employment matters 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;

Employment Regulations: the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other regulations implementing the Acquired Rights Directive

Former Provider: a Provider supplying services to the Council before the Service Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any sub-contractor of such Provider (or any sub-contractor of any such sub-contractor);

Indirect Losses means loss of profits (other than profits directly and solely attributable to carrying on of the Business), loss of use, loss of production, increased operating costs, loss of business, loss of business opportunity, loss of reputation or goodwill or any other consequential or indirect loss of any nature, whether arising in tort or on any other basis;

Notified Sub-contractor: a Sub-contractor identified in Annex D to whom Transferring Council Employees and/or Transferring Former Provider Employees will transfer on a Relevant Transfer Date;

Provider Personnel: all directors, officers, employees, agents, consultants and contractors of the Provider and/or any Sub-contractor engaged in the performance of the Provider's obligations under this Contract;

Provider's Final Personnel List: a list provided by the Provider of all Provider Personnel who will transfer under the Employment Regulations on the Service Transfer Date;

Provider's Provisional Personnel List: a list prepared and updated by the Provider of all Provider Personnel who are engaged in or wholly or mainly assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Provider and who are expected, if they remain in the employment of the Provider or of any sub-contractor as the case may be until immediately before the termination date or the expiry date of the (as appropriate), would be Transferring Provider Employees;

Relevant Transfer: a transfer of employment to which the Employment Regulations applies;

Replacement Services: any services which are the same as or substantially similar to the Services and which the Council receives in substitution for any of the Services following the expiry or termination of Partial Termination of this Contract, whether those services are provided by the Council internally and/or by any third party;

Replacement Provider: any third party provider of Replacement Services appointed by the Council from time to time (or where the Council is providing replacement Services for its own account, the Council);

Replacement Sub-contractor: a sub-contractor of the Replacement Provider to whom Transferring Provider Employees will transfer on a Service Transfer Date (or any sub-contractor of any such Sub-contractor);

Retendering Information: as defined in paragraph 6.10;

Service Transfer: any transfer of the Services (or any part of the Services), for whatever reason, from the Provider or any Sub-contractor to a Replacement Provider or a Replacement Sub-contractor;

Service Transfer Date: the date on which the Services (or any part of the Services), transfer from the Provider or Sub-Contractor to the Council or any Replacement Provider giving rise to a Relevant Transfer;

Staffing Information: in relation to all persons identified on the Provider's Provisional Personnel List or Provider's Final Personnel List, as the case may be, such information as the Council may reasonably request (subject to all applicable provisions of the Data Protection Legislation, but including in an anonymised format:

- (a) their ages, dates of commencement of employment or engagement and gender;
- (b) details of whether they are employed, self employed contractors or consultants, agency workers or otherwise;
- (c) the identity of the employer or relevant contracting Party;
- (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
- (e) their wages, salaries and profit sharing arrangements as applicable;
- (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
- (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
- (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
- (j) any other Employee Liability Information

Sub-Contractor: the contractors engaged by the Provider to provide goods, services or works to, for or on behalf of the Provider for the purposes of providing the Services to the Council.

Transferring Council Employees: Not Used

Transferring Former Provider Employees: employees of a Former Provider whose contracts of employment transfer with effect from the Effective Date to the Provider or Sub-Contractor by virtue of the application of the Employment Regulations. An indicative list of the Transferring Former Provider Employees, as at the date of execution of the Agreement, is attached at Annex C.

Transferring Provider Employees: those employees of the Provider and/or the Provider's Sub-contractors wholly or mainly engaged in the provision of the Services as the case may be as immediately before the expiry date or the termination date of the Contract to whom the Employment Regulations will apply on the Service Transfer Date whose contracts of employment transfer with effect from the Service Transfer Date to the Council or a Replacement Service Provider

2. INTERPRETATION

Where a provision in this Schedule imposes an obligation on the Provider to provide an indemnity, undertaking or warranty, the Provider shall procure that each of its Sub-contractors shall comply with such obligation and provide such indemnity, undertaking or warranty to the Council, Former Provider, Replacement Provider or Replacement Sub-contractor, as the case may be.

3. PROCEDURE IN THE EVENT OF TRANSFER

3.1 The Council and the Provider agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Council and/or any Former Provider.

3.2 If any employee of the Council and/or a Former Provider claims, or it is determined in relation to any employee of the Council and/or a Former Provider, that his/her contract of employment has been transferred from the Council and/or the Former Provider to the Provider and/or any Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:

(a) the Provider shall, and shall procure that the relevant Sub-contractor shall, within five Working Days of becoming aware of that fact, give notice in writing to the Council and, where required by the Council, give notice to the Former Provider; and

(b) the Council and/or the Former Provider may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification by the Provider or the Sub-contractor (as appropriate) or take such other reasonable steps as the Council or Former Provider (as the case may be) considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.

3.3 If an offer referred to in clause 3.2(b) is accepted (or if the situation has otherwise been resolved by the Council and/or the Former Provider), the Provider shall, or shall procure that the Sub-contractor shall, immediately release the person from his/her employment or alleged employment.

3.4 If by the end of the 15 Working Day period specified in clause 3.2(b):

(a) no such offer of employment has been made;

(b) such offer has been made but not accepted; or

(c) the situation has not otherwise been resolved,

the Provider and/or the Sub-contractor may within five Working Days give notice to terminate the employment or alleged employment of such person.

4. INDEMNITIES

4.1 Subject to the Provider and/or the relevant Sub-contractor acting in accordance with the provisions of clause 3.2 to clause 3.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to clause 4.4, the Council shall:

(a) indemnify the Provider and/or the relevant Sub-contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Council referred to in clause 3.2 made pursuant to the provisions of clause 3.4 provided that the Provider takes, or shall procure that the Notified Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities; and

(b) procure that the Former Provider indemnifies the Provider and/or any Notified Sub-contractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Provider made pursuant to the provisions of clause 3.4 provided that the Provider takes, or shall procure that the relevant Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.

4.2 If any such person as is described in clause 3.2 is neither re employed by the Council and/or the Former Provider as appropriate nor dismissed by the

Provider and/or any Sub-contractor within the 15 Working Day period referred to in clause 3.4 such person shall be treated as having transferred to the Provider and/or the Sub-contractor (as appropriate) and the Provider shall, or shall procure that the Sub-contractor shall, comply with such obligations as may be imposed upon it under Law.

4.3 Where any person remains employed by the Provider and/or any Sub-contractor pursuant to clause 4.2, all Employee Liabilities in relation to such employee shall remain with the Provider and/or the Sub-contractor and the Provider shall indemnify the Council and any Former Provider, and shall procure that the Sub-contractor shall indemnify the Council and any Former Provider, against any Employee Liabilities that either of them may incur in respect of any such employees of the Provider and/or employees of the Sub-contractor.

4.4 The indemnities in clause 4.1:

(a) shall not apply to:

(i) in any case in relation to any alleged act or omission of the Provider and/or any Sub-contractor, any claim for: (A) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or (B) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees; or

(ii) any claim that the termination of employment was unfair because the Provider and/or any Sub-contractor neglected to follow a fair dismissal procedure; and

(b) shall apply only where the notification referred to in clause 3.2(a) is made by the Provider and/or any Sub-contractor to the Council and, if applicable, Former Provider within six months of the Effective Date.

5. PROCUREMENT OBLIGATIONS

Where in this schedule the Council accepts an obligation to procure that a Former Provider does or does not do something, such obligation shall be limited so that it extends only to the extent that the Council's contract with the Former Provider contains a contractual right in that regard which the Council may enforce, or otherwise so that it requires only that the Council must use reasonable endeavours to procure that the Former Provider does or does not act accordingly.

6. RETENDERING AND PRE-SERVICE TRANSFER OBLIGATIONS

6.1 The Provider agrees that within 20 Working Days of the earliest of:

(a) receipt of a notification from the Council of a Service Transfer or intended Service Transfer;

(b) receipt of the giving of notice of early termination or any Partial Termination of this Contract;

(c) the date which is 12 months before the end of the Term; and

(d) receipt of a written request of the Council at any time (provided that the Council shall only be entitled to make one such request in any six month period),

it shall provide at no cost to the Council and in a suitably anonymised format so as to comply with the Data Protection Legislation, the Provider's Provisional Personnel List, together with the Staffing Information in relation to the Provider's

Provisional Personnel List and it shall provide an updated Provider's Provisional Personnel List at such intervals as are reasonably requested by the Council.

6.2 At least 28 Working Days prior to the Service Transfer Date, the Provider shall provide to the Council or at the direction of the Council to any Replacement Provider and/or any Replacement Sub-contractor:

- (a) the Provider's Final Personnel List, which shall identify which of the Provider Personnel are Transferring Provider Employees; and
- (b) the Staffing Information in relation to the Provider's Final Personnel List (insofar as such information has not previously been provided).

6.3 The Council shall be permitted to use and disclose information provided by the Provider under clause 6.1 and clause 6.2 for the purpose of informing any prospective Replacement Provider and/or Replacement Sub-contractor.

6.4 The Provider:

- (a) shall promptly notify the Council forthwith in writing of any material changes to the information provided pursuant to clause 6.1 and clause 6.2 as and when such changes arise; and
- (b) warrants, for the benefit of the Council, any Replacement Provider, and any Replacement Sub-contractor that all information provided pursuant to clause 6.1 and clause 6.2 shall be true and accurate in all material respects at the time of providing the information.

6.5 From the date of the earliest event referred to in clause 6.1(a), clause 6.1(b) and clause 6.1(c), the Provider agrees, that it shall not, and agrees to procure that each Sub-contractor shall not, assign any person to the provision of the Services who is not listed on the Provider's Provisional Personnel List and shall not without the approval of the Council (not to be unreasonably withheld or delayed):

- (a) replace or re-deploy any Provider Personnel listed on the Provider Provisional Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces;
- (b) make, promise, propose or permit any material changes to the terms and conditions of employment of the Provider Personnel (including any payments connected with the termination of employment);
- (c) increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Provider Personnel save for fulfilling assignments and projects previously scheduled and agreed;
- (d) introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Provider's Provisional Personnel List;
- (e) increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services); or
- (f) terminate or give notice to terminate the employment or contracts of any persons on the Provider's Provisional Personnel List save by due disciplinary process, and shall promptly notify, and procure that each Sub-

contractor shall promptly notify, the Council or, at the direction of the Council, any Replacement Provider and any Replacement Sub-contractor of any notice to terminate employment given by the Provider or relevant Sub-contractor or received from any persons listed on the Provider's Provisional Personnel List regardless of when such notice takes effect.

6.6 During the Term, the Provider shall provide, and shall procure that each Sub-contractor shall provide, to the Council any information the Council may reasonably require relating to the manner in which the Services are organised, which shall include:

- (a) the numbers of employees engaged in providing the Services;
- (b) the percentage of time spent by each employee engaged in providing the Services; and
- (c) a description of the nature of the work undertaken by each employee by location.

6.7 The Provider shall provide, and shall procure that each Sub-contractor shall provide, all reasonable cooperation and assistance to the Council, any Replacement Provider and/or any Replacement Sub-contractor to ensure the smooth transfer of the Transferring Provider Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Provider Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Provider shall provide, and shall procure that each Sub-contractor shall provide, to the Council or, at the direction of the Council, to any Replacement Provider and/or any Replacement Sub-contractor (as appropriate), in respect of each person on the Provider's Final Personnel List who is a Transferring Provider Employee:

- (a) the most recent month's copy pay slip data;
- (b) details of cumulative pay for tax and pension purposes;
- (c) details of cumulative tax paid;
- (d) tax code;
- (e) details of any voluntary deductions from pay; and
- (f) bank/building society account details for payroll purposes.

6.8 The Council regards compliance with this paragraph 6 as fundamental to the Agreement. In particular, failure to comply with paragraphs 6.1 and 6.2 in respect of the provision of accurate information about the Transferring Provider Employees shall entitle the Council to suspend payment of the Charges until such information is provided, or indefinitely. The maximum sum that may be retained under this paragraph 6.8 shall not exceed an amount equivalent to the Charges that would be payable in the three month period following the Provider's failure to comply with paragraphs 6.1 or 6.2, as the case may be.

6.9 Any change to the Staffing Information which would increase the total employment costs of the staff in the six months prior to termination of this Agreement shall not (so far as reasonably practicable) take place without the Council's prior written consent, unless such changes are required by law. The

Provider shall supply to the Council full particulars of such proposed changes and the Council shall be afforded reasonable time to consider them.

6.10 The Provider shall indemnify and shall keep indemnified in full the Council and at the Council's request any Replacement Provider against all Direct Losses arising from any claim by any party as a result of the Provider or sub-contractor failing to provide or promptly to provide the Council and/or any Replacement Provider where requested by the Council with any information required under this Clause 6.1 to 6.4 inclusive ("the Retendering Information") and/or Employee Liability Information or to provide full Retendering Information and/or Employee Liability Information or as a result of any material inaccuracy in or omission from the Retendering Information and/or Employee Liability Information provided that this indemnity shall not apply to the extent that such information was originally provided to the Provider or any sub-contractor by the Council and was materially inaccurate or incomplete when originally provided.

7. EMPLOYMENT REGULATIONS EXIT PROVISIONS

7.1 The Council and the Provider acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of this Contract or otherwise) resulting in the Services being undertaken by a Replacement Provider and/or a Replacement Sub-contractor. Such change in the identity of the Provider of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Council and the Provider further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Provider and the Transferring Provider Employees (except in relation to any contract terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Provider and/or a Replacement Sub-contractor (as the case may be) and each such Transferring Provider Employee.

7.2 The Provider shall, and shall procure that each Sub-contractor shall, comply with all its obligations in respect of the Transferring Provider Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Sub-contractor shall perform and discharge, all its obligations in respect of all the Transferring Provider Employees and other employees or former employees of the Provider or each Sub-contractor (who had been engaged in the provision of the Services) arising in respect of the period up to (and including) the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Provider and/or the Sub-contractor (as

appropriate); and (ii) the Replacement Provider and/or Replacement Sub-contractor.

7.3 Subject to clause 7.4, the Provider shall indemnify the Council and/or the Replacement Provider and/or any Replacement Sub-contractor against any Employee Liabilities in respect of any Transferring Provider Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

(a) any act or omission of the Provider or any Sub-contractor whether occurring before, on or after the Service Transfer Date;

(b) the breach or non-observance by the Provider or any Sub-contractor occurring on or before the Service Transfer Date of:

(i) any collective agreement applicable to the Transferring Provider Employees; and/or

(ii) any other custom or practice with a trade union or staff association in respect of any Transferring Provider Employees which the Provider or any Sub-contractor is contractually bound to honour;

(c) any claim by any trade union or other body or person representing any Transferring Provider Employees arising from or connected with any failure by the Provider or a Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;

(d) any proceeding, claim or demand by HMRC or other statutory Council in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

(i) in relation to any Transferring Provider Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory Council relates to financial obligations arising on and before the Service Transfer Date; and

(ii) in relation to any employee who is not a Transferring Provider Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Provider to the Council and/or Replacement Provider and/or any Replacement Sub-contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory Council relates to financial obligations arising on or before the Service Transfer Date;

(e) a failure of the Provider or any Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Provider Employees in respect of the period up to (and including) the Service Transfer Date);

(f) any claim made by or in respect of any person employed or formerly employed by the Provider or any Sub-contractor other than a Transferring Provider Employee for whom it is alleged the Council and/or the Replacement Provider and/or any Replacement Sub-contractor may be liable by virtue of this Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and

(g) any claim made by or in respect of a Transferring Provider Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Provider Employee relating to any act or omission of the Provider or any Sub-contractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Council and/or Replacement Provider to comply with regulation 13(4) of the Employment Regulations.

7.4 The indemnities in clause 7.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Provider and/or any Replacement Sub-contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:

- (a) arising out of the resignation of any Transferring Provider Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Provider and/or any Replacement Sub-contractor to occur in the period on or after the Service Transfer Date); or
- (b) arising from the Replacement Provider's failure, and/or Replacement Sub-contractor's failure, to comply with its obligations under the Employment Regulations.

7.5 If any person who is not a Transferring Provider Employee claims, or it is determined in relation to any person who is not a Transferring Provider Employee, that his/her contract of employment has been transferred from the Provider or any Sub-contractor to the Replacement Provider and/or Replacement Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:

- (a) the Council shall procure that the Replacement Provider shall, or any Replacement Sub-contractor shall, within five Working Days of becoming aware of that fact, give notice in writing to the Provider; and
- (b) the Provider may offer (or may procure that a Sub-contractor may offer) employment to such person within 15 Working Days of the notification by the Replacement Provider and/or any and/or Replacement Sub-contractor or take such other reasonable steps as it considers appropriate to deal with the matter provided always that such steps are in compliance with Law.

7.6 If such offer is accepted, or if the situation has otherwise been resolved by the Provider or a Sub-contractor, the Council shall procure that the Replacement Provider shall, or procure that the Replacement Sub-contractor shall, immediately release or procure the release of the person from his/her employment or alleged employment.

7.7 If after the 15th Working Day period specified in clause 7.5(b) has elapsed:

- (a) no such offer of employment has been made;
- (b) such offer has been made but not accepted; or
- (c) the situation has not otherwise been resolved

the Council shall advise the Replacement Provider and/or Replacement Sub-contractor, as appropriate that it may within five Working Days give notice to terminate the employment or alleged employment of such person.

7.8 Subject to the Replacement Provider and/or Replacement Sub-contractor acting in accordance with the provisions of clause 7.5 to clause 7.7, and in accordance with all applicable proper employment procedures set out in applicable Law, the Provider shall indemnify the Replacement Provider and/or Replacement Sub-contractor against all Employee Liabilities arising out of the termination pursuant to the provisions of clause 7.7 provided that the Replacement Provider takes, or shall procure that the Replacement Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.

7.9 The indemnity in clause 7.8:

(a) shall not apply to:

(i) in any case in relation to any alleged act or omission of the Replacement Provider and/or Replacement Sub-contractor, any claim for: (A) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or (B) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees; or

(ii) any claim that the termination of employment was unfair because the Replacement Provider and/or Replacement Sub-contractor neglected to follow a fair dismissal procedure; and

(b) shall apply only where the notification referred to in clause 7.5(a) is made by the Replacement Provider and/or Replacement Sub-contractor to the Provider within six months of the Service Transfer Date.

7.10 If any such person as is described in clause 7.5 is neither re-employed by the Provider or any Sub-contractor nor dismissed by the Replacement Provider and/or Replacement Sub-contractor within the time scales set out in clause 7.5 to clause 7.7, such person shall be treated as a Transferring Provider Employee and the Replacement Provider and/or Replacement Sub-contractor shall comply with such obligations as may be imposed upon it under applicable Law.

7.11 Not Used.

7.12 The Provider shall, and shall procure that each Sub-contractor shall, promptly provide to the Council and any Replacement Provider and/or Replacement Sub-contractor, in writing such information as is necessary to enable the Council, the Replacement Provider and/or Replacement Sub-contractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Council shall procure that the Replacement Provider and/or Replacement Sub-contractor, shall promptly provide to the Provider and each Sub-contractor in writing such information as is necessary to enable the Provider and each Sub-contractor to carry out their respective duties under regulation 13 of the Employment Regulations.

7.13 Subject to clause 7.14, the Council shall procure that the Replacement Provider indemnifies the Provider on its own behalf and on behalf of any Replacement Sub-contractor and its sub-contractors against any Employee Liabilities in respect of each Transferring Provider Employee (or, where applicable any employee representative (as defined in the Employment Regulations) of any Transferring Provider Employee) arising from or as a result of:

- (a) any act or omission of the Replacement Provider and/or Replacement Sub-contractor;
- (b) the breach or non-observance by the Replacement Provider and/or Replacement Sub-contractor on or after the Service Transfer Date of:
 - (i) any collective agreement applicable to the Transferring Provider Employees; and/or
 - (ii) any custom or practice in respect of any Transferring Provider Employees which the Replacement Provider and/or Replacement Sub-contractor is contractually bound to honour;
- (c) any claim by any trade union or other body or person representing any Transferring Provider Employees arising from or connected with any failure by the Replacement Provider and/or Replacement Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or after the Service Transfer Date;
- (d) any proposal by the Replacement Provider and/or Replacement Sub-contractor to change the terms and conditions of employment or working conditions of any Transferring Provider Employees on or after their transfer to the Replacement Provider or Replacement Sub-contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Provider Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
- (e) any statement communicated to or action undertaken by the Replacement Provider or Replacement Sub-contractor to, or in respect of, any Transferring Provider Employee on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Provider in writing;
- (f) any proceeding, claim or demand by HMRC or other statutory Council in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
 - (i) in relation to any Transferring Provider Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory Council relates to financial obligations arising after the Service Transfer Date; and
 - (ii) in relation to any employee who is not a Transferring Provider Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Provider or Sub-contractor, to the Replacement Provider or Replacement Sub-contractor to the extent that the

proceeding, claim or demand by HMRC or other statutory Council relates to financial obligations arising after the Service Transfer Date;

(g) a failure of the Replacement Provider or Replacement Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Provider Employees in respect of the period from (and including) the Service Transfer Date; and

(h) any claim made by or in respect of a Transferring Provider Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Provider Employee relating to any act or omission of the Replacement Provider or Replacement Sub-contractor in relation to obligations under regulation 13 of the Employment Regulations.

7.14 The indemnities in clause 7.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Provider and/or any Sub-contractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Provider and/or any Sub-contractor (as applicable) to comply with its obligations under the Employment Regulations.

7.15 The parties shall co-operate to ensure that any requirement to inform and consult with the employees and or employee representatives in relation to any Relevant Transfer to a Replacement Provider will be fulfilled.

7.16 The parties agree that the Contracts (Rights of Third Parties) Act 1999 shall apply to clause 6 and 7, to the extent necessary to ensure that any Replacement Provider shall have the right to enforce the obligations owed to, and indemnities given to, the Replacement Provider by the Provider or the Council in its own right under section 1(1) of the Contracts (Rights of Third Parties) Act 1999.

7.17 Despite clause 7.16, it is expressly agreed that the parties may by agreement rescind or vary any terms of this Agreement without the consent of any other person who has the right to enforce its terms or the term in question despite that such rescission or variation may extinguish or alter that person's entitlement under that right.

Section 2 Pensions - Not Used

Annex A. Admission Agreement – Not Used

Annex B. Transferring Council Employees – N/A

Annex C. Transferring Former Provider Employees - TBC

Annex D. List of Notified Sub-contractors

Schedule 3

Processing, Personal Data and Data Subjects

This Schedule shall be completed by the Data Controller, who may take account of the view of the Data Processors, however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Data Controller's Data Protection Officer are: Information Governance Officer email: Information.Request@Shropshire.gov.uk
2. The contact details of the Data Processor's Data Protection Officer are: **[Insert Contact details]**
3. The Data Processor shall comply with any further written instructions with respect to processing by the Data Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Data Controller and Data Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Council is the Data Controller and the Provider is the Data Processor in accordance with Clause 18.1.
Subject matter of the processing	Personal information about Service Users to ensure that the Service Provider is able to provide an effective housing support with accommodation service.
Duration of the processing	For the period of Service delivery to a Service User plus 6 years after the last date on which the Service is delivered.
Nature and purposes of the processing	<p>The nature of the processing of the data may include, but not be limited to, the following in order to deliver a housing support service:</p> <ul style="list-style-type: none"> • Collecting, maintaining and storing Service User records in all formats • Sharing Service User information across the Service Provider's organisation and with Shropshire Council Housing Services, Adult Social Care Services, Mental Health Services, Police, Criminal Justice services, Safeguarding teams • Completion of returns relating to multi-agency safeguarding if necessary <p>The purpose of processing the data is to enable the Service Provider to provide a quality service to Service</p>

	Users in accordance with this Agreement and to evidence the effectiveness of the Service to the Council for the purposes of contract monitoring and determining future commissioning requirements.
Type of Personal Data	Personal Data may include, but is not limited to: Name; address; previous address history; date of birth; next of kin; family information; gender and ethnic origin; NHS Number; National Insurance Number; GP; medical and health related details relevant to their support plan; housing situation and reasons; employment details; financial information including income and expenditure; welfare benefits; current risk assessment; mental capacity; mental impairment; relevant offence details where appropriate.
Categories of Data Subject	Service Users
Plan for return and destruction of the data once the processing is complete UNLESS legal requirement to preserve that type of data	Information where no longer required should be destroyed securely, unless specifically instructed by the Council that it must be returned to the Council.

Appendix 1

Tender¹²

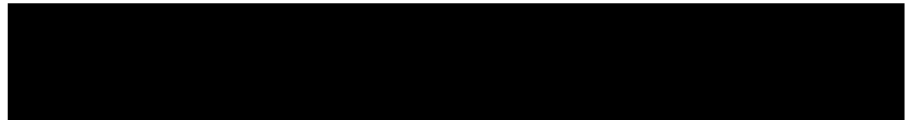
¹² Delete if tender is not being attached



Tender Response Document

AMCV 266 – Ludlow Support Hub with Provision of Accommodation Service for 16 – 25 Year Olds

Name of TENDERING
ORGANISATION
(please insert)



Please also add your company name to the footer of each page of the returned document

Shropshire Council Tender Response Document

Housing Support services will support people whose needs are such that their ability to maintain a tenancy or remain independent in their home would be compromised without that support. The focus of housing-related support with accommodation will be on ensuring that people are supported to stabilise their accommodation status and prepare for move-on to appropriate and settled accommodation according to their circumstances and to have the support networks in place to help them sustain that accommodation.

Housing-related support will have two principal areas of focus:

- Helping people to prevent, delay or reduce the need for long-term formal care and support, including healthcare services
- Helping to prevent homelessness and/or to support people who have been homeless into settled accommodation

Housing-related support with accommodation will therefore help the council to meet its statutory prevention duties under the Homelessness Reduction Act and the Care Act.

Housing-related support complements other activity through, for example, making resources available to other agencies to run activities or providing drop-ins and 'surgeries' at other agencies' premises.

The core Ludlow Support Hub with Accommodation service will be aimed at young people and people aged 16 – 25 who are homeless or at risk of homelessness. The focus will be to provide short-term or temporary accommodation with intensive support to resolve immediate crisis issues, followed by support to build skills and resilience to move people out into their own accommodation, and to prevent future homelessness. Crisis avoidance, addressing worklessness and tenancy sustainment are also key for this group. A further aim is to help vulnerable people to develop to maximise stability within the home, minimise dependence on welfare benefits and funded support and to support access to education, training and employment, and community based social networks.

The Council currently commissions a supported accommodation service located at Marston's Mill, Ludlow for 15 people aged 16 - 25 and who are at risk of homelessness. The Marston's Mill building is currently undergoing building improvements which will result in 13 supported accommodation spaces being available. In addition, the registered provider which owns Marston's Mill is also developing the adjacent site (the 'Grain Loft') which will provide additional accommodation for up to 19 people with lower-level and varied support needs.

The Council wishes to procure a service which will provide a support hub with accommodation for a minimum of 13 x 16 – 25 year olds who are homeless or at risk of homelessness and who require accommodation linked to that support. The service will also ensure that Service Users have access to appropriate educational, training and employment opportunities. In addition, as part of the same contract, the Council requires the provision of housing support to be extended to people with lower-level and varied support needs living in the vicinity of the support hub.

Tenderers other than the current owner of Marston's Mill and the developing Grain Loft should either bring forward proposals for alternative supported accommodation

in the Ludlow area to meet the Council's requirements or will be able to demonstrate at a minimum an agreement in principle with the property owner to deliver support to residents of Marston's Mill and the Grain Loft.

Referrals and allocations will be determined by the Council's Housing Services in conjunction with the provider.

Please note the Council will not be a party to any negotiations or agreements between the current property owner and any tenderer.

The budget available is fixed at £102,000 per annum for the duration of the contract. The successful tenderer must be able to demonstrate that it is able to maximise property-related income to complement housing-related support funding. The duration of the contract will be for an initial term of 3 years with an option to extend the contact by up to a further 2 years subject to contract performance and budget availability. Contract payments will be made monthly in arrears.

The service is staffed by staff employed by the current provider and applicants should note that it is considered that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') will apply to this contract. Applicants are advised to seek their own legal advice about the practicality of these regulations.

Instructions for the completion of this document

1. This document must be completed in its entirety with responses being given to all questions. If you are unsure of any section/question and require further clarification, please contact us via our Delta Tenderbox. You are recommended to keep a copy of all tender documents and supporting documents for your own records.
2. Tenderers must also complete and sign the four certificates in Sections A1 to A4. These must be signed;
 - a) Where the tenderer is an individual, by that individual;
 - b) Where the tenderer is a partnership, by two duly authorised partners;
 - c) Where the tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.
3. All questions require specific responses from you relating to the organisation named in Section B Part 1 Question 1.1 (a). All information supplied must be accurate and up to date. The Council reserves the right to refuse to consider your application if the Tender Response Document is not fully completed or is found to be inaccurate.
4. Where copies of certificates and other details are requested a **copy must** accompany your tender response.

Contents

Section	Description	Page
A1	Form of Tender	7
A2	Non-Canvassing Certificate	8
A3	Non-Collusive Tendering Certificate	9
A4	Declaration of Connection with Officers or Elected Members of the Council	10
You must sign all 4 certificates in sections A1 to A4		
B Part 1	Supplier Information– For information only	13
B Part 2 Section 2	Grounds for <u>Mandatory</u> Exclusion	17
B Part 2 Section 3	Grounds for Discretionary Exclusion	20
Section C	Tender Schedule	27

Evaluation Criteria

Tenders will be evaluated on the answers provided in this 'Tender Response Document'. The following criteria is made up of 'pass/fail' (selection criteria) questions and 'weighted marked' (award criteria) questions and shows how each section is to be marked.

Selection Criteria Pass/Fail Questions (Section B)

This information will be provided for proof of compliance and will be judged on a pass or fail basis. Applicants must comply with these issues to demonstrate their proven

competency, financial stability, resources and other arrangements. Questions marked 'For information only' will not be assessed; however they must still be answered in full.

Section / Question No.	Selection Criteria
Section B Part 1	Supplier Information– For information only
Section B Part 2 Section 2	Grounds for <u>Mandatory</u> Exclusion
Section B Part 2 Section 3 - 8	Grounds for Discretionary Exclusion

In relation to discretionary exclusion grounds (section B part 3):-

Financial viability: Responses will be analysed and evaluated by the Authority's Audit sections and will include checks via an independent agency (currently Equifax).

If the financial analysis of the Applicant (please note financial information provided by consortium members will be evaluated to assess the Applicant consortium as a whole) gives cause for concern as to its ability to deliver the Contract, the Applicant will fail this section.

If the financial analysis of the Applicant does not give any cause for concern as to its ability to deliver the Contract – it shall be deemed to have passed the section.

Please note the Contracting Authority reserves the right to further check the Financial Stability and Capacity of an applicant prior to any award of contract in the manner set out above in order to ensure that they still pass that requirement.

For other Discretionary exclusion grounds: If in the opinion of the Contracting Authority the responses provided casts serious doubt on the Tenderer's ability to perform this contract, they may be excluded.

Award Criteria – Weighted Marked Questions

Tenders will be evaluated on the answers provided in this Tender Response Document and judged against the criteria shown in the table below. The following award criteria is made up of 'Quality' elements and shows how each criteria is to be weighted against each other.

Section / Question No.	Award Criteria	Weighting / Max Marks Available
Quality 100% (1000 marks)		
Section C / Q1	Accommodation proposals	20% / 200 max marks
Section C / Q2	Service delivery	25% / 250 max marks
Section C / Q3	Maximising funding	10% / 100 max marks
Section C / Q4	Quality of partnerships	10% / 100 max marks
Section C / Q5	Quality assurance	10% / 100 max marks
Section C / Q6	Responding to customer feedback	10% / 100 max marks
Section C / Q7	Proposals for Evaluation of outcomes	5% / 50 max marks
Section C / Q8	Social Value proposals	10% / 100 max marks
Total for quality		100% / 1000 max marks

Quality Questions/ Scoring Scheme

Questions within the quality sections shown above will be scored using the following scoring scheme. Each answer from the questions identified below will be given a mark between 0 and 10 with the following meanings:

Assessment	Mark	Interpretation
Excellent	10	<i>Exceeds the requirement. Exceptional demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	9	
Good	8	<i>Satisfies the requirement with minor additional benefits Above average demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	7	
Acceptable	6	<i>Satisfies the requirement. Demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures, with evidence to support the response.</i>
	5	
Minor Reservations	4	<i>Satisfies the requirement with minor reservations Some minor reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with limited evidence to support the response.</i>
	3	
Serious Reservations	2	<i>Satisfies the requirement with major reservations. Considerable reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>
	1	
Unacceptable	0	<i>Does not meet the requirement Does not comply and/or insufficient information provided to demonstrate how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>

The use of odd numbers indicates an answer's allocated mark lies between definitions.

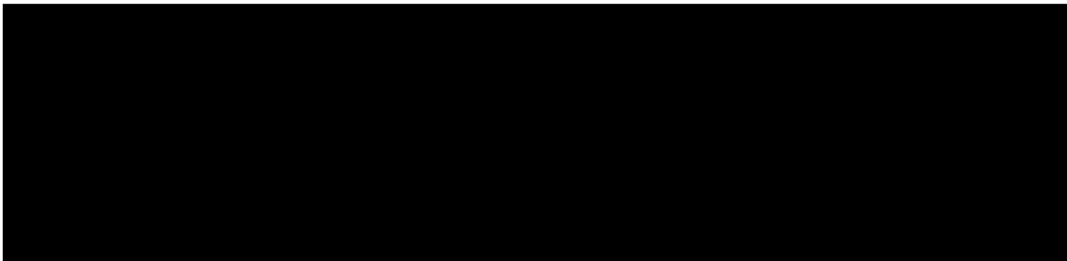
The tender receiving the highest mark for Quality Criteria overall will be deemed to be the highest scoring tender. The Council reserves the right to award or not to award the contract to the highest scoring tender

Section A:
1. Form of Tender

Form of Tender

Tender for Ludlow Support Hub with Accommodation Service for People Aged 16-25 who are at Risk of Homelessness

We confirm that this, our tender, represents an offer to Shropshire Council that if accepted in whole, or in part, will create a binding contract, or contracts, for the provision of a Ludlow Support Hub with Accommodation Service for people aged 16-25 who are at Risk of Homelessness at the prices and terms agreed and subject to the terms of the invitation to tender documentation and the General Terms and Conditions, copies of which we have received.

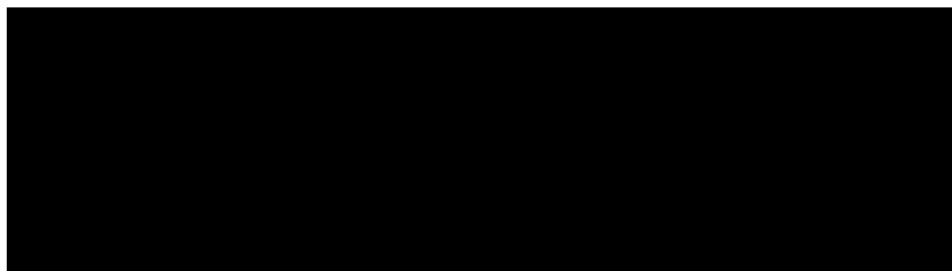


Designation: Director of Housing and Wellbeing

Company: Connexus Housing Limited

Address: The Gateway, The Auction Yard, Craven Arms, Shropshire

Post Code: SY7 9BW



Section A:
2. Non – Canvassing Certificate

Non-Canvassing Certificate

To: Shropshire Council (hereinafter called “the Council”)

I/We hereby certify that I/We have not canvassed or solicited any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/We will not in the future canvass or solicit any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf will do any such act.



(For and on behalf of Connexus Housing Limited)

Date 1st March 2019

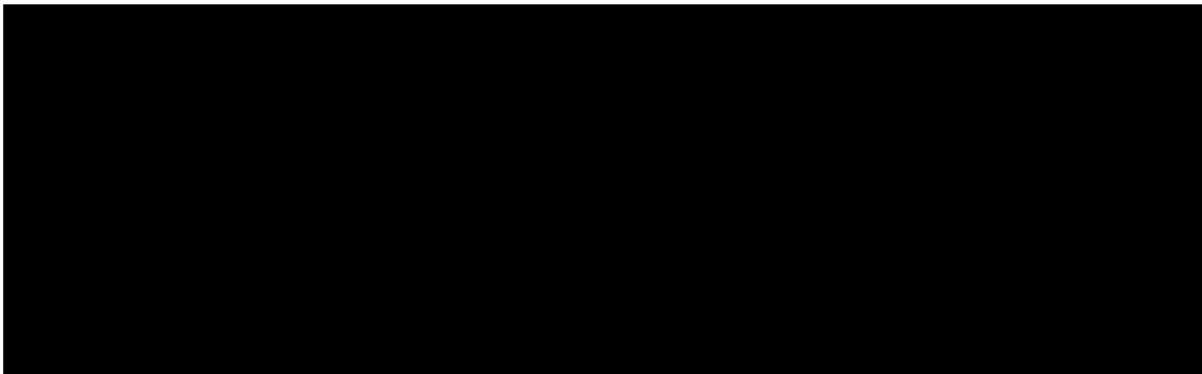
To: Shropshire Council (hereinafter called “the Council”)

The essence of selective tendering is that the Council shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:-

- (a) communicating to a person other than the Council the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance); or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the Services any act or omission.



(For and on behalf of Connexus Housing Limited

Date 1st March 2019

4. Declaration of Connection with Officers or Elected Members of the Council

Are you or any of your staff who will be affected by this invitation to tender related or connected in any way with any Shropshire Council Elected Councillor or Employee?

~~Yes~~ / No

If yes, please give details:

Name	Relationship

Please note:

This information is collected to enable the Council to ensure that tenders are assessed without favouritism. Whether or not you have a connection with elected members or employees will have no bearing on the success of your tender, but your tender will not be considered unless this declaration has been completed.

(For and on behalf of Connexus Housing Limited

Date 1st March 2019

SECTION B

Standard Selection Questionnaire

Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion (there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning). For the list of exclusion please see [https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List of Mandatory and Discretionary Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

Supplier Selection Questions: Part 3

This document provides instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

Consequences of misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

Notes for completion

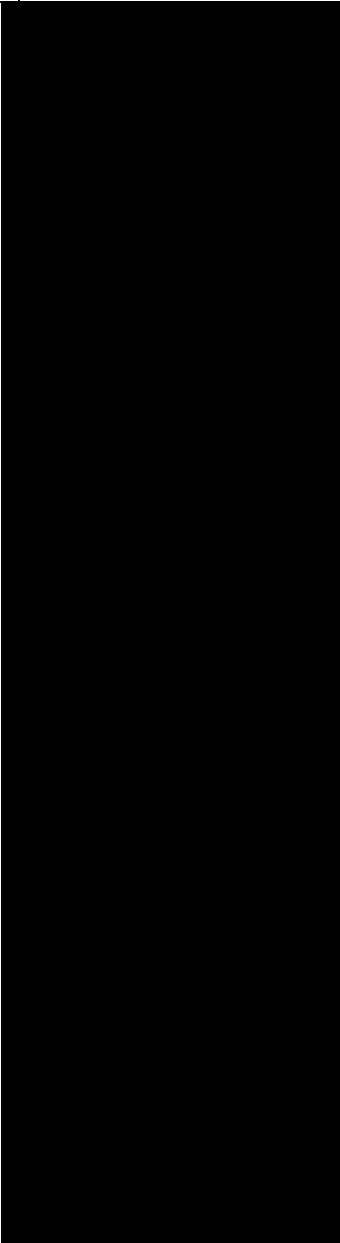
1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

Part 1: Potential supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential supplier information	
Question number	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	Connexus Housing Limited
1.1(b) – (i)	Registered office address (if applicable)	The Gateway, The Auction Yard, Craven Arms SY7 9BW
1.1(b) – (ii)	Registered website address (if applicable)	Connexus-Group.co.uk
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	██████████ ██████████ ██████████
1.1(d)	Date of registration in country of origin	███ ████████
1.1(e)	Company registration number (if applicable)	██████████
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	
1.1(h)	Registered VAT number	██████████
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A x
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	N/A
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No x

1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	N/A
1.1(k)	Trading name(s) that will be used if successful in this procurement.	Connexus Housing Limited
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public Service Mutual	No
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) ₂ ?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
1.1(n)	Details of Persons of Significant Control (PSC), where appropriate: ³ - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. (Please enter N/A if not applicable)	

1.1(o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

² See EU definition of SME - https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

³ UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.

Please provide the following information about your approach to this procurement:

Section 1	Bidding Model	
Question	Question	Response

number																																																														
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.																																																												
1.2(a) - (ii)	Name of group of economic operators (if applicable)	N/A																																																												
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A																																																												
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A																																																												
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.																																																													
	<table border="1"> <tr> <td>Name</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered address</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Trading status</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Company registration number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Head Office DUNS number (if applicable)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered VAT number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Type of organisation</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SME (Yes/No)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The approximate % of contractual obligations assigned to each sub-contractor</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		Name						Registered address						Trading status						Company registration number						Head Office DUNS number (if applicable)						Registered VAT number						Type of organisation						SME (Yes/No)						The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables						The approximate % of contractual obligations assigned to each sub-contractor					
Name																																																														
Registered address																																																														
Trading status																																																														
Company registration number																																																														
Head Office DUNS number (if applicable)																																																														
Registered VAT number																																																														
Type of organisation																																																														
SME (Yes/No)																																																														
The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables																																																														
The approximate % of contractual obligations assigned to each sub-contractor																																																														

Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the

relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question Number	Question	Response
1.3(a)	Contact name	[REDACTED]
1.3(b)	Name of organisation	Connexus Housing Limited
1.3(c)	Role in organisation	Head of Support Services
1.3(d)	Phone number	[REDACTED]
1.3(e)	E-mail address	[REDACTED]
1.3(f)	Postal address	The Gateway, The Auction Yard, Craven Arms SY7 9BW
1.3(g)	Signature (electronic is acceptable)	[REDACTED]
1.3(h)	Date	[REDACTED]

Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	Regulations 57(1) and (2)	

	<p>The detailed grounds for mandatory exclusion of an organisation are set out on the webpage (see link on page 11), which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p>	
	Participation in a criminal organisation.	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
	Corruption.	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
	Fraud.	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No x If Yes please provide details at 2.1(b)
2.1(b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	N/A
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2.3(a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or	Yes <input type="checkbox"/> No x

	social security contributions?	
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	N/A
2.4	Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects	Yes x No <input type="checkbox"/>
2.4(a)	<p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:</p> <ul style="list-style-type: none"> ○ to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; ○ to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; ○ to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable; ○ to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); ○ to maintain records of personal data processing activities; and ○ to regularly test, assess and evaluate the effectiveness of the above measures. 	

--	--	--

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
Question number	Question	Response
	<p>Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage (see link on page 11), which should be referred to before completing these questions.</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of</p>	

	representation, decision or control in the organisation.	
3.1(a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(b)	Breach of social obligations?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes <input type="checkbox"/> No x If yes please provide details at 3.2

3.1(j)	Please answer the following statements	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No x If yes please provide details at

3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	3.2 Yes <input type="checkbox"/> No x If yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes <input type="checkbox"/> No x If yes please provide details at 3.2

3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant	N/A
-----	---	-----

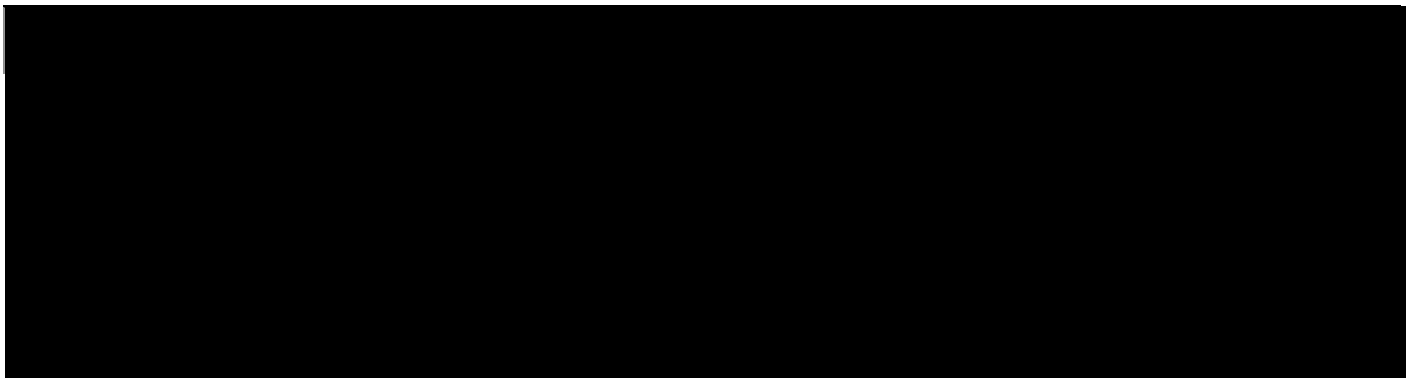
Section 4	Economic and Financial Standing	
Question number	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes x No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Yes x No <input type="checkbox"/>

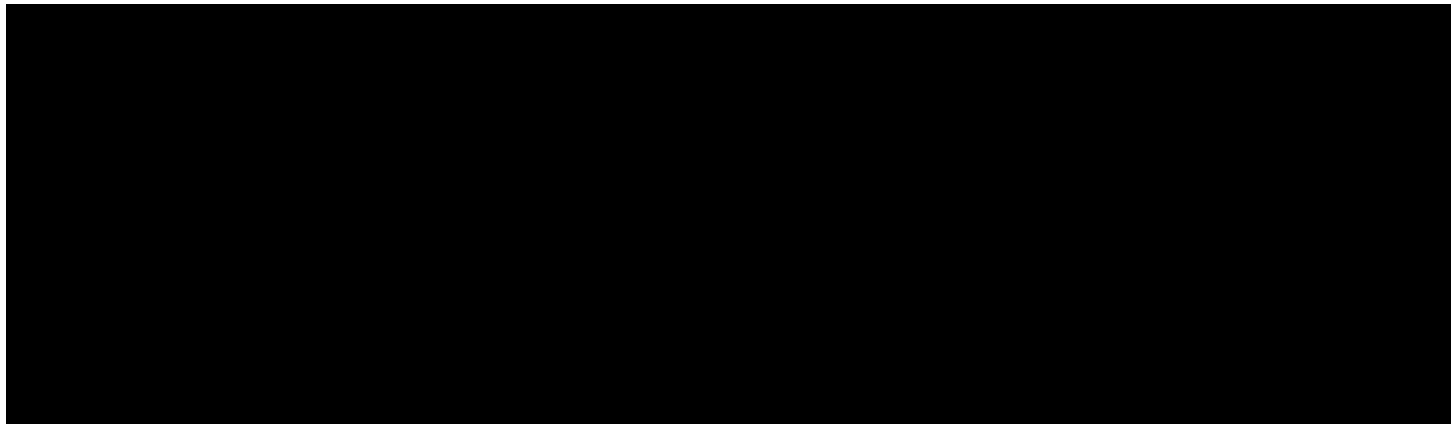
Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:
-----------	---

Name of organisation	
Relationship to the Supplier completing these questions	N/A

5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 6	Technical and Professional Ability
6.1	<p>Relevant experience and contract examples</p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question 6.3</p>





6.2	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>
	N/A

6.3	<p>If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>
	N/A

Section 7	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>
	<p>If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?</p>	<p>Yes <input type="checkbox"/></p> <p>Please provide the relevant url to view the</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>No <input type="checkbox"/></p> <p>Please provide an explanation</p>

7. Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 8	Additional Questions
8.1	Insurance
	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Y</p> <p>Employer’s (Compulsory) Liability Insurance = £5 Million Yes</p> <p>Public Liability Insurance = £5 Million Yes</p> <p>*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>

8.2 – Compliance with equality legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.		
1.	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2.	<p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?</p> <p>If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

8.3 – Environmental Management

1.	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
----	---	--

	<p>If your answer to the this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>The Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>	
2.	<p>If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

8.4 – Health & Safety

1.	<p>Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
2.	<p>Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?</p> <p>If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.</p> <p>The Authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p>█ █</p> <p>████████████████████</p> <p>█</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p>
3.	<p>If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

8.5 Safeguarding of adults and children

(for services where staff come into regular contact with children and adults)

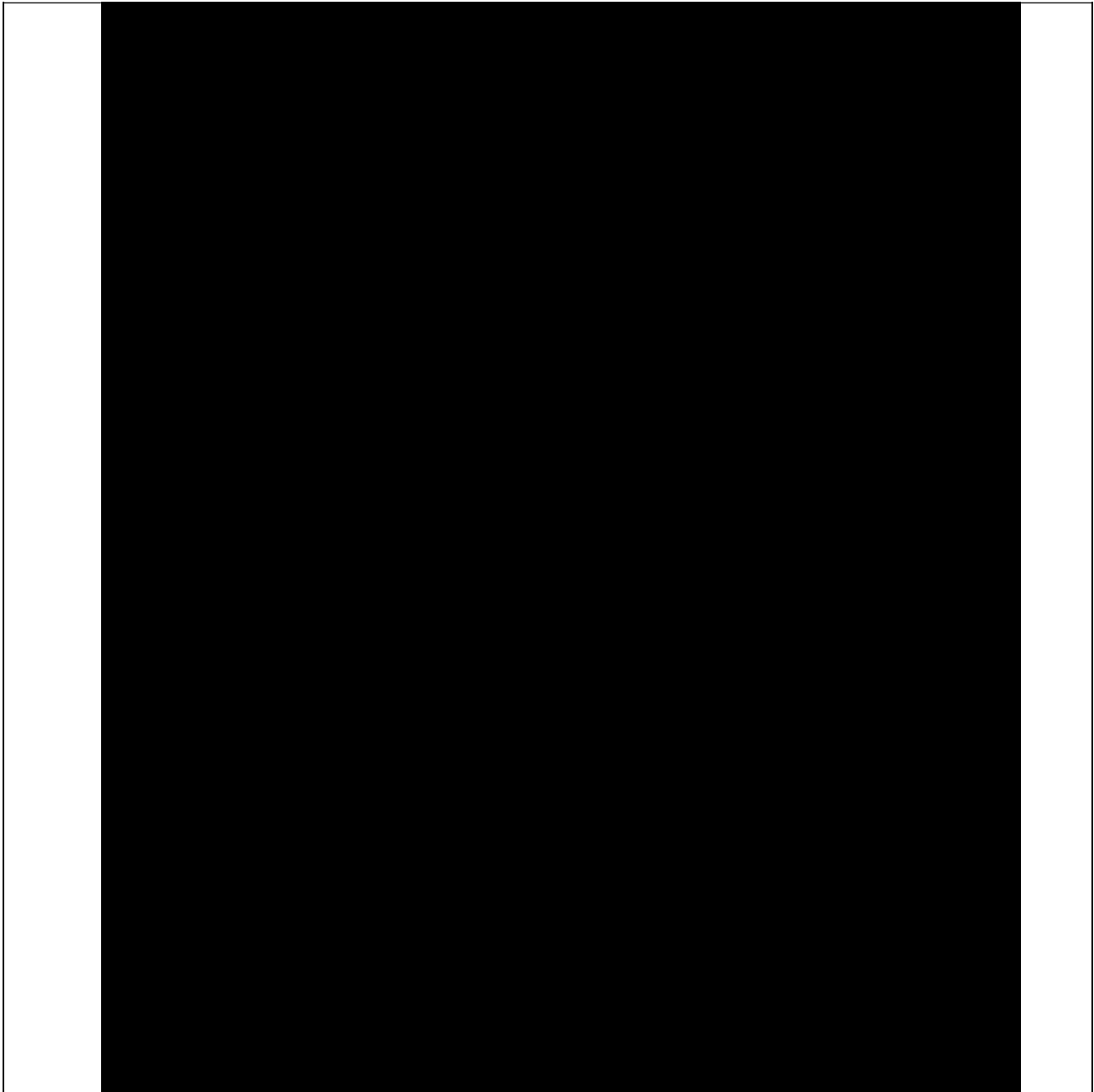
1	<p>Do you have a Safeguarding Policy or statement for safeguarding children? Do you have a Safeguarding Policy or statement for safeguarding adults?</p>	<p>Enclosed</p> <p>YES/NO</p> <p>Enclosed</p> <p>████████████████████</p> <p>████████████████████</p> <p>█</p>
---	--	--

2	For information: our requests for references will include a question relating to your organisation's record for safeguarding.	
3	<p>As a contractor providing a public service on behalf of a Shropshire Council, we expect that you will be familiar and committed to the local safeguarding procedures as prescribed by Shropshire's Safeguarding Children Board (SSCB) and http://www.safeguardingshropshireschildren.org.uk/scb/index.html Shropshire Council's approach to adult protection http://www.shropshire.gov.uk/adultcarer.nsf/open/F54E8A80CF1343BC80257AAF0058F760</p> <p>I/We certify that I/We are familiar with and committed to deliver our service in compliance with local safeguarding processes.</p>	

SECTION C – TENDER SCHEDULE

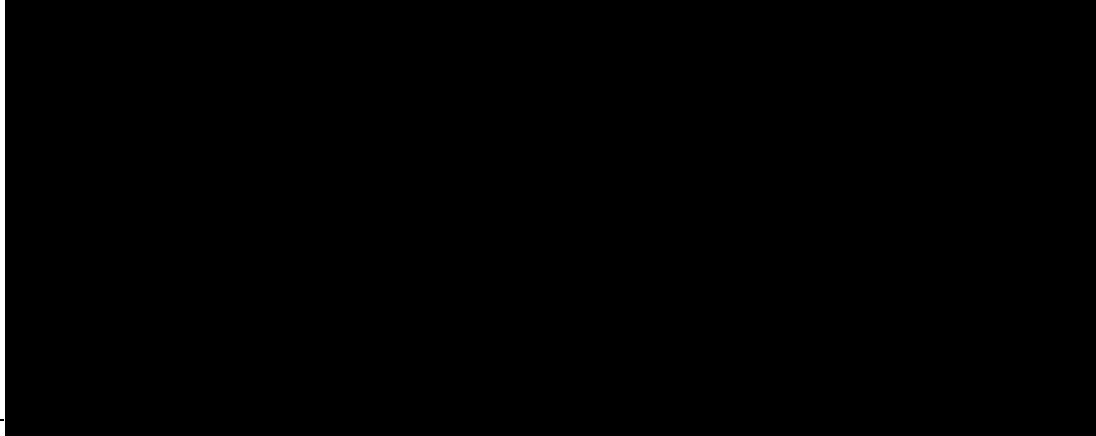
	<p>Tender Specification Response</p> <p>Please respond to all the following questions and create sufficient space for your responses by expanding the table. Please limit your responses to each question to no more than 1,000 words (excluding appendices)</p>	
<p>1.</p>	<p>This service requires a minimum of 13 units of supported accommodation for 16-25 year olds plus support delivered to up to 19 additional, lower-level support accommodation units for people with varied support needs. Please set out the property (ies) you have identified to bring forward to deliver this service. Your response should include:</p> <ul style="list-style-type: none"> • Location of the property(ies) • Number of accommodation units at each property • Measures to ensure that each property is suitable and safe for the accommodation needs of the service users. • The date by which each property will be available to utilise for this service • Details of the property landlord and tenure for Clients • Availability (if applicable) of any ‘hub’ facilities at any of the properties 	<p>20% / 200 marks</p>

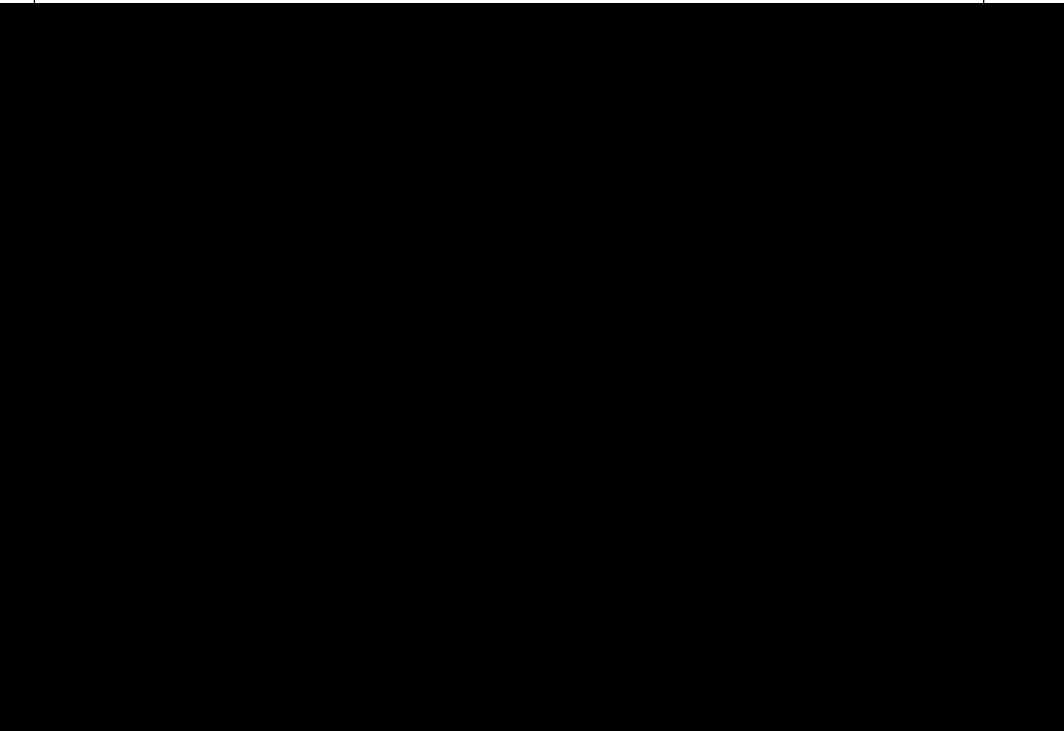
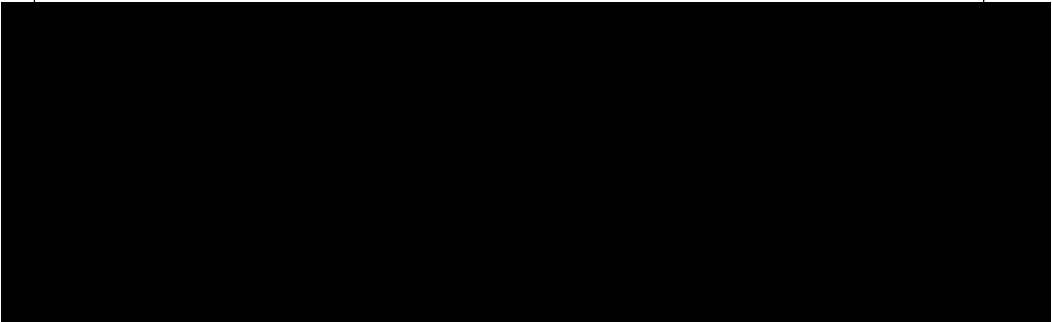




2.	<p>Describe how you will deliver the service as described in the Service Specification. Your response should make detailed reference to the requirements set out in Sections 2 and 3 of the Service Specification and should include a description of:</p> <ul style="list-style-type: none">• The delivery structure you plan to use, how it will practically work and operate for the benefit of people who use the service. For clarity, if you plan to use a consortium, lead provider / sub-contract or other partnership structure you should describe how that will operate and which organisations you plan to work with• How you plan to allocate support between the ‘core’ 16-25 year old supported accommodation and any lower-level supported accommodation. You should describe the nature of the support delivered to each element	25% / 250 marks
----	---	-----------------

- | | |
|---|--|
| <ul style="list-style-type: none">• Your experience of delivering successful similar services – please illustrate your response with case studies if applicable• Your staffing and volunteer structures• How you will ensure there is sufficient capacity and expertise within your organisation to deliver the Services and range of outcomes described in the specification, including how you would manage support being delivered into multiple properties if applicable• Your proposed working relationship with Shropshire Council’s Housing Services and other key stakeholders | |
|---|--|



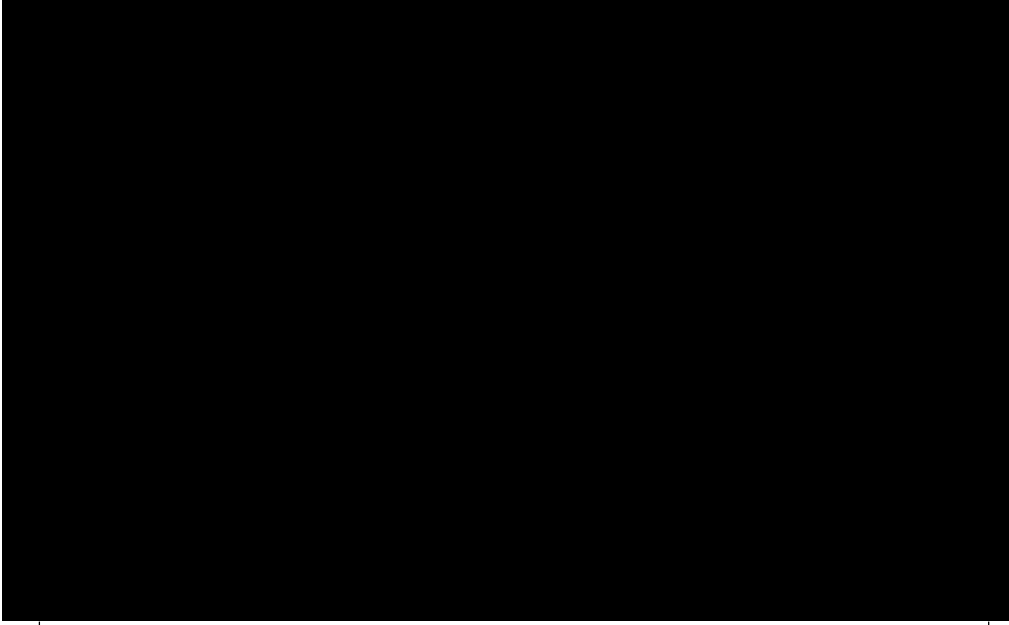
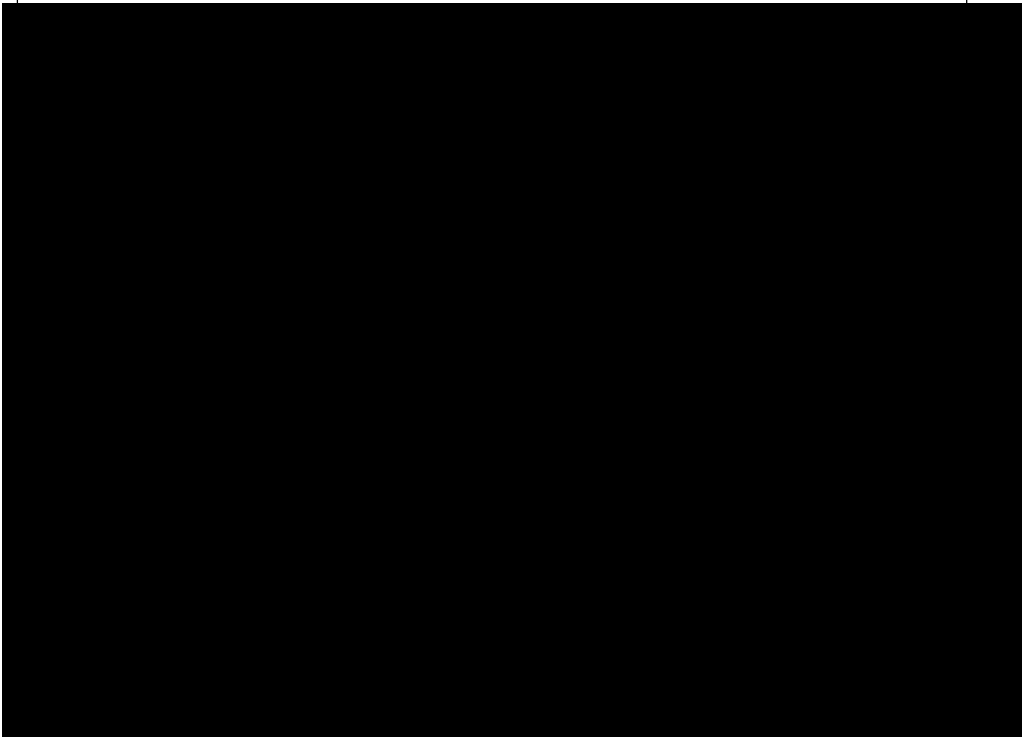
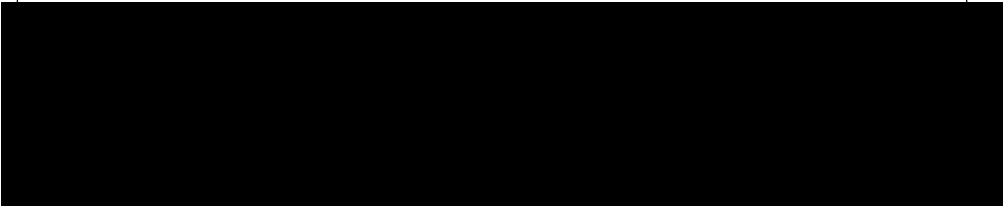


[Redacted]

[Redacted]

[Redacted]

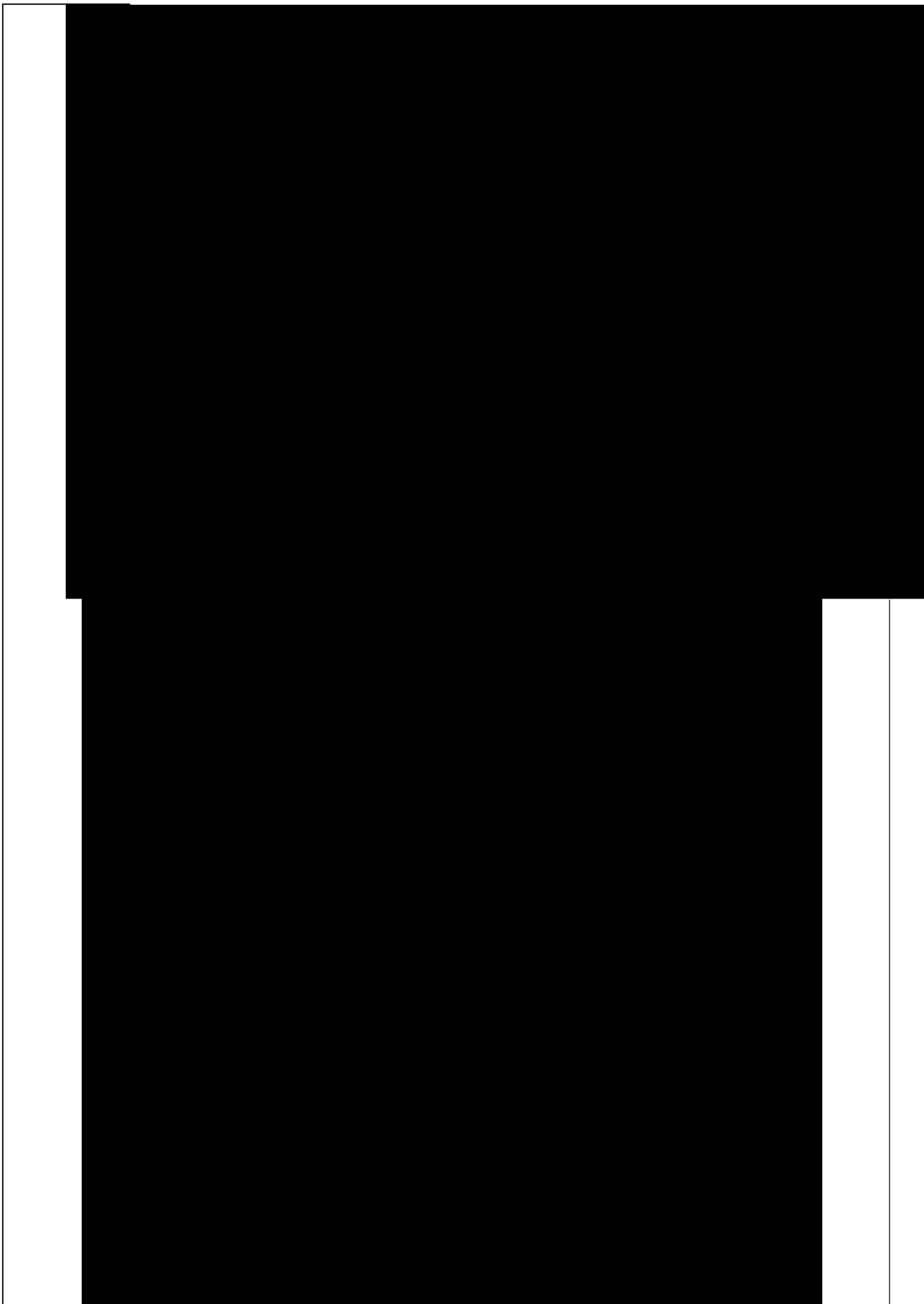
[Redacted]

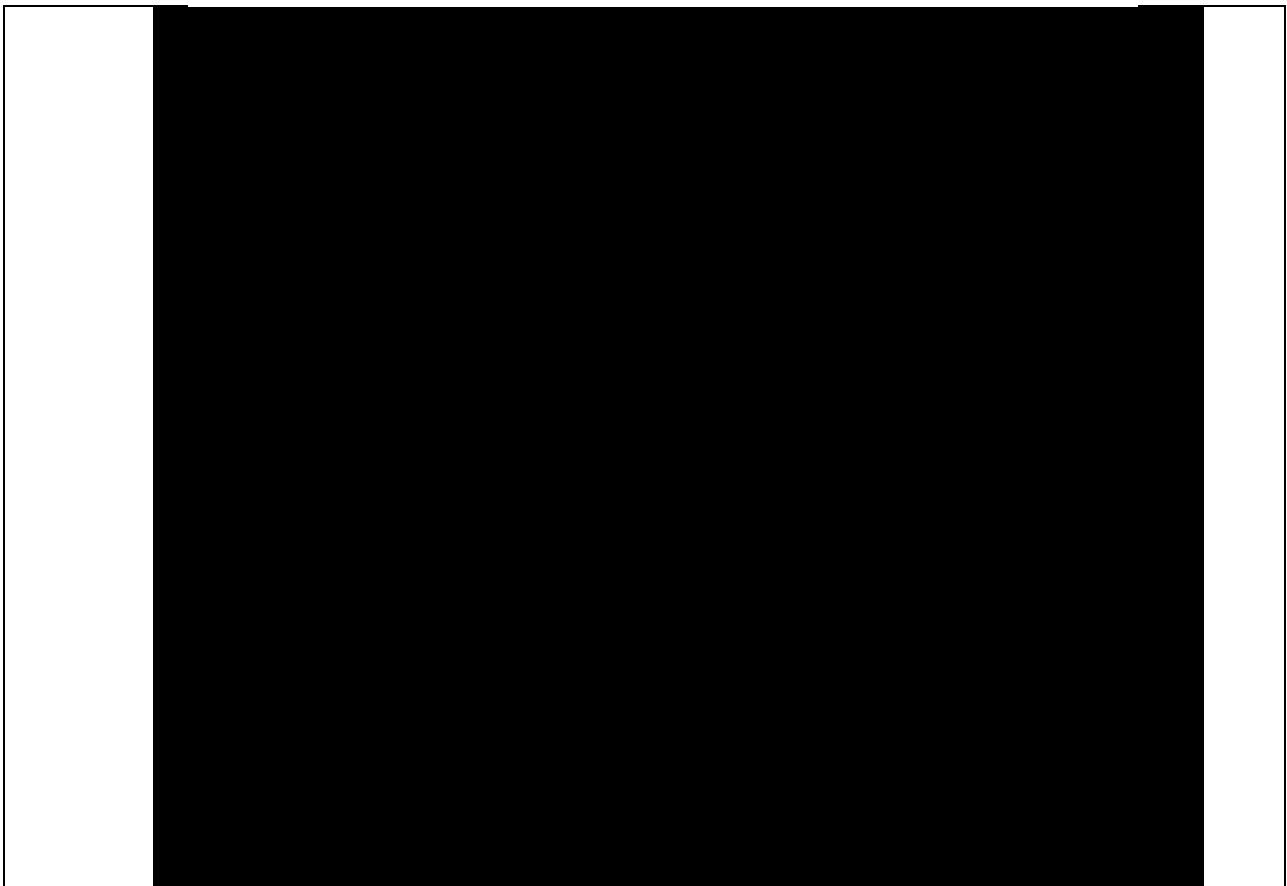
3.	<p>It is important for the sustainability of the Service that you are able to use all the resources at your disposal to add value to the contractual payments as well as being able to maximise income from alternative funding streams and income generation. Please describe how you will achieve this, giving examples of how you have done this before.</p>   	10% / 100 marks
----	--	-----------------------



4.	Please describe the partnerships you have in place or will form which will maximise the impact and reach of the Service to the benefit of people who use the services and for mutual benefit with those partner organisations. Please give examples of how you have successfully used such partnerships	10% / 100 marks
----	--	-----------------------







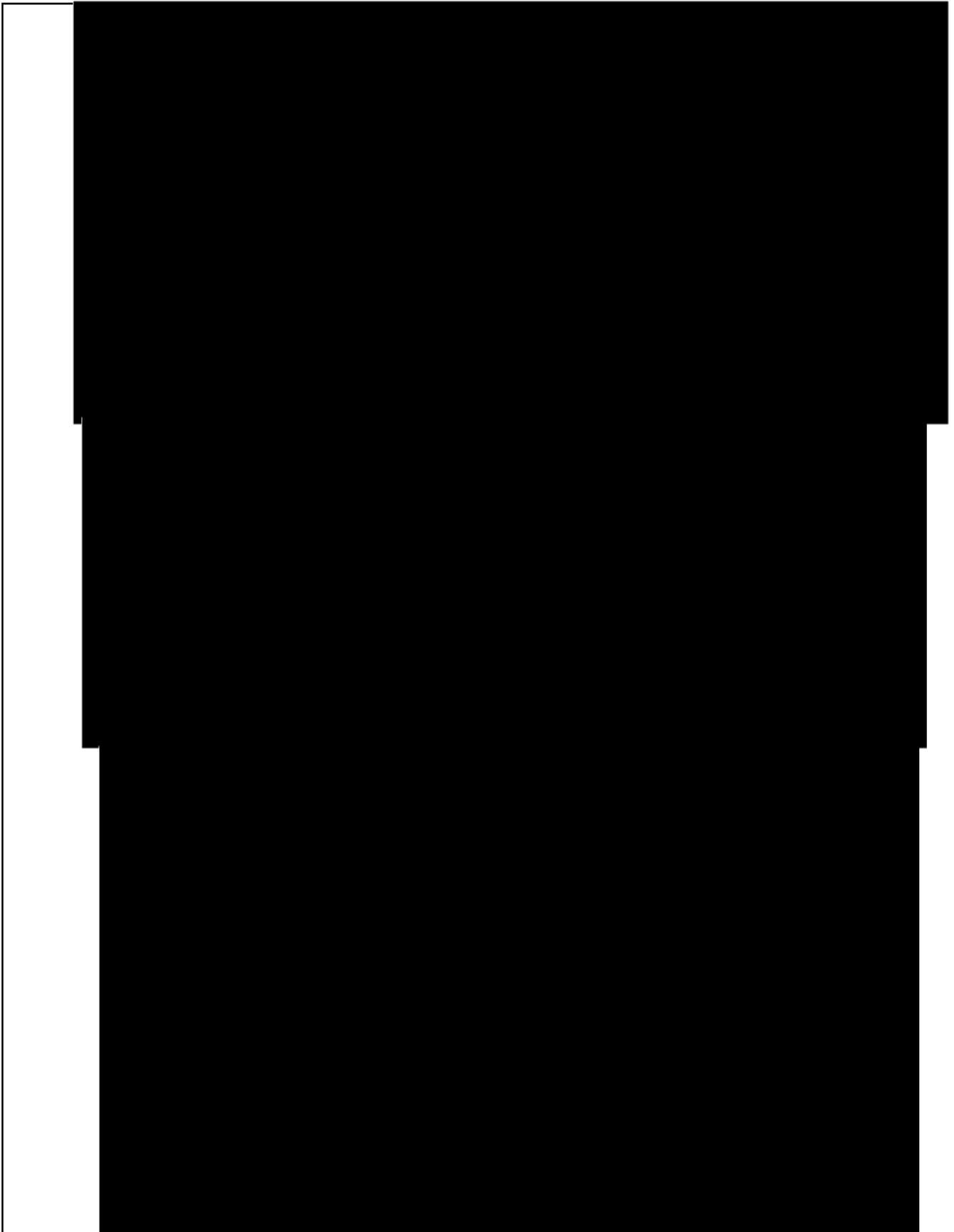
5.

How will you assure quality across the Service? You should include reference to any proposed engagement with people who use services and with stakeholders and why you think they would view your Service as good quality. Please give examples of where you have used this approach successfully

10% /
100
marks

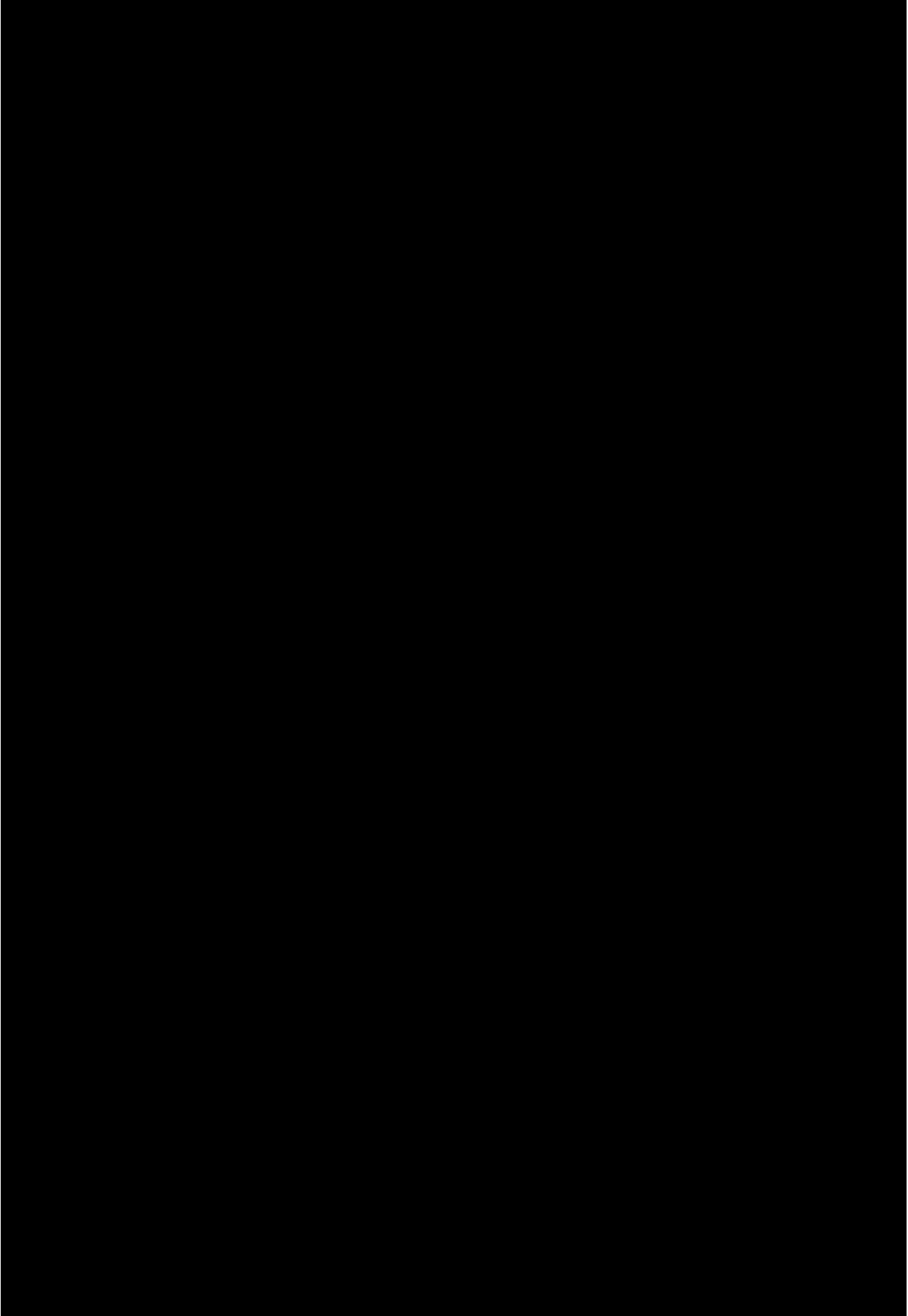


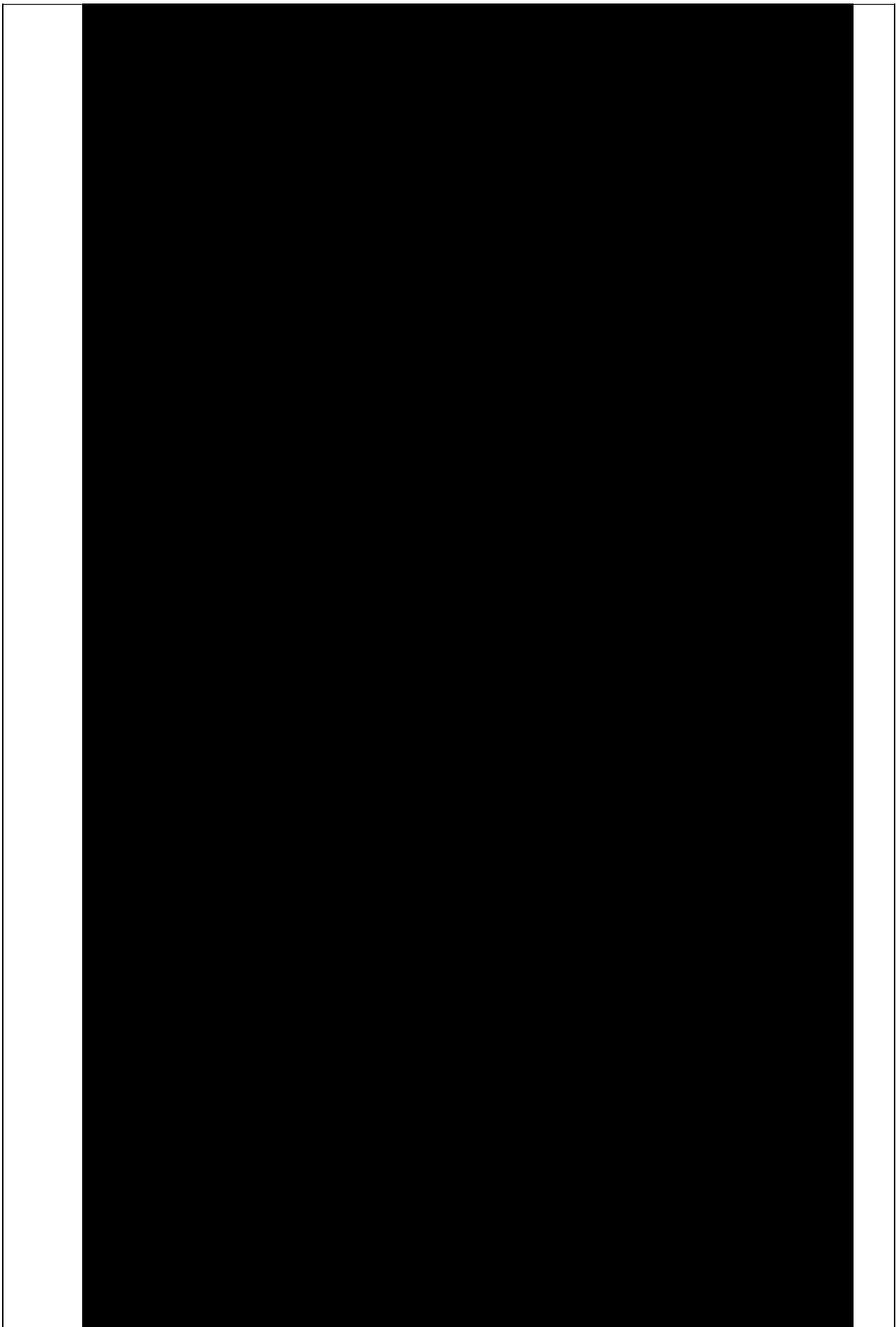




6.	How will you use feedback from people who use the Service and from other stakeholders to inform ongoing development of the service? Please give examples where	10% / 100 marks
----	---	-----------------------

you have done this before

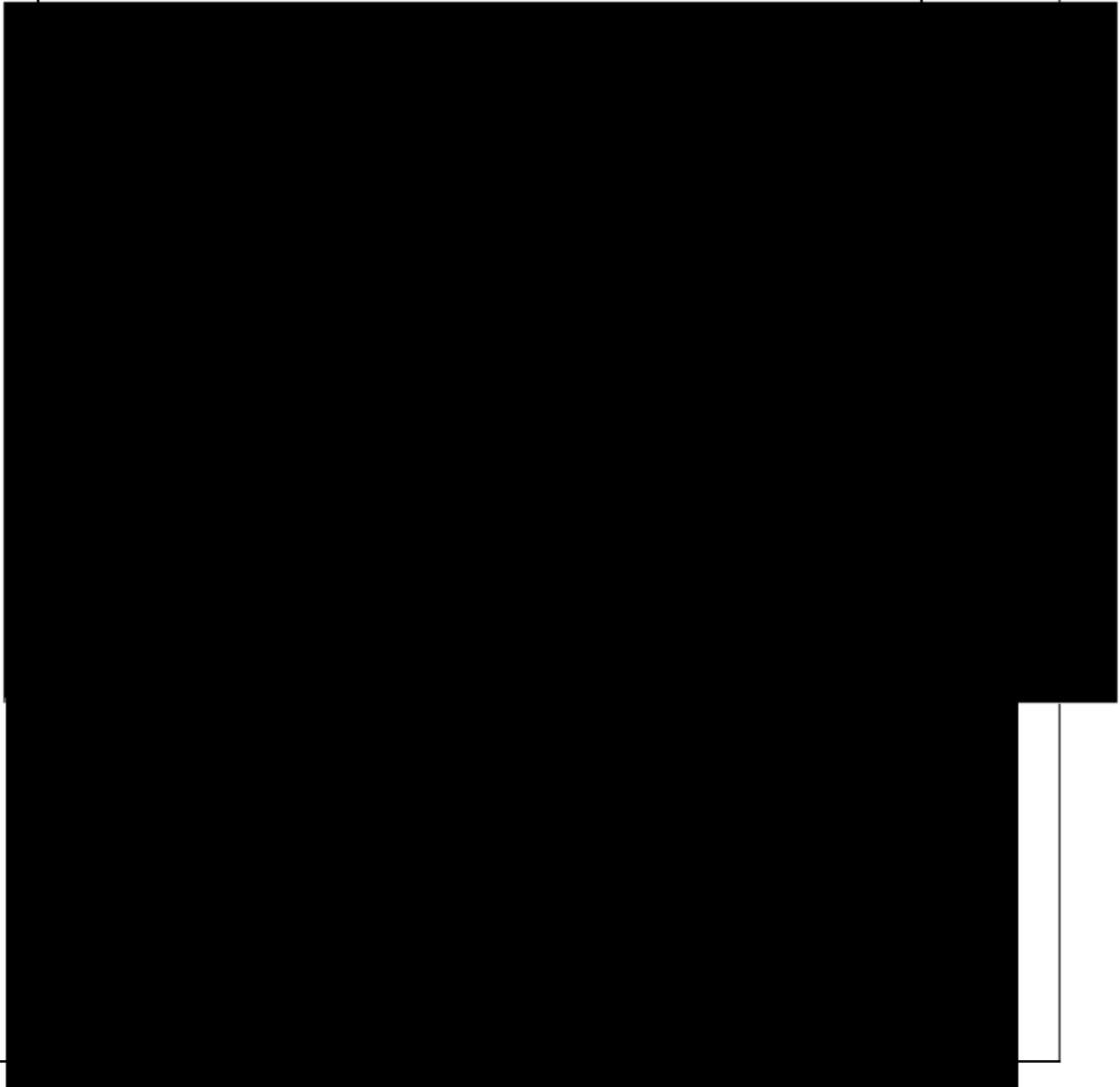


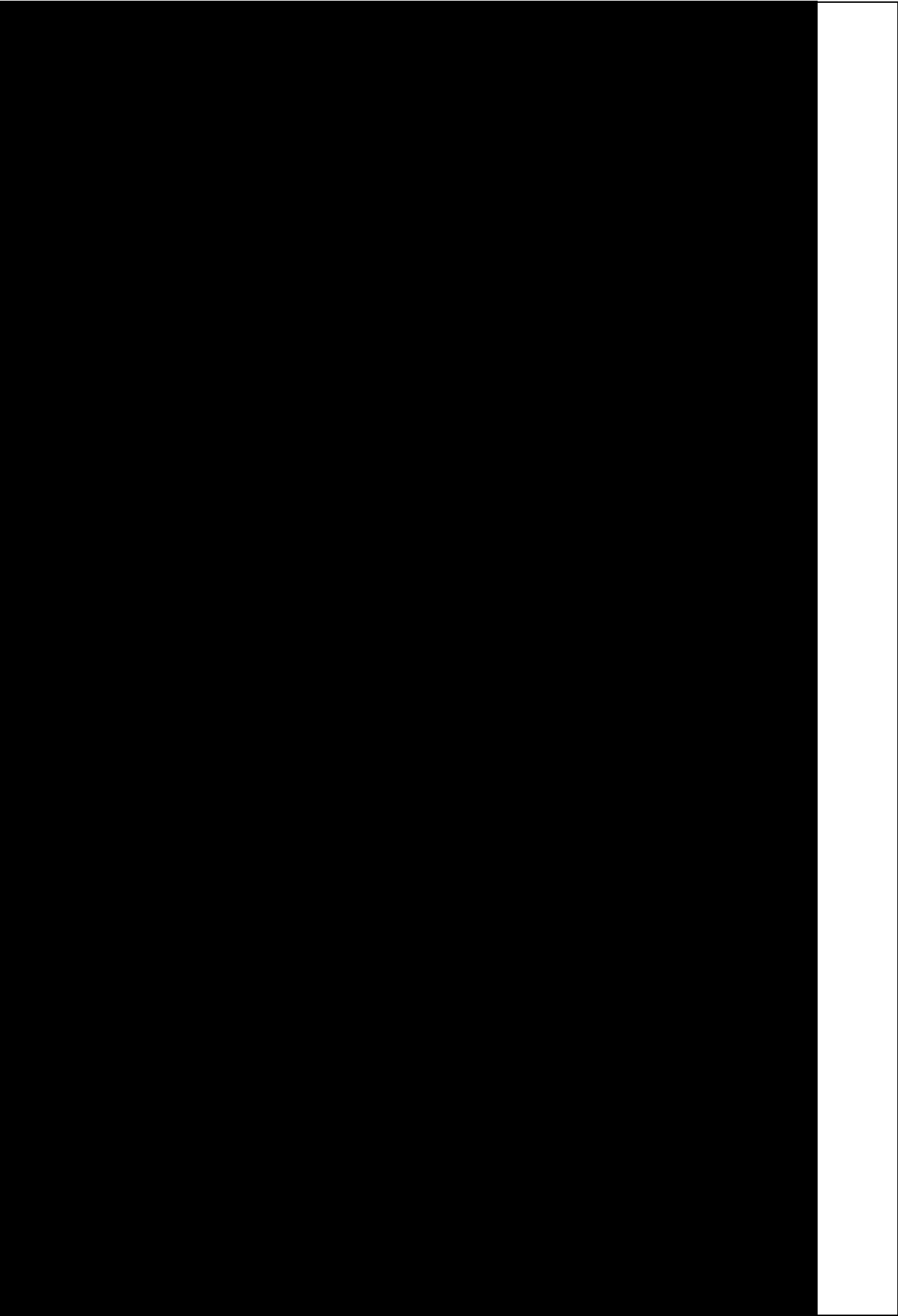


7.	<p>The successful tenderer will develop, with the Council, a methodology for evaluating the extent to which the outcomes set out in the Specification are being achieved. Please describe, with examples, any existing evaluation tools you use, or plan to use, to contribute to this. Tools may be established, validated evaluation tools or self-developed, but must be robust.</p>	5% / 50 marks

--	--	--

8.	Describe your approach to generating Social Value in accordance with section 3.2 of the Specification. Please provide examples of previous success or good practice to support your response	10% / 100 marks
----	---	-----------------









Connexus Housing Limited
The Gateway
The Auction Yard
Craven Arms
SY7 9BW

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND

13th March 2019

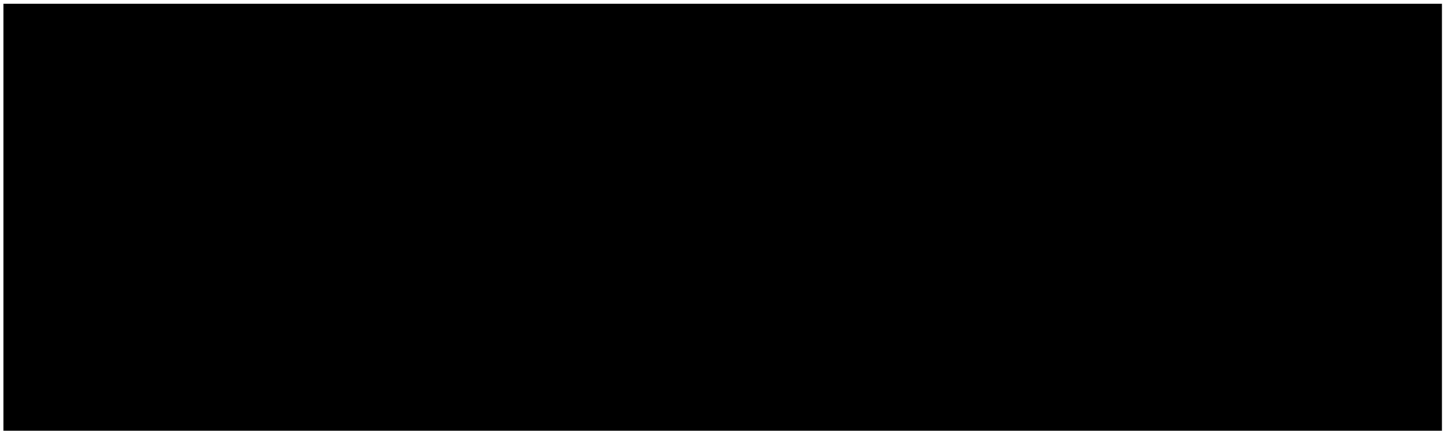
Email sent to: [REDACTED]

Dear Bidder

**AMCV 266 –LUDLOW SUPPORT HUB WITH ACCOMMODATION FOR 16-25 YEAR OLDS
SUBJECT TO CONTRACT**

This is an Award Decision Notice pursuant to The Public Contracts Regulations 2015 (the "Regulations").

We are pleased to inform you that, following the evaluation process, Shropshire Council proposes to accept your offer in relation to the above Contract.

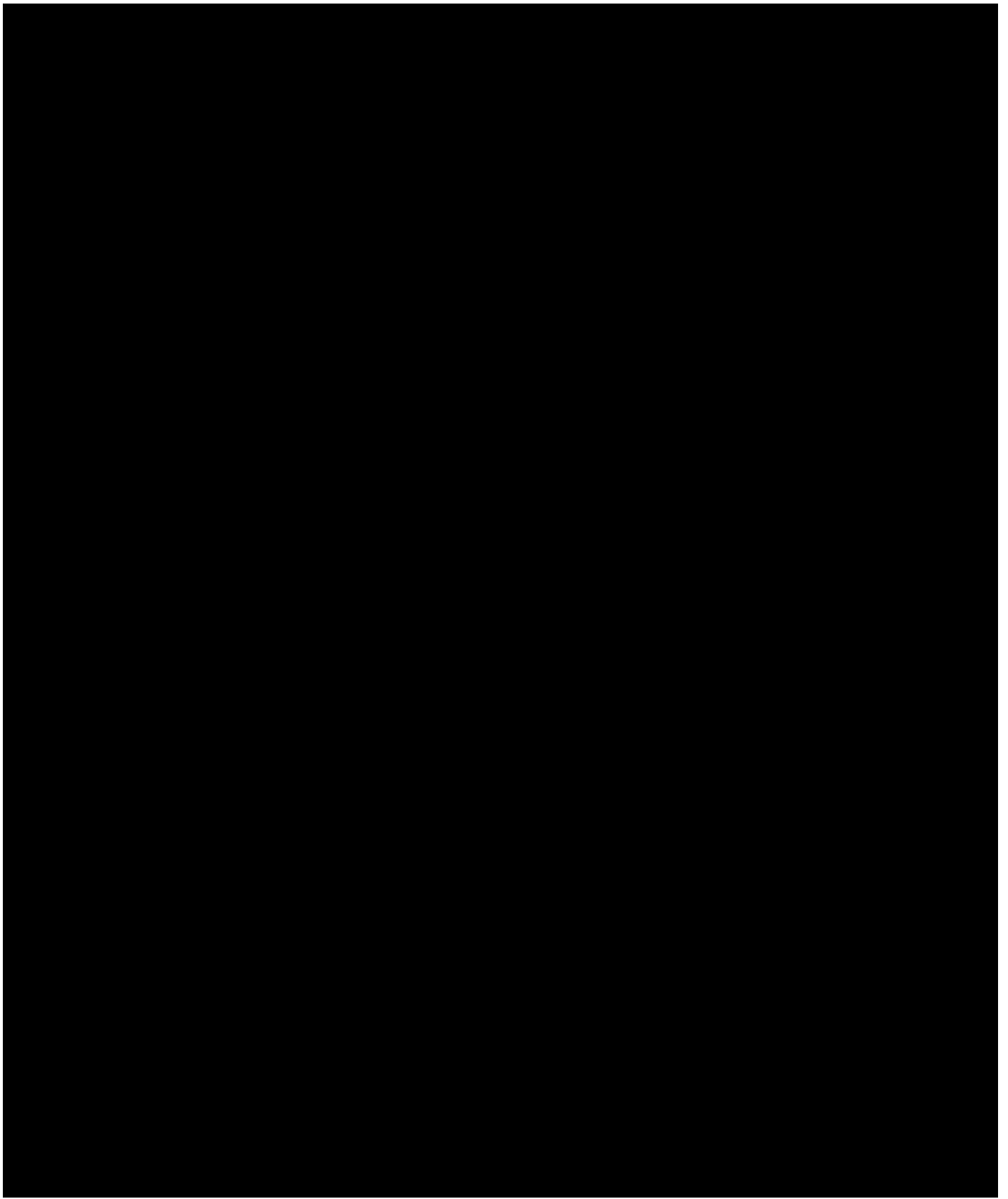


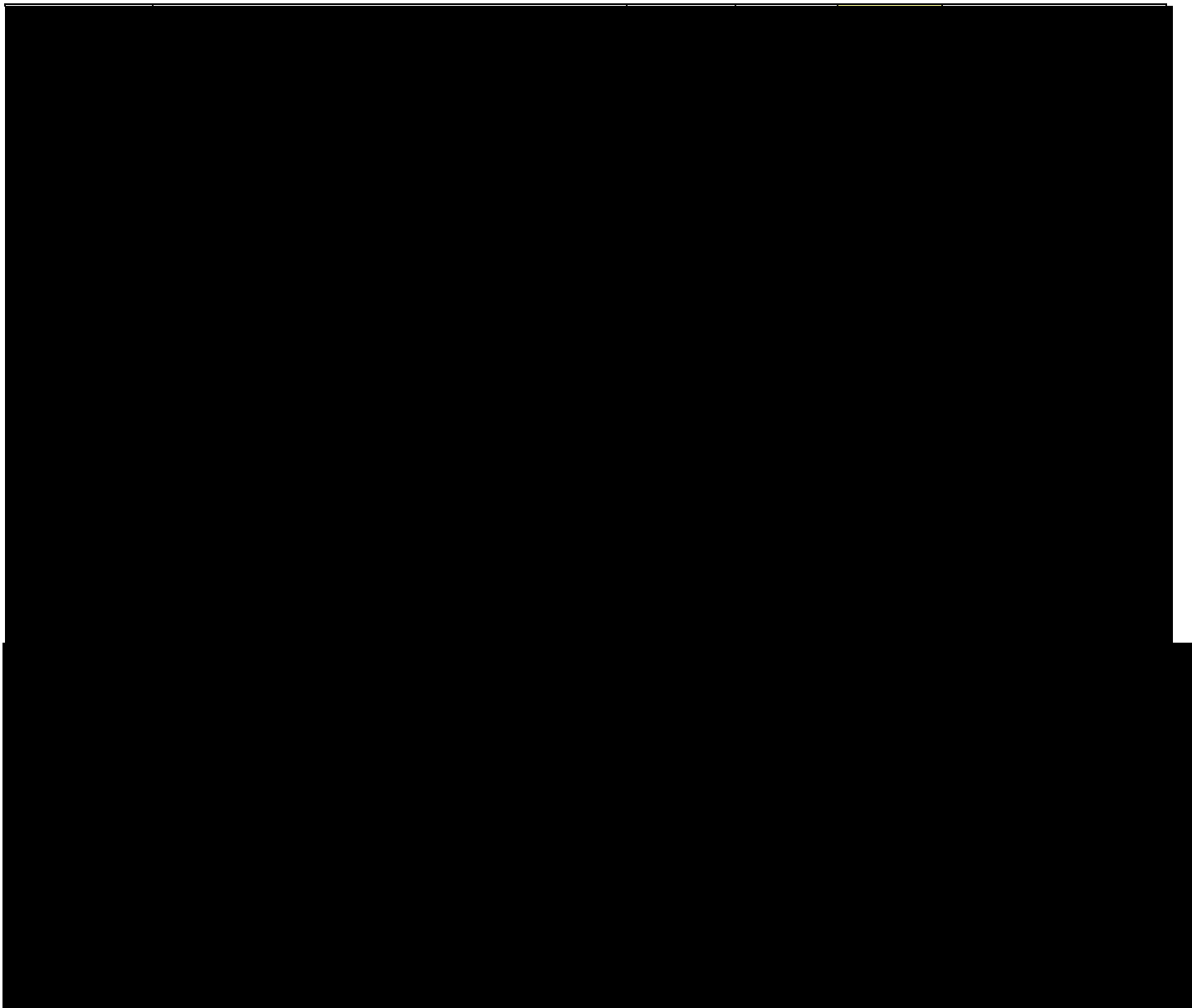
We confirm that your tender received the following scores and ranking:

Criteria	Your weighted score	Winning Tenderer weighted score	Your Rank
Quality	[REDACTED]	[REDACTED]	[REDACTED]
Overall	[REDACTED]	[REDACTED]	[REDACTED]

We confirm that your quality submission was scored against the published scoring scheme and the stated award criteria. It received the marks set out below:

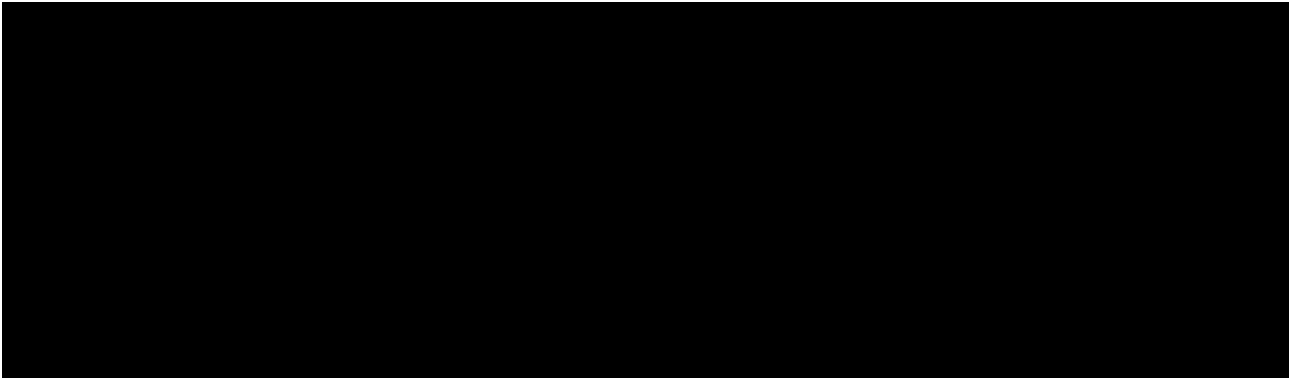






We will be in touch with you in due course.

Yours faithfully



Director of Adult Services
Shropshire Council

Housing Services Manager
Shropshire Council