

## UK-Shrewsbury: Banking services.

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#### Section I: Contracting Authority

##### I.1) Name, Addresses and Contact Point(s):

Shropshire Council

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

Tel. +44 1743252993, Fax. +44 1743253910, Email: [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

Contact: Procurement, Attn: [REDACTED]

Further information can be obtained at: As Above

Specifications and additional documents: As Above

Tenders or requests to participate must be sent to: As Above

##### I.2) Type of the contracting authority:

Regional or local authority

##### I.3) Main activity:

General Public Services

##### I.4) Contract award on behalf of other contracting authorities:

The contracting authority is purchasing on behalf of other contracting authorities: Yes

#### Section II: Object Of The Contract: SERVICES

##### II.1) Description

II.1.1) Title attributed to the contract by the contracting authority: UMC 010 - Banking Services

II.1.2) Type of contract and location of works, place of delivery or of performance: SERVICES

Service Category: 6

Region Codes: UKG22 - Shropshire CC

II.1.3) Information about a public contract, a framework or a dynamic purchasing system: Not Provided

##### II.1.5) Short description of the contract or purchase:

Banking services. The Council requires a money transmission banking service to include the maintenance of bank accounts, cash and cheque handling, BACS and CHAPS transaction processing and other services associated with local authority banking arrangements. An internet banking service for balance/transaction reporting and payment initiation will also be required.

The banking arrangements include the requirements for Shropshire and Wrekin Fire Authority.

The contract will be for an initial period of 5 years with the option to extend for a further 2 years. The contract will commence on 1 April 2016.

##### II.1.6) Common Procurement Vocabulary:

66110000 - Banking services.

II.1.7) Information about Government Procurement Agreement (GPA):

The contract is covered by the Government Procurement Agreement (GPA): No

II.1.8)Lots:

This contract is divided into lots: No

II.1.9)Information about variants:

Variants will be accepted: Yes

II.2)Quantity Or Scope Of The Contract

II.2.1)Total quantity or scope:

Not Provided

Estimated value excluding VAT: 420,000

Currency: GBP

II.2.2)Options: Not Provided

II.2.3)Information about renewals:

This contract is subject to renewal: Yes

II.3)Duration Of The Contract Or Time-Limit For Completion

Starting: 01/04/2016

Completion: 31/03/2021

Information About Lots

Section III: Legal, Economic, Financial And Technical Information

III.1)Conditions relating to the contract

III.1.1)Deposits and guarantees required:

see tender documentation

III.1.2)Main financing conditions and payment arrangements and/or reference to the relevant provisions

governing them:

see tender documentation

III.1.3)Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

Joint and severable liability

III.1.4)Other particular conditions:

The performance of the contract is subject to particular conditions:Yes

If Yes, description of particular conditions:

See tender documentation

III.2)Conditions For Participation

III.2.1)Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:

see tender documentation

III.2.2)Economic and financial capacity

Economic and financial capacity - means of proof required:

Information and formalities necessary for evaluating if requirements are met:  
see tender documentation

### III.2.3) Technical capacity

Technical capacity - means of proof required

Information and formalities necessary for evaluating if requirements are met:

See tender documentation and tenderers must provide full banking services (ie similar to the services being sought by the Council) to at least 3 other Local Authorities.

### III.2.4) Information about reserved contracts: Not Provided

### III.3) Conditions Specific To Service Contracts

#### III.3.1) Information about a particular profession:

Execution of the service is reserved to a particular profession: No

#### III.3.2) Staff responsible for the execution of the service:

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: Yes

## Section IV: Procedure

### IV.1) Type Of Procedure

IV.1.1) Type of procedure: Open

### IV.2) Award Criteria

#### IV.2.1) Award criteria:

The most economically advantageous tender in terms of

The criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

#### IV.2.2) Information about electronic auction:

An electronic auction will be used: No

### IV.3) Administrative Information

IV.3.1) File reference number attributed by the contracting authority: UMC 010

IV.3.2) Previous publication(s) concerning the same contract: Not Provided

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document:

Date: 14/08/2015

Time-limit for receipt of requests for documents or for accessing documents: 12:00

#### IV.3.4) Time-limit for receipt of tenders or requests to participate

Date: 17/08/2015

Time: 12:00

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up: English

IV.3.7) Minimum time frame during which the tenderer must maintain the tender Not Provided

IV.3.8) Conditions for opening tenders

Date: 17/08/2015

Time: 12:00

## Section VI: Complementary Information

VI.1) This Is A Recurrent Procurement: Yes

Estimated timing for further notices to be published: 2020

VI.2) Information about European Union funds:

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

VI.3) Additional Information: This contract will be awarded on the basis of the most economically advantageous tender.

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

<https://www.delta-esourcing.com/tenders/UK-UK-Shrewsbury:-Banking-services./J56TM8JD7K>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/J56TM8JD7KGO-2015716-PRO-6802400 TKR-2015716-PRO-6802399>

VI.4) Procedures For Appeal

VI.4.1) Body responsible for appeal procedures:

Shropshire Council

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

Tel. +44 1743252992, Email: [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

VI.4.2) Lodging of appeals: The contracting authority will incorporate a minimum 10 day calendar day standstill period at the point of information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Additional information should be requested from the contact in Section 1.1. If an appeal regarding the award of contract has not been successfully resolved the Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

VI.4.3) Service from which information about the lodging of appeals may be obtained:

Not Provided

VI.5) Date Of Dispatch Of This Notice: 16/07/2015

## ANNEX A

IV) Address of the other contracting authority on behalf of which the contracting authority is purchasing

Purchased on behalf of other contracting authority details:

1: Contracting Authority

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.

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

personal info

**Procurement & Contracts**

Shirehall, Abbey Foregate  
Shrewsbury, SY2 6ND



Date: 16 July 2015

Tel: (01743) 252993

Fax: (01743) 255901

Please ask for: [REDACTED]

Email: [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)

Dear Sirs

**UMC 010 – BANKING SERVICES  
SHROPSHIRE COUNCIL**

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

1. Tender Specification and Response Document (including. App 1-4) (for completion and return)
2. Appendix 5 - Pricing Schedule spreadsheet (for completion and return)
3. Instructions for Tendering (for completion and return)
4. General Terms and Conditions

Tenders should be made on the enclosed Tender Response Document and Pricing Schedule spreadsheet. Your Tender must be completed, signed and returned along with a signed copy of the instructions for tendering through our Delta Tenderbox. You are recommended to keep a copy of all tender documents and supporting documents for your own records.

Please pay particular attention to the points below concerning the returning of tenders.

Returning of Tenders

- The deadline for returning tenders is **noon on 17 August 2015** 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 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 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 **16 July 2015** 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 **10 August 2015**.

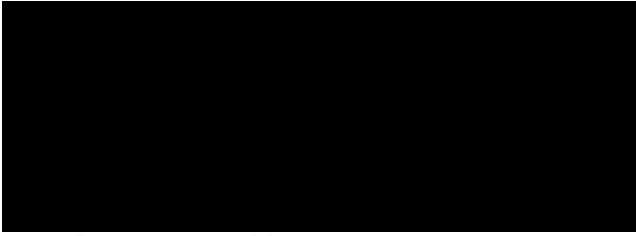
As part of its sustainability policy, Shropshire Council encourages tenderers to minimise packaging, particularly presentational or retail packaging.

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

If you have any queries relating to this invitation to tender, please contact me through at email: [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk).

Yours faithfully

personal info



Procurement Manager  
Procurement & Contracts  
Enc

# **SHROPSHIRE COUNCIL**

**GENERAL TERMS**

**AND**

**CONDITIONS**

**FOR**

**THE SUPPLY**

**OF**

**GOODS SERVICES AND WORKS**

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These General Terms and Conditions are incorporated in contracts **of all values and types** made between Shropshire Council and a Contractor for the supply of Goods and Services (as defined below).

Only those Terms and Conditions denoted with the suffix **"W"** (**Property Services contracts**) or **"Z"** (**Highways contracts**) will be incorporated into those agreements where a standard form contract is being used to provide Works (as defined below)

## 1. **DEFINITIONS**

1.1 In this document the following words shall have the following meanings:

<b>'Agreement'</b>	means the Agreement between the Council and the Contractor consisting of the Purchase Order or Form of Agreement, these General Terms and Conditions and any other documents (or parts thereof) specified in the Purchase Order or Form of Agreement.
<b>'Associated Person'</b>	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.
<b>'Bribery Act'</b>	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.
<b>"Council Data"</b>	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: (a) supplied to the Contractor by or on behalf of the Council; or which the Contractor is required to generate, process, store or transmit pursuant to this Agreement; or (b) any Personal Data for which the Council is the Data Controller;
<b>"Council Software"</b>	software which is owned by or licensed to the Council, including software which is or will be used by the Contractor for the purposes of providing the Services but excluding the Contractor Software;
<b>"Council System"</b>	the Council's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Council or the Contractor in connection with this Agreement which is owned by or licensed to the Council by a third party and which interfaces with the Contractor System or which is necessary for the Council to receive the Services;
<b>"Council Representative"</b>	the representative appointed by the Council
<b>"Council"</b>	means Shropshire Council
<b>"Commercially Sensitive Information"</b>	comprises the information of a commercially sensitive nature relating to the Contractor, its Intellectual Property Rights or its business which the Contractor has indicated to the Council in writing that, if disclosed by the Council, would cause the Contractor significant commercial disadvantage or material financial loss;
<b>"Confidential Information"</b>	any information, which has been designated as confidential by either Party in writing or that ought reasonably to be considered as confidential however it is conveyed, including information that relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of the Council or the Contractor, 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") ;
<b>"Contractor"</b>	means the person, firm or company or any other organisation specified in the Agreement contracting with the Council.
<b>"Contractor Equipment"</b>	the hardware, computer and telecoms devices and equipment supplied by the Contractor or its Sub contractors (but not hired, leased or loaned from the Council) for the provision of the Services;
<b>"Contractor Software"</b>	software which is proprietary to the Contractor, including software which is or will be used by the Contractor for the purposes of providing the Services;

<b>"Contractor System"</b>	the information and communications technology system used by the Contractor in performing the Services including the Software, the Contractor Equipment and related cabling (but excluding the Council System);
<b>"Contractor Personnel"</b>	all employees, agents, consultants and contractors of the Contractor and/or of any Sub-contractor;
<b>"Data Controller"</b>	shall have the same meaning as set out in the Data Protection Act 1998
<b>"Data Processor"</b>	shall have the same meaning as set out in the Data Protection Act 1998
<b>"Data Protection Legislation"</b>	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 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner;
<b>"Data Subject"</b>	shall have the same meaning as set out in the Data Protection Act 1998;
<b>"EIR"</b>	means the Environmental Information Regulations 2004 (as may be amended from time to time.)
<b>"Exempt Information"</b>	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)
<b>"FOIA"</b>	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
<b>"FOIA notice"</b>	means a decision notice, enforcement notice and/or an information notice issued by the Information Commissioner
<b>"Form of Agreement"</b>	means the contract document (other than a Purchase Order) to which these General Terms and Conditions are attached or referred to
<b>"Goods"</b>	means all goods specified in the Agreement.
<b>"Hazardous Goods"</b>	means any solid, liquid, or gas that can cause harm to humans and other living organisms due to being radioactive, flammable or explosive, irritating or damaging the skin or lungs, interfering with oxygen intake and absorption (asphyxiants), or causing allergic reactions (allergens).
<b>"Information"</b>	has the meaning given under section 84 of the Freedom of Information Act 2000;
<b>"Intellectual Property Rights"</b>	means all patents, registered and unregistered designs, copyright, trade marks, know-how and all other forms of intellectual property wherever in the world enforceable
<b>"Law"</b>	any applicable law, statute, bye-law, regulation, order, regulatory policy, guidance or industry code, rule of court or directives or requirements of any Regulatory Body, delegated or subordinate legislation or notice of any Regulatory Body;
<b>"Malicious Software"</b>	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
<b>"Packages"</b>	includes bags, cases, cylinders, drums, pallets and other containers

<b>"Personal Data"</b>	shall have the same meaning as set out in the Data Protection Act 1998;
<b>"Price"</b>	means the price of the Goods and/or charge for the Services or Works being provided by the Contractor
<b>'Prohibited Act'</b>	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.
<b>"Public body"</b>	as defined in the FOIA 2000
<b>'Purchase Order'</b>	means the Council's official order which encompasses orders written or electronically generated via any of the Council's ordering systems and to which these General Terms and Conditions are attached or referred to
<b>"Receiving Party"</b>	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
<b>'Regulated Activity'</b>	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.
<b>'Regulated Provider'</b>	as defined in section 6 of the Safeguarding Vulnerable Groups Act 2006
<b>"Regulatory Bodies"</b>	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;
<b>"Request for Information"</b>	means a written request for information pursuant to the FOIA as defined by Section 8 of the FOIA
<b>"Security Policy"</b>	the Council's security policy as updated from time to time;
<b>"Services"</b>	means any and all of the services to be provided by the Contractor under this Agreement including those set out in any schedules or service descriptions.
<b>'Software'</b>	Specially Written Software, Contractor Software and Third Party Software;
<b>'Specially Written Software'</b>	any software created by the Contractor (or by a third party on behalf of the Contractor) specifically for the purposes of this Agreement;
<b>'Sub-Contract'</b>	any contract or agreement, or proposed contract or agreement between the Contractor and any third party whereby that third party agrees to

	provide to the Contractor the Goods, Works or Services or any part thereof, or facilities or services necessary for the provision of the Goods, Works or Services or any part of the Goods, Works or Services, or necessary for the management, direction or control of the Goods, Works or Services or any part of thereof.
<b>'Sub-Contractor'</b>	the third parties that enter into a Sub-Contract with the Contractor.
<b>"Third Party Software"</b>	software which is proprietary to any third party which is or will be used by the Contractor for the purposes of providing the Services
<b>"Working Day"</b>	any day other than a Saturday, Sunday or public holiday in England and Wales.
<b>"Works"</b>	means all civil engineering and building works of whatever nature to be provided by the Contractor to the Council
<b>'Writing'</b>	includes facsimile transmission and electronic mail, providing that the electronic mail is acknowledged and confirmed as being received.

- 1.2 Clause and paragraph headings shall not affect the interpretation of these terms and conditions.
- 1.3 A person includes an individual, firm, company, corporation, unincorporated body of persons, or any state or any agency of any person.
- 1.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.5 A reference to a holding company or subsidiary means a holding company or subsidiary as defined in section 1159 of the Companies Act 2006.  
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.
- 1.6 Words in the singular shall include the plural and vice versa.
- 1.7 A reference to one gender shall include a reference to the other genders.
- 1.8 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.9 A reference to writing or written includes faxes but not e-mail, unless otherwise specifically agreed.
- 1.10 Any obligation in these terms and conditions on a person not to do something includes an obligation not to agree or allow that thing to be done.
- 1.11 References to clauses are to the clauses of these terms and conditions.
- 1.12 Where any statement is qualified by the expression so far as the Contractor is aware or to the Contractor'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.
- 1.13 Where there is any conflict or inconsistency between the provisions of these terms and conditions or any other document forming part of the agreement with the Council, such conflict or inconsistency shall be resolved in a manner at the Council's sole discretion.

## **2 GENERAL**

- 2.1 When requested, the Contractor shall specify the Goods, Services or Works to be provided at the price payable.
- 2.2 No variation of these General Terms and Conditions shall be binding unless agreed expressly in Writing by both the Council and the Contractor.

- 2.3 These General Terms and Conditions shall apply to the exclusion of any other terms or conditions submitted, proposed or stipulated by the Contractor, whether in Writing or orally, and any such other term or condition is hereby expressly excluded or waived.
- 2.4 The Contractor shall complete the Works or Services or supply the Goods within the agreed times but time shall not be of the essence in the performance of any services unless expressly stated in Writing by the Council.
- 2.5 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

### **3 SPECIFICATION AND QUALITY OF THE GOODS, SERVICES AND WORKS**

- 3.1 The quantity, quality and description of the Goods or Services shall comply in all respects with any quoted British Standards and the specification or illustration contained in any product pamphlet or other sales or marketing literature of the Contractor or drawings, samples and patterns specified in the Agreement or any modifications thereof that may be agreed by the Council in Writing.
- 3.2 All Goods will be of good construction, sound materials, and of adequate strength, shall be free of defects in design materials and workmanship, and shall comply with the requirements of the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982, as applicable to this Agreement and as amended by any related statutes, and any statutory re-enactment(s) or modification(s) thereof.

### **4 ALTERATIONS TO THE SPECIFICATION OF GOODS AND SERVICES**

- 4.1 The parties may at any time mutually agree upon and execute alterations in the scope of Goods, Works or Services to be provided under this Agreement
- 4.2 On receipt of a request from the Council for alterations the Contractor shall, within 5 working days or such other period as may be agreed between the parties, advise the Council by notice in Writing of the effect of such alterations, if any, on the price and any other terms already agreed between the parties
- 4.3 Where the Contractor gives written notice to the Council agreeing to perform any alterations on terms different to those already agreed between the parties, the Council shall, within 5 working days of receipt of such notice or such other period as may be agreed between the parties, advise the Contractor by notice in Writing whether or not it wishes the alterations to proceed thereafter the Contractor shall perform this Agreement upon the basis of such amended terms

### **5 PRICE AND PAYMENT**

- 5.1 The price for the supply of Goods and Services are as set out in the Agreement and the Contractor shall invoice the Council at the time the Goods are despatched or the Services are provided.
- 5.2 The Price, which shall include all charges for delivery to the Council, packaging, insurance and carriage, shall be exclusive of VAT and shall be a fixed price for the duration of the Agreement and shall not be varied without prior written consent of the Council.
- 5.3 The Council reserves the right to set off against the price of the Goods or Services any sums owed or becoming due to the Council from the Contractor.

- 5.4 Provided that a nominated employee or authorised signatory of the Council has signed for Goods or Services the Council will make payment to the Contractor by BACS (Bank Automated Clearing System) within 30 days following of receipt of the relevant undisputed invoice or acceptance of the relevant Goods or Services. No other method of payment shall be acceptable and the Contractor shall ensure that their bank account details are provided to the Council at least 30 days prior to payment becoming due to enable the payment to be made. The Council shall not be liable for any late payment charges where the Contractor fails to provide the Council with their correct bank account details in accordance with this clause.
- 5.5 If the Council fails to make any payment due to the Contractor under this agreement by the due date for payment, then the Council shall pay interest on the overdue amount at the rate of 4% per annum above Bank of England base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment.
- 5.6 VAT, where applicable, shall be shown separately on all invoices as a strictly net extra, the Invoice must comply with VAT rules and regulations. The correct Purchase Order number must be quoted on all invoices, and the Council will accept no liability whatsoever for invoices, delivery notes or other communications which do not bear such Purchase Order numbers.
- 5.7 The Council reserves the right to refuse payment of sums invoiced in excess of the prices stated in the Agreement.
- 5.8 Unless otherwise agreed in Writing by the Council the Contractor will pay any of its appointed sub-contractors within 30 days from receipt of an undisputed invoice.

## **6 DELIVERY**

- 6.1 The Agreement will specify the quantity of Goods and the nature of the Services required and the date or dates and place of delivery of the Goods or provision of the Service or Services. The Contractor shall provide such programmes of manufacture and delivery as the Council may require. Each delivery or consignment shall have a packing note quoting the reference number of the Purchase Order (where applicable) prominently displayed, and the Council may reject quantities delivered in excess of those stated on the Agreement.
- 6.2 If Goods are in any respect incorrectly delivered the Contractor shall immediately affect correct delivery and shall be responsible for any additional costs or expenses incurred by both parties in so doing.
- 6.3 If Services are provided by the Contractor otherwise than in accordance with the terms of the Agreement, the Contractor shall immediately affect correct provision of the Services and shall be responsible for any additional costs or expenses incurred by the Council or the Contractor in so doing.
- 6.4 The Council may reject any Goods which are not in accordance with the Agreement and the Council shall not be treated as having accepted any Goods until the Council has had a reasonable time to inspect them following delivery or, if later, within a reasonable time after a latent defect in the Goods has become apparent.
- 6.5 The Contractor shall comply with all applicable regulations or other legal requirements as regards the manufacture, packaging, labelling, and delivery of the Goods. The Contractor shall deliver the Goods properly and securely packed and supply the Services during the Council's usual business hours (8:45 to 17:00 Monday to Thursday and 8:45 to 16:00 Friday) or in accordance with the instructions shown on the Agreement.

- 6.6 Where Goods are delivered by road vehicle, available empty Packages may be returned by the same vehicle.
- 6.7 Where the Council has an option to return Packages and does so, the Council will return such Packages empty and in good order and condition (consigned 'carriage paid' unless otherwise agreed) to the Contractor's supplying works or depot indicated by the Contractor, and will advise the Contractor of the date of despatch.
- 6.8 Packages and containers of all kinds are supplied free by the Contractor and are non-returnable unless otherwise clearly stated, in the first instance, on quotations and subsequently on all Packages, advice notes and delivery notes.

## **7. LOSS OR DAMAGE IN TRANSIT**

- 7.1 The Contractor shall promptly make good, free of charge to the Council, any loss in transit of the Goods if notified within 21 days of delivery or any damage to or defect in the Goods if notified within 10 days of delivery.

## **8. INSPECTION**

- 8.1 The Contractor shall be responsible for the inspection and testing of the Goods and shall ensure that they comply with the Agreement prior to delivery to the Council. The Council shall have the right to inspect the Goods at the Contractor's works and those of its Sub-Contractors at all reasonable times and to reject any part thereof that does not comply with the terms of the Agreement.
- 8.2 The Contractor shall ensure that rights of access, inspection and rejection at premises of any sub-Contractor of the Contractor are given to the Council in sub-agreements between the Contractor and the Contractor's Sub-Contractors. Any inspection, checking, approval or acceptance given on behalf of the Council shall not relieve the Contractor or its Sub-Contractors from any obligations or liabilities set forth in this Agreement.

## **9. REJECTION**

- 9.1 The Council shall have the right to reject any Goods or Services which do not comply with the Agreement, and are, without limitation, not of a stipulated quality or quantity or measurement, unfit for the purpose for which they are required or non-compliant with a description or specification or sample, and the Council may return such rejected Goods to the Contractor at the Contractor's cost and expense.
- 9.2 If the Contractor is unable to supply acceptable replacement Goods or Services within the time specified in the Agreement, or within any extension of such time as the Council may grant, the Council will be entitled to purchase elsewhere other Goods or Services, as near as is practicable to the same Agreement specifications as circumstances shall permit, but without prejudice to any other right which the Council may have against the Contractor including, but not limited to, payment by the Contractor of any excess costs incurred by the Council in doing so.
- 9.3 The making of such payment shall not prejudice the Council's right of rejection and the Contractor shall immediately reimburse the Council with an amount equal to that paid by the Council in respect of the Goods or Services and any applicable taxes. Before exercising the said right elsewhere the Council shall give the Contractor reasonable opportunity to replace rejected Goods or Services with Goods or Services that conform to the Agreement.
- 9.4 The Council is under no obligation to test or inspect the Goods before or on delivery.

## **10 TITLE - PASSING PROPERTY**



- 10.1 Property and risk in the Goods will remain with the Contractor until the Goods are delivered to the place specified in the Agreement and a nominated employee of the Council has signed a delivery note for them, whereupon title will pass to the Council, without any limitation, constraint or encumbrance.
- 10.2 If payment for the Goods is made prior to delivery, property in the Goods shall pass to the Council once payment has been made and the Goods have been unconditionally appropriated by the Council.
- 10.3 In these circumstances the Contractor will set aside the Goods and store them separately from similar Goods held at the Contractor's premises specified in the Agreement and ensure that they are securely, clearly and visibly marked with the wording "Property of Shropshire Council" so as to identify those Goods as having been unconditionally appropriated by the Council to whose order they are held
- 10.4 The Contractor will allow a named representative of the Council reasonable accompanied access to its premises specified in the Agreement to verify compliance with clause 10.3 herein and will immediately rectify any non-compliance as identified by the Council's named representative
- 10.5 The Contractor will indemnify the Council for any loss of or damage to the Goods until delivered on-site.
- 10.6 Without prejudice to this indemnity the Contractor will have appropriate and adequate insurance cover against any such loss or damage with a reputable insurer from the time that title in the materials or Goods passes to the Council until they are delivered on-site and the Contractor shall provide the Council with certified copies of the relevant policy upon request.
- 10.7 The Contractor agrees that the Council has the right to enter the Contractor's premises specified in the Agreement where Goods are being held in order to recover the said materials or Goods in the event of the Contractor's insolvency

## **11 THE COUNCIL'S OBLIGATIONS**

- 11.1 To enable the Contractor to perform its obligations under this Agreement the Council shall:
  - a) co-operate with the Contractor;
  - b) provide the Contractor with any information reasonably required by the Contractor;
  - c) obtain all necessary permissions and consents which may be required before the commencement of the Services or the supply of Goods; and
  - d) comply with such other requirements as may be otherwise agreed between the parties.
- 11.2 Without prejudice to any other rights to which the Contractor may be entitled, in the event that the Council unlawfully terminates or cancels the Goods or Services agreed to in the Agreement the Council shall be required to pay to the Contractor as agreed damages and not as a penalty the full amount of any third party costs to which the Contractor has reasonably committed and in respect of cancellations on less than five working days' written notice the full amount of the Goods and Services.

## **12. WARRANTIES**

- 12.1 The Contractor warrants that as from the date of delivery for a minimum period of 12 months the Goods and all their component parts, where applicable, are free from any defects in design, workmanship, construction or materials. Where certain Goods carry warranties for longer periods the Contractor will notify the Council of these from time to time as appropriate.

12.2 The Contractor warrants that the Services performed under this Agreement shall be performed using reasonable skill and care, and of a quality conforming to generally accepted industry standards and practices.

### **13 INDEMNIFICATION**

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

13.2 The Contractor shall indemnify the Council against all reasonable damage, liability, costs, claims, actions and proceedings arising out of the performance, defective performance or otherwise of this Agreement by the Contractor, its employees, servants or agents

### **14 TERMINATION AND CANCELLATION**

14.1 The Council upon giving the Contractor notice in Writing may cancel any Agreement at any time. A fair and reasonable price will be paid for all work in progress at the time of the cancellation, providing all such work is delivered to, and/or performed for the Council and is accepted as described in Clauses 6 to 9 herein. The Council's liability is strictly limited to work in progress and no further loss or liability will accrue.

14.2 Either party may terminate this Agreement forthwith by notice in Writing to the other if:

a). 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.

b). the other party commits a material breach of this Agreement which cannot be remedied under any circumstances;

c). 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;

d). the other party ceases to carry on its business or substantially the whole of its business;  
or

e). 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.

### **15 PREVENTION OF BRIBERY (W) (Z)**

15.1 The Contractor:

a) shall not, and shall procure that all Contractor 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.

15.2 The Contractor 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 Contractor 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 Contractor) the Contractor's compliance with this clause 15 and provide such supporting evidence of compliance with this clause 15 by the Contractor as the Council may reasonably request.

15.3 If any breach of clause 15.1 is suspected or known, the Contractor must notify the Council immediately.

15.4 If the Contractor notifies the Council that it suspects or knows that there may be a breach of clause 15.1, the Contractor 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.

15.5 The Council may terminate this Agreement by written notice with immediate effect, and recover from the Contractor the amount of any loss directly resulting from the cancellation, if the Contractor or Contractor Personnel (in all cases whether or not acting with the Contractor's knowledge) breaches clause 15.1. At the Council's absolute discretion, in determining whether to exercise the right of termination under this clause 15.5, the Council shall give consideration, where appropriate, to action other than termination of this Agreement unless the Prohibited Act is committed by the Contractor or a senior officer of the Contractor or by an employee, Sub-Contractor or supplier not acting independently of the Contractor. The expression "not acting independently of" (when used in relation to the Contractor or a Sub-Contractor) means and shall be construed as acting:

a) with the authority; or,

b) with the actual knowledge;

of any one or more of the directors of the Contractor or the Sub-Contractor (as the case may be); or

c) in circumstances where any one or more of the directors of the Contractor ought reasonably to have had knowledge.

15.6 Any notice of termination under clause 15.5 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.

15.7 Despite clause 42 (Disputes), any dispute relating to:

a) the interpretation of clause 15; 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.

15.8 Any termination under clause 15.5 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Council.

## **16 INTELLECTUAL PROPERTY RIGHTS**

16.1 Any specification, drawing, sample and pattern supplied by the Council to the Contractor, or specifically produced by the Contractor for the Council in connection with this Agreement, together with the copyright, design rights or any other intellectual property rights thereto shall be the exclusive property of the Council. On payment of the price and for no further consideration the Contractor assigns to the Council with full title guarantee all such copyright, design and other intellectual property rights.

16.2 The Contractor shall not disclose to any third party (except sub-contractors accepting a like obligation of secrecy, and then only to the extent necessary for the performance of the sub-agreement) or provide any such specification, drawing, sample or pattern to any third

party or use the same except to the extent that it is or becomes public knowledge through no fault of the Contractor, or as is required for the purposes of the Agreement.

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

## **17 INDEPENDENT CONTRACTORS**

17.1 The Contractor and the Council are independent of each other, and neither has the authority to bind the other to any third party or act in any way as the representative of the other, unless otherwise expressly agreed to in Writing by both parties.

## **18 SEVERABILITY**

18.1 If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed and the remainder of the provisions herein shall continue in full force and effect as if this Agreement had been agreed with the invalid illegal or unenforceable provision eliminated.

## **19 ASSIGNMENT, TRANSFER AND SUB-CONTRACTING**

19.1 The Council may, subject to clause 19.2:  
(a) assign any of its rights under the Agreement; or  
(b) transfer all of its rights or obligations by novation, to another person.

19.2 The consent of the Contractor is required for an assignment or transfer by the Council unless:  
(a) the assignment or transfer is to an Associated Person of the Council; or  
(b) either the Council or the Contractor have committed a breach of this Agreement which gives the other party the right under the terms of this Agreement to terminate the Agreement. Any such consent must not be unreasonably withheld or delayed and if not expressly refused within five Working Days shall be deemed given.

19.3 The Contractor may not assign any of its rights, or transfer any of its rights or obligations under the Agreement.

19.4 The Contractor 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 his own employees and using his own equipment.

19.5 In the event that the Council has consented to the placing of sub-contracts, copies of each sub-contract and order shall be sent by the Contractor to the Council immediately it is issued.

19.6 Notwithstanding the Contractor's right to sub-contract pursuant to this clause 19, the Contractor 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. An obligation on the Contractor to do, or to refrain from doing, any act or thing shall include an obligation upon the Contractor to procure that its employees, staff, agents and Sub-contractors' employees, staff and agents also do, or refrain from doing, such act or thing.

## **20 WAIVER**

20.1 The failure by either party to enforce at any time or for any period any one or more of these General 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.

## **21 HAZARDOUS GOODS**

- 21.1 Hazardous Goods must be marked by the Contractor with International Danger Symbol(s) and display the name of the material in English. Transport and other documents must include declaration of the hazard and name of the material in English. Goods must be accompanied by emergency information in English in the form of written instructions, labels or markings. The Contractor shall observe the requirements of UK and international laws, regulations and agreements relating to the packing, labelling and carriage of hazardous Goods.
- 21.2 All information known, held by, or reasonably available to, the Contractor regarding any potential hazards known or believed to exist in transport, handling or use of the Goods supplied shall be promptly communicated to the Council.

## **22 NOTICES**

- 22.1 Unless otherwise communicated to the party in Writing any notice to be given by either party to the other may be served by email, fax, personal service or by post to the address of the other party that is the registered office or main place of business of the Contractor or if the Council, the Shirehall, Abbey Foregate, Shrewsbury. SY2 6ND
- 22.2 A Notice sent by email shall be deemed to be received providing receipt is acknowledged and confirmed, Notice sent by fax shall be deemed to be served on receipt of an error free transmission report, 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

## **23 CONFIDENTIALITY (W) (Z)**

- 23.1 All plans, drawings, designs or specifications supplied by the Council to the Contractor shall remain the exclusive property of, and shall be returned to the Council on completion of the Agreement and shall not be copied, and no information relating to the Goods or the Services shall be disclosed to any third party, except as required for the purpose of this Agreement.
- 23.2 No photographs of any of the Council's equipment, installations or property shall be taken without the Council's prior consent in Writing. The Contractor shall keep secret and shall not divulge to any third party (except sub-contractors accepting a like obligation of secrecy, and then only to the extent necessary for the performance of the sub-agreement) all information given by the Council in connection with the Agreement or which becomes known to the Contractor through his performance of the Agreement or use the same other than for the purpose of executing the Agreement.
- 23.3 The Contractor shall not mention the Council's name in connection with the Agreement or disclose the existence of the Agreement in any publicity material or other similar communication to third parties without the Council's prior consent in Writing.
- 23.4 The Contractor will keep confidential any information it becomes aware of by reason of the operation of this Agreement.
- 23.5 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Agreement, each party shall:
- 23.5.1 treat the other party's Confidential Information as confidential; and
  - 23.5.2 not disclose the other party's Confidential Information to any other person without the owner's prior written consent
- 23.6 Clause 23.5 shall not apply to the extent that:

- 23.6.1 such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the Audit Commission Act 1998 or under the FOIA or the Environmental Information Regulations pursuant to the above clause regarding Freedom of Information;
  - 23.6.2 such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
  - 23.6.3 such information was obtained from a third party without obligation of confidentiality;
  - 23.6.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of this Agreement; or
  - 23.6.5 it is independently developed without access to the other party's Confidential Information.
- 23.7 The Contractor may only disclose the Council's Confidential Information to the Contractor Personnel who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Contractor Personnel are aware of and shall comply with these obligations as to confidentiality.
- 23.8 The Contractor shall not, and shall procure that the Contractor Personnel do not, use any of the Council's Confidential Information received otherwise than for the purposes of this Agreement
- 23.9 Nothing in this Agreement shall prevent the Council from disclosing the Contractor's Confidential Information:
- 23.9.1 to any consultant, contractor or other person engaged by the Council;
  - 23.9.2 for the purpose of the examination and certification of the Council's accounts or any other form of audit of the Council;
- 23.10 The Council shall use all reasonable endeavours to ensure that any government department, employee, third party or Sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to this Agreement is made aware of the Council's obligations of confidentiality.
- 23.11 Nothing in this clause shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Agreement in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of Intellectual Property Rights.
- 23.12 The provisions of this Clause shall survive the expiration or termination of this Agreement.

### **23A AGREEMENT STATUS AND TRANSPARENCY (W) (Z)**

- 23A.1 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 Contractor (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.
- 23A.2 Notwithstanding any other term of this Agreement, the Contractor 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.
- 23A.3 The Council may consult with the Contractor to inform its decision regarding any exemptions but the Council shall have the final decision in its absolute discretion.
- 23A.4 The Contractor shall assist and cooperate with the Council to enable the Council to publish this Agreement and the Tender Submission.

## 24 **COUNCIL DATA**

- 24.1 The Contractor shall not delete or remove any copyright or proprietary notices contained within or relating to the Council Data.
- 24.2 The Contractor shall not store, copy, disclose, or use the Council Data except as necessary for the performance by the Contractor of its obligations under this Agreement or as otherwise expressly authorised in writing by the Council and in particular the Contractor shall not store any Council Data, which the Council has notified the Contractor requires storage in an encrypted format, on any portable device or media unless that device is encrypted.
- 24.3 To the extent that Council Data is held and/or processed by the Contractor, the Contractor 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.
- 24.4 The Contractor 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.
- 24.5 The Contractor shall ensure that any system on which the Contractor holds any Council Data, including back-up data, is a secure system that complies with the Security Policy to include, but not limited to, the following requirements in the Security Policy:
- 24.5.1 Access to the system is restricted to Contractor Personnel with a legitimate need to access the Council Data; and
  - 24.5.2 The system is kept up to date with the latest versions of operating system and anti-virus updates; and
  - 24.5.3 Transfer of data to and from the system is conducted in a secure manner.
- 24.6 If the Council Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Council may:
- 24.6.1 require the Contractor (at the Contractor's expense) to restore or procure the restoration of Council Data as soon as practicable; and/or
  - 24.6.2 itself restore or procure the restoration of Council Data, and shall be repaid by the Contractor any reasonable expenses incurred in doing so including the restoration of the Council Data.
- 24.7 If at any time the Contractor 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 Contractor shall notify the Council via the Council's ICT Helpdesk immediately and inform the Council of the remedial action the Contractor proposes to take.
- 24.8 The Contractor 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.
- 24.9 Any cost arising out of the actions of the parties taken in compliance with the provisions of sub-clause .8 above shall be borne by the parties as follows:
- 24.9.1 by the Contractor where the Malicious Software originates from the Contractor Software, the Third Party Software or the Council Data (whilst the Council Data was under the control of the Contractor); and

24.9.2 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).

## **25 PROTECTION OF PERSONAL DATA**

25.1 With respect to the parties' rights and obligations under this Agreement, the parties agree that the Council is the Data Controller and that the Contractor is the Data Processor.

25.2 The Contractor shall:

25.2.1 Process the Personal Data only in accordance with instructions from the Council (which may be specific instructions or instructions of a general nature as set out in this Agreement or as otherwise notified by the Council to the Contractor during the term of this Agreement);

25.2.2 Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by Law or any Regulatory Body;

25.2.3 implement appropriate technical and organisational measures, including but not limited to ensuring that Personal Data is not stored on any portable equipment or storage device or media unless encrypted, to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

25.2.4 take reasonable steps to ensure the reliability of any Contractor Personnel who have access to the Personal Data;

25.2.5 obtain prior written consent from the Council in order to transfer the Personal Data to any Sub-contractors or Affiliates for the provision of the Services;

25.2.6 ensure that all Contractor Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Protection of Personal Data clause ;

25.2.7 ensure that no Contractor Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Council;

25.2.8 notify the Council (within five Working Days) if it receives:

- a) a request from a Data Subject to have access to that person's Personal Data; or
- b) a complaint or request relating to the Council's obligations under the Data Protection Legislation;

25.2.9 provide the Council with full cooperation and assistance in relation to any complaint or request made, including by:

- a) providing the Council with full details of the complaint or request;
- b) complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Council's instructions;
- c) providing the Council with any Personal Data it holds in relation to a Data Subject (within the timescales required by the Council); and
- d) providing the Council with any information requested by the Council;

25.2.10 permit the Council or the Council Representative (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with the Audit clause, the Contractor's data Processing activities (and/or those of its agents,



subsidiaries and Sub-contractors) and comply with all reasonable requests or directions by the Council to enable the Council to verify and/or procure that the Contractor is in full compliance with its obligations under this Agreement;

25.2.11 provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by the Council); and

25.2.12 not process Personal Data outside the United Kingdom without the prior written consent of the Council and, where the Council consents to a transfer, to comply with:

- a) the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
- b) any reasonable instructions notified to it by the Council

25.2.13 The Contractor shall comply at all times with the Data Protection Legislation and shall not perform its obligations under this Agreement in such a way as to cause the Council to breach any of its applicable obligations under the Data Protection Legislation.

25.2.14 The Contractor 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.

## **26 COUNCIL DATA AND PERSONAL INFORMATION AUDITS**

26.1 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:

26.1.1 to review the integrity, confidentiality and security of the Council Data;

26.1.2 to review the Contractor's compliance with the Data Protection Act 1998, 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;

26.2 The Council shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Contractor or delay the provision of the Services.

26.3 Subject to the Council's obligations of confidentiality, the Contractor 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:

26.3.1 all information requested by the Council within the permitted scope of the audit;

26.3.2 reasonable access to any Sites controlled by the Contractor and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services;

26.3.3 access to Contractor Personnel

26.4 The Contractor shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Contractor's performance of the Services.

26.5 The Council shall endeavour to (but is not obliged to) provide at least 5 Working Days notice of its intention to conduct an audit.

26.6 The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause.

26.7 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.

## **27. PUBLIC INTEREST DISCLOSURE ('WHISTLE BLOWING') (W)\_Z**

27.1 The Contractor 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

## **28 INSURANCE**

28.1 The Contractor 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 risks which may be incurred by the Contractor, arising out of the Contractor'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 of £5,000,000 (FIVE MILLION POUNDS) cover. In respect of death or personal injury due to negligence will be unlimited.

28.2 If appropriate and requested in Writing, the Contractor may also be required to provide Product Liability insurance of at least £2,000,000 (TWO MILLION POUNDS) cover for any one claim.

28.3 Where the Contractor is providing Services of a professional nature, or the Council otherwise specifies that professional indemnity insurance is required, the Contractor shall hold and maintain professional indemnity insurance cover and shall ensure that all professional consultants or Sub-Contractors involved in the provision of the Services hold and maintain appropriate cover. To comply with its obligations under this clause, and as a minimum, the Contractor shall ensure professional indemnity insurance held by the Contractor and by any agent, Sub-Contractor or consultant involved in the performance of Services has a limit of indemnity of not less than £2,000,000 (TWO MILLION POUNDS) for any occurrences arising out of each and every event. Such insurance shall be maintained for a minimum of six years following the expiration or earlier termination of the agreement.

28.4 The Contractor warrants that it has complied with this clause 28 and shall provide the Council with certified copies of the relevant policies upon request together with receipts or other evidence of payment of the latest premiums due under those policies.

28.5 If, for whatever reason, the Contractor] fails to give effect to and maintain the insurances required by the agreement the Council may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

## **29. EQUALITIES (W) (Z)**

29.1 The Contractor and any Sub-Contractor employed by the Contractor 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 in the supply and provision of Goods, Services or Works under this Agreement, or in its employment practices.

29.2 Without prejudice to the generality of the foregoing, the Contractor and any Sub-Contractor employed by the Contractor shall not unlawfully discriminate within the meaning and scope of the Equalities Act 2010 or other relevant legislation, or any statutory modification or re-enactment thereof.

29.3 In addition, the Contractor and any Sub-Contractor employed by the Contractor 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 .

29.4 The Contractor and any Sub-Contractor employed by the Contractor will take all reasonable steps to observe as far as possible the Codes of Practice produced by the Equalities and Human Rights Commission, which give practical guidance to employers on the elimination of discrimination.

29.5 In the event of any finding of unlawful discrimination being made against the Contractor or any Sub-Contractor employed by the Contractor during the contract period, by any court or employment tribunal, or any adverse finding or formal investigation by the Equalities and Human Rights Commission over the same period, the Contractor shall inform the Council of this finding and shall take appropriate steps to prevent repetition of the unlawful discrimination.

29.6 The Contractor and any Sub-Contractor employed by the Contractor 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 Contractor's compliance with the above conditions.

### **30 HUMAN RIGHTS (W) (Z)**

30.1 The Contractor shall where appropriate take account of the Human Rights Act 1998 and shall not do anything in breach of it.

### **31 HEALTH AND SAFETY AT WORK (Z)**

31.1 The Contractor will at all times in providing Goods, Services or Works 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.

### **32 FREEDOM OF INFORMATION ACT 2000 (FOIA) AND ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) (W) (Z)**

32.1 The Contractor 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.

32.2 The Contractor shall notify the Council of any Commercially Sensitive Information provided to the Council together with details of the reasons for its sensitivity and the Contractor 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.

32.3 The Contractor shall and shall procure that its Sub-contractors shall:  
32.3.1 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;  
32.3.2 provide the Council, at the Contractor'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  
32.3.3 provide, at the Contractor'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.

32.4 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 Contractor prior to making any decision or considering any exemption.
- 32.5 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Council.
- 32.6 The Contractor acknowledges that (notwithstanding the provisions of this Freedom of Information clause) the Council may, acting in accordance with the Ministry of Justice's 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 Contractor or the Services:
- 32.6.1 in certain circumstances without consulting the Contractor; or
- 32.6.2 following consultation with the Contractor and having taken their views into account;
- provided always that where sub-clause 32.6.1 above applies the Council shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.
- 32.7 The Contractor 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.
- 32.8 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.
- 32.9 Where the Contractor is a Public Body the parties acknowledges that such obligations and duties of the Council as set out above are reciprocal to the Contractor. The Council and the Contractor acknowledge and agree that:
- 32.9.1 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;
- 32.9.2 they are required by law to consider each and every Request for Information made under FOIA;
- 32.9.3 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.
- 32.9.4 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.
- 32.9.5 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
- 32.9.6 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.

32.9.7 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.

### **33 SAFEGUARDING(W) (Z)**

33.1 Where the Service or activity being undertaken in this Agreement is a Regulated Activity the Contractor 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 33.1 for each member of the Contractor's Personnel.

33.2 The Contractor 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 Contractor 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.

33.3 The Contractor shall immediately notify the Council of any information that it reasonably requests to enable it to be satisfied that the obligations of this clause 33 have been met.

33.4 The Contractor 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.

33.5 The Contractor 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.

33.6 Where the service requirement, specification or Purchase Order specifies that the Service or activity to be provided under this Agreement involves a Regulated Activity, or the Council otherwise notifies the Contractor, acting reasonably, that the Contractor's Personnel are required to be subject to a Disclosure and Barring Service check, the Contractor shall comply with clause 33.1 above..

### **34 SUSTAINABILITY**

34.1 Contractors should at all times demonstrate how they contribute to the achievement of the Council's Sustainability Policy

### **35 EXPIRY**

35.1 The Contractor will on the expiry or termination of the Agreement and, at its own cost, return (or at the request of the Council destroy) all information obtained in undertaking the performance of the Agreement.

### **36 AUDIT AND MONITORING) (W) (Z)**

36.1 The Contractor will allow access for the Council's officers to all relevant information for the purposes of audit and the monitoring of the Agreement.

### **37 RIGHTS OF THIRD PARTIES**

37.1 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.

### **38 ENTIRE AGREEMENT**

38.1 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.

### **39 FORCE MAJEURE**

39.1 Neither the Council nor the Contractor 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:-

39.1.1 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

39.1.2 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.

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

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

39.2.2 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.

39.3 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):-

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

39.3.2 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.

### **40 GOVERNING LAW AND JURISDICTION (W)**

40.1 It is the responsibility of the Contractor 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 and Welsh Courts

## **41 COMPLAINTS PROCEDURE (W) (Z)**

- 41.1 The Contactor shall operate a complaints procedure in respect of any goods, services or works provided under these terms & conditions, to the entire satisfaction of the Council, and comply with the requirements of any regulatory body to which the Contractor is subject (including any change in such requirements) and ensure that its complaints procedure meets the following minimum standards:
- 41.1.1 is easy to access and understand
  - 41.1.2 clearly sets out time limits for responding to complaints and keeping the complainant and the Council informed of progress;
  - 41.1.3 provides confidential record keeping to protect employees under this contract and the complainant
  - 41.1.4 provides information to management so that services can be improved
  - 41.1.5 provides effective and suitable remedies
  - 41.1.6 is regularly monitored and audited and which takes account of complainant and Council feedback
- 41.2 The Contactor shall ensure that:
- 41.2.1 under no circumstances is a complaint investigated by a member of its staff employed under this contract who may be part of the complaint.
  - 41.2.2 someone who is independent of the matter complained of carries out the investigation
  - 41.2.3 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
  - 41.2.4 the Contactor will ensure that it responds to the complainant within a max of 10 days of receiving the complaint
- 41.3 The Contactor will make its complaints procedure available on request
- 41.4 The Contactor shall ensure that all its employees and persons employed under this contract 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
- 41.5 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 on request or at 12 monthly intervals in any event.
- 41.6 Where the Council is investigating a complaint the Contactor is required to participate fully in all investigations within the timescales requested by the Council
- 41.7 The Contractor should note that if a complaint is made to the Council by a third party relating to the goods, services or works provided, the Local Government Ombudsman has the power to investigate such a complaint and the Council requires the Contractor 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 Contractor the Contractor shall indemnify the Council in respect of the costs arising from such maladministration or injustice.

## **42 DISPUTES**

- 42.1 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:-
- 42.1.1 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

- 42.1.2 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 or the Contractor's senior officer or such other authorised officer of either party whose details have been notified to the other party, 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



<b>Additional definitions for clauses 43 and 44</b>	
<b>"Security Plan"</b>	the Contractor's security plan prepared pursuant [ <i>to paragraph 3 of schedule 2.5 (Security Requirements and Plan) an outline of which is set out in Appendix of schedule 2.5 (Security Requirements)</i> ];
<b>"Staff Vetting Procedures"</b>	the Council's procedures and policies for the vetting of personnel whose role will involve the handling of information of a sensitive or confidential nature or the handling of information which is subject to any relevant security measures.

### **43 STAFFING SECURITY**

- 43.1 The Contractor shall comply with the Staff Vetting Procedures in respect of all Contractor Personnel employed or engaged in the provision of the Services. The Contractor confirms that all Contractor Personnel employed or engaged by the Contractor at the commencement of this agreement were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures.
- 43.2 The Contractor shall provide training on a continuing basis for all Contractor Personnel employed or engaged in the provision of the Services in compliance with the Security Policy and Security Plan

### **44 SECURITY REQUIREMENTS**

- 44.1 The Contractor shall comply, and shall procure the compliance of the Contractor Personnel, with the Security Policy and the Security Plan and the Contractor shall ensure that the Security Plan produced by the Contractor fully complies with the Security Policy.
- 44.2 The Council shall notify the Contractor of any changes or proposed changes to the Security Policy.
- 44.3 If the Contractor believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the Services it may submit a request for the Agreement to be varied in respect of any charges or fees payable under the Agreement. In doing so, the Contractor must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs.
- 44.4 Until and/or unless a change to the charges or costs is agreed by the Council pursuant to this clause the Contractor shall continue to perform the Services in accordance with its existing obligations

## commercial info

Transaction Type	Annual Volume/Value	Proposed Tariff	Cost
Other Automated Debits		£0.00	£ -
Standing Orders		£0.00	£ -
Direct Debits		£0.00	£ -
Cheques Issued & Other Manual Debits		£0.00	£ -
Automated Credits		£0.00	£ -
Credit Entries - Manual		£0.00	£ -
Cash Paid In - Branch		£0.00%	£ -
Cash Paid In - Branch (Deferred Checking)		£0.00%	£ -
Cash Out - Branch		£0.00%	£ -
Cash Exchanged		£0.00%	£ -
Cheques Paid In - To Branch		£0.00	£ -
Notes in to Cash Centre - Car Parks		£0.00%	£ -
Coin in to Cash Centre - Car Parks		£0.00%	£ -
Notes in to Cash Centre - Other		£0.00%	£ -
Coin in to Cash Centre - Other		£0.00%	£ -
Cash Out - Cash Centre		£0.00%	£ -
Cheques Paid In - Processing Centre		£0.00	£ -
BACS Entries		£0.00	£ -
BACS Files Processed		£0.00	£ -
BACS Recalls		£0.00	£ -
Unpaid Cheques		£0.00	£ -
Stopped cheques		£0.00	£ -
<b>Internet Banking Service</b>			
Monthly Fee for Reporting all Council/SWFA Bank Accounts		£0.00	£ -
CHAPS Payments		£0.00	£ -
Future/Next Day Faster Payments		£0.00	£ -
Same Day Faster Payments		£0.00	£ -
<b>Reconciliation Data</b>			
Fixed Monthly/Quarterly Fee		£0.00	£ -
Files Downloaded (1 per day)		£0.00	£ -
Transactions Downloaded		£0.00	£ -
<b>Other Fees</b>			
Overdraft Facility - Council		0.00%	£ -
Overdraft Facility - SWFA		0.00%	£ -
Other - please specify			
<b>Sub-Total</b>			£ -
<b>Set-up Fees</b>			
Transfer of BACS Service User Numbers - Council		£0.00	£ -
Transfer of BACS Service User Numbers - SWFA		£0.00	£ -
Internet Banking Smart Cards (assumes 1 per user required)		£0.00	£ -
Internet Banking Smart Card Readers (assumes 1 per user required)		£0.00	£ -
Daily Rate for Internet Banking Onsite Training - (2 Days assumed)		£0.00	£ -
Other Set-up costs (please specify)		£0.00	£ -
<b>Discount (Calculation to be detailed at 5.2.5)</b>		£0.00	£ -
Estimated Cost Year 1			£ -
Estimated Cost Year 2			£ -
Estimated Cost Year 3			£ -
Estimated Cost Year 4			£ -
Estimated Cost Year 5			£ -
<b>Total Estimated Contract Cost</b>			£ -



# **INSTRUCTIONS FOR TENDERING**

**Contract Reference: UMC 010**

**Banking Services**

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## Shropshire Council Instructions for Tendering

### Contract Description:

The Council requires a money transmission banking service to include the maintenance of bank accounts, cash and cheque handling, BACS and CHAPS transaction processing and other services associated with local authority banking arrangements. An internet banking service for balance/transaction reporting and payment initiation will also be required.

The banking arrangements include the requirements for Shropshire and Wrekin Fire Authority.

## **1. Invitation to Tender**

- 1.1. You are invited to tender for the provision of Banking Services as detailed in the Tender Response Document. The contract will be for an initial period of five years commencing on the 1<sup>st</sup> April 2016 with the option to extend for up to a further two years.
- 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 the Tender Response Document. The Council makes no representations regarding the Tenderer’s financial stability, technical competence or ability in any way to carry out the required services.
- 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. Terms and Conditions**

- 2.1. The Council’s preferred General Terms and Conditions are provided. The Council accepts that the different products and services within the banking contract will each carry its own specific terms and conditions.
- 2.2. The Council would however prefer to use the terms provided as the contractual base for the service (albeit additional terms and conditions will apply to specific products and services used).
- 2.3. Tenderers wishing to propose amendments to the General Terms and Conditions should mark up the document (i.e. highlighting where changes are proposed) and return it with the tender submission. The Council reserves the right to reject any tender where the proposed amendments are considered unreasonable

### **3. Preparation of Tenders**

- 3.1. 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.
- 3.2. 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 or by such persons being duly authorised for the purpose.
- 3.3. The Invitation to Tender Documents are and shall remain the property and copyright of the Council.

### **4. Tender Preparation and Costs**

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. The Council will not be liable for any costs incurred by Tenderers in the preparation or presentation of their tenders.
- 4.5. Tenderers are required to complete all pricing schedules 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.
- 4.6. 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.
- 4.7. 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.

- 4.8. 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.
- 4.9. 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.

## **5. Warranty**

- 5.1. The Tenderer warrants that all the information given in their Tender is true and accurate. The information provided will be deemed to form part of any contract formed under this contract.
- 5.2. The Tenderer warrants that none of their current Directors have been involved in liquidation or receivership or have any criminal convictions

## **6. Tender Submission**

- 6.1. 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 17 August 2015**
- 6.2. 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.
- 6.3. 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.
- 6.4. Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.
- 6.5. 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.
- 6.6. Where Tender submissions are incomplete the Council reserves the right not to accept them.

## **7. Variant Bids**

- 7.1. 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.
- 7.2. 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.

- 7.3. 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.

## **8. Tender Evaluation**

- 8.1. 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.
- 8.2. 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.

## **9. Clarifications**

- 9.1. Tenderers are responsible for clarifying any aspects of the tendering process and/or the Invitation to Tender documents in the manner described below.
- 9.2. If you are unsure of any section and require further clarification, please contact via our Delta Tenderbox.
- 9.3. All queries should be raised as soon as possible (in writing), in any event not later than **10 August 2015**.
- 9.4. 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.
- 9.5. 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 howsoever.

## **10. Continuation of the Procurement Process**

- 10.1. The Council shall not be committed to any course of action as a result of:
  - a) issuing this Invitation to Tender;



- b) communicating with a Tenderer, a Tenderer's representative or agent in respect of this procurement exercise;
  - c) any other communication between the Council (whether directly or through its agents or representatives) and any other party.
- 10.2. 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.
- 10.3. 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.

## **11. Confidentiality**

- 11.1. 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.
- 11.2. The Contract documents and publications are and shall remain the property of the Council and must be returned upon demand.
- 11.3. 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.
- 11.4. The contents of this Invitation to Tender are being made available by the Council on condition that:
- a) 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;
  - b) 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
  - c) Tenderers shall not undertake any publicity activity within any section of the media.
- 11.5. Tenderers may disclose, distribute or pass this Invitation to tender to their professional advisors, sub-contractors or to another person provided that:
- a) 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
  - b) the Tenderer obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the Invitation to Tender; or

- c) 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
  - d) the Tenderer is legally required to make such a disclosure.
- 11.6. 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.

## **12. Transparency of Expenditure**

- 12.1. 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.

## **13. Freedom of Information**

- 13.1. 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.
- 13.2. 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.
- 13.3. 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.
- 13.4. 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.
- 13.5. 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.

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

## **14. Disqualification**

14.1. The Council reserves the right to reject or disqualify a Tenderer's Tender submission where:

- a) 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
- b) The tenderer is guilty of serious or intentional or reckless misrepresentation in relation to its tender return and/or the procurement process.
- c) 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.

14.2. The Council reserves the right to reject or disqualify a Tenderer's Tender submission where 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.

14.3. 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.

14.4. 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.

## **15. E-Procurement**

- 15.1. 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.

## **16. Award of Contract**

- 16.1. 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.
- 16.2. 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.
- 16.3. 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.

## **17. Value of Contract**

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

## **18. Acceptance**

- 18.1. 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.
- 18.2. 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.
- 18.3. The Tenderer shall be prepared to commence the provision of the supply and services on the start date of the contract arrangement being 1st April 2016.

## **19. Payment Terms**

- 19.1. 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.

**20. Liability of Council**

- 20.1. The Council does not bind himself to accept the lowest or any tender.
- 20.2. 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.
- 20.3. 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.
- 20.4. 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.
- 20.5. 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.

**21. Declaration**

- 21.1. 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.

Signed (1) ..... Status.....

Signed (2) ..... Status.....

(For and on behalf of .....)

Date .....

Ahead for Business 

# A Response to the Invitation to Tender for the Provision of Banking Services for Shropshire Council

Presented by  
National Westminster Bank plc  
August 2015



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[REDACTED]

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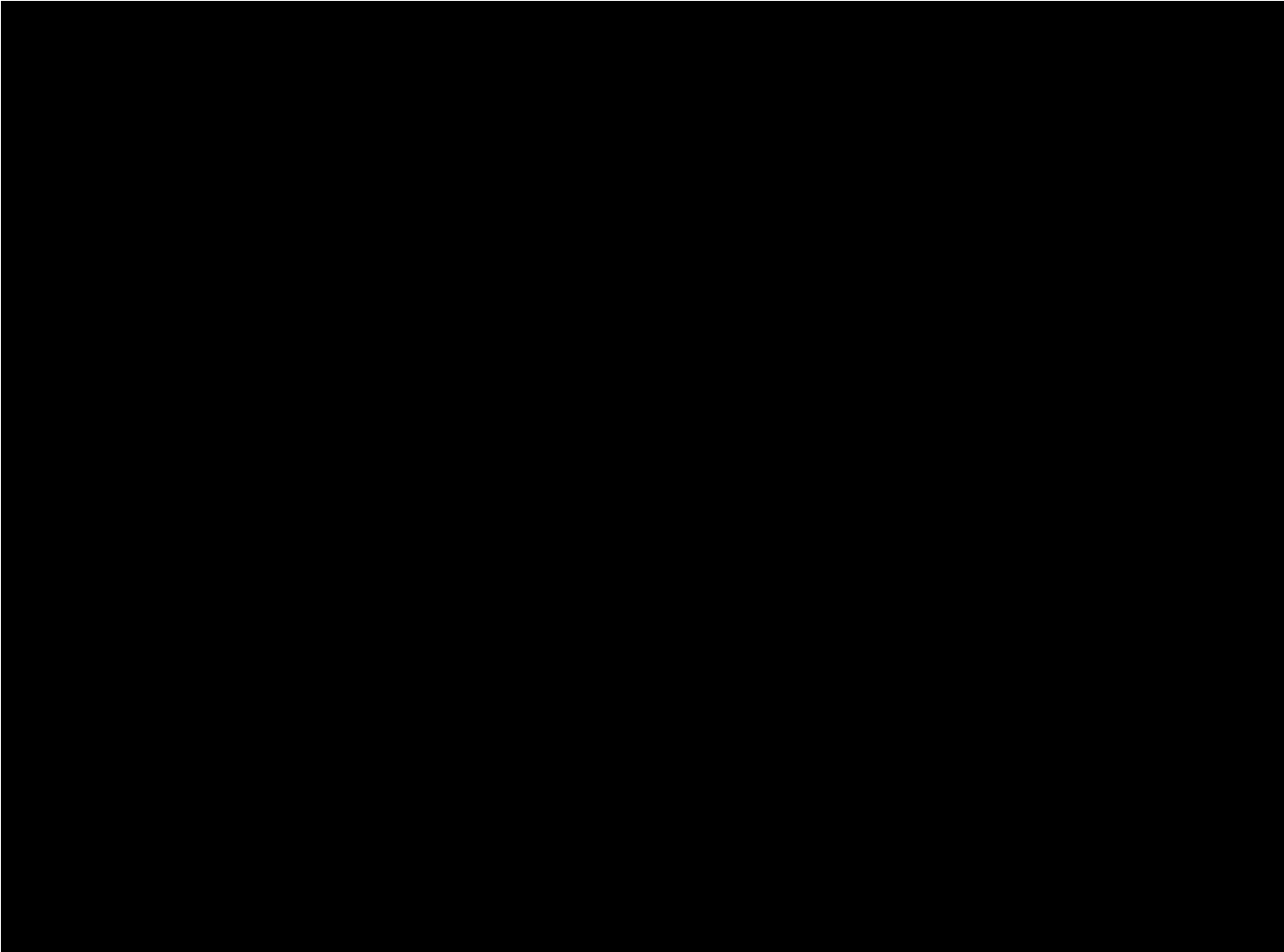
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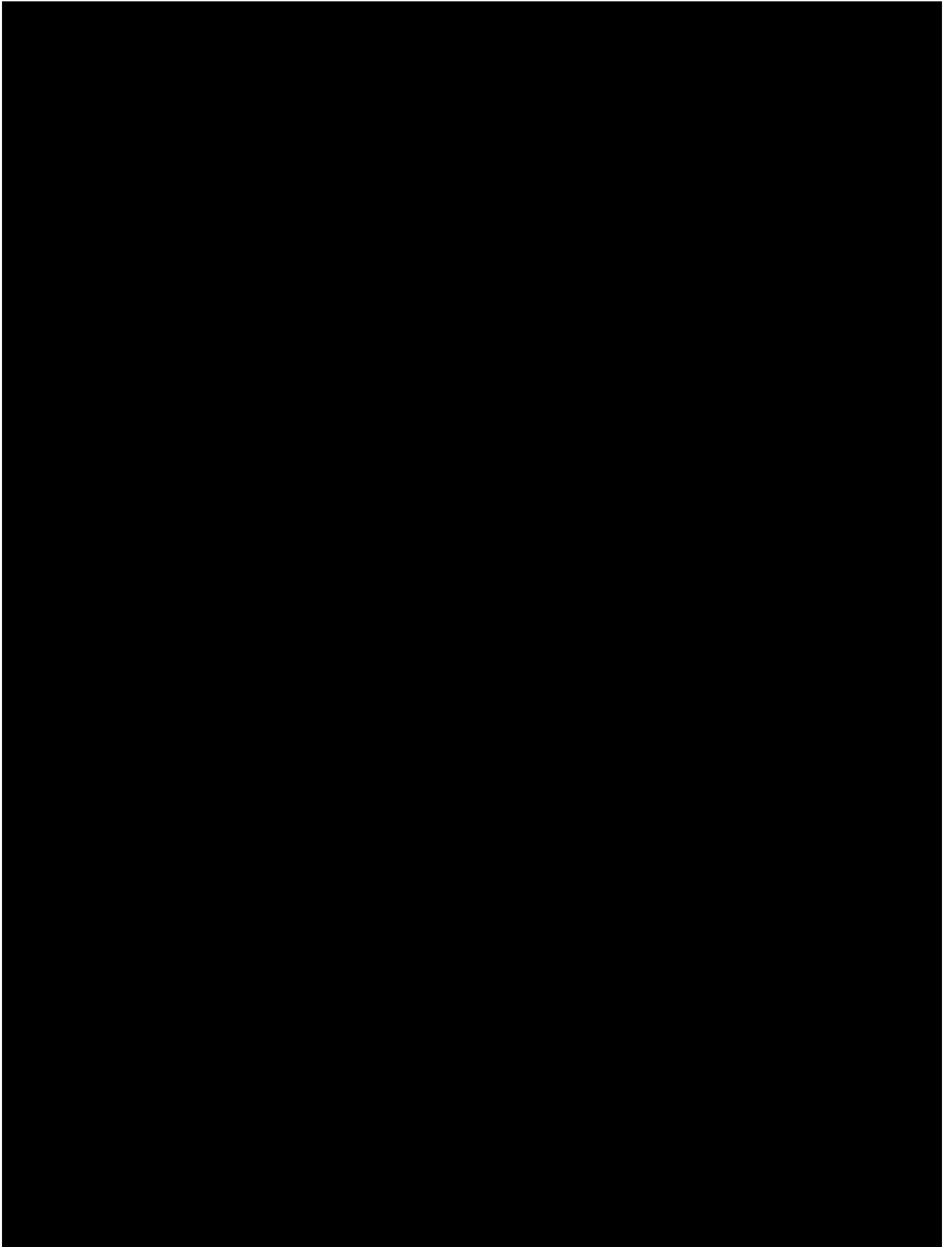
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**Tender Response Document**

**Contract Reference: UMC 010**

**Banking Services**

Name of TENDERING  
ORGANISATION  
(please insert)

The National Westminster Bank plc

# 1. Instructions

## 1.1. Instructions for the Completion of this Document

- 1.1.1. 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.
- 1.1.2. Tenderers must also complete and sign the four certificates – Appendices 1 to 4. 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 or such persons being duly authorised for the purpose.
- 1.1.3. All questions require specific responses from you relating to the organisation named in Question 3.1. 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.
- 1.1.4. Where copies of certificates and other details are requested a copy must accompany the electronic copy of your Tender Response Document.

### 1.1.1 to 1.1.4 Response

Thank you. Points 1.1.1 to 1.1.4 have been duly noted.

## 1.2. Award Criteria

- 1.2.1. Tenderers will be evaluated on the answers they provide in the 'Tender Response Document'. The following award criteria is made up of 'pass/fail' (selection) questions and 'weighted marked' (award) questions.

### 1.2.1 Response

Thank you. This has been duly noted.

## 1.3. Selection Criteria Pass/Fail Questions (Sections 3.2 to 3.12)

- 1.3.1. 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 competence, 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
3.1	Supplier Information– For information only
3.2	Grounds for Mandatory Exclusion
3.3 & 3.7	Grounds for Discretionary Exclusion
3.8 to 3.12	Technical and Professional ability/Compliance with Legislation

- 1.3.2. For the 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.

### 1.3.1 to 1.3.2 Response

Thank you. Points 1.3.1 to 1.3.2 have been duly noted.

#### 1.4. Award Criteria – Weighted Marked Questions (Section 4)

1.4.1. 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' and 'Price' and shows how each criteria is to be weighted against each other.

<b>Price – 60%</b>		
Estimated Price over the contract period will be based on the proposed tariffs applied to the indicative transaction volumes plus the Council's estimated cost of moving bank (which will depend on the implementation proposals). Responses provided to the pricing questionnaire will also be used to adjust the overall price for comparison purposes.		
<b>Quality - 40%</b> <b>(broken down further into the following sub-criteria)</b>		
<b>Question Number</b>	<b>Title</b>	
4.2.1	Branch network	10%
4.2.2	Debit Interest Rate	2%
4.2.3	Credit Interest on Balances	5%
4.2.4	Images of Vouchers	5%
4.2.5	Relationship Management	5%
4.2.6	Innovation	3%
4.2.7	Implementation Project	5%
4.2.8	Implementation Manager	5%
<b>Total</b>		<b>40%</b>

##### 1.4.1 Response

Thank you. This has been duly noted.

#### 1.5. Quality Questions/ Scoring Scheme

1.5.1. Unless otherwise stated, questions within the quality sections shown above will be scored using the following default scoring scheme. Each answer from the questions identified below will be given a mark between 0 and 5 with the following meanings:

<b>Assessment</b>	<b>Mark</b>	<b>Interpretation</b>
<b>Excellent</b>	<b>5</b>	<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>
<b>Good</b>	<b>4</b>	<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>
<b>Acceptable</b>	<b>3</b>	<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>

<b>Minor Reservations</b>	<b>2</b>	<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>
<b>Serious Reservations</b>	<b>1</b>	<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>
<b>Unacceptable</b>	<b>0</b>	<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>

1.1.2. Each question has been given an individual percentage allocation which will be used to calculate the quality scores. For example, if a score a 2 is awarded for a question which carries an allocation of 3% then the weighted score for that question will be 1.2 calculated as follows:

$$\frac{2 \text{ (allocated score)}}{5 \text{ (max score)}} \times 3 \text{ (max marks for question)}$$

1.1.3. Scores will be calculated to 1 decimal place. The weighted scores for each question will be added together to give the total Quality Score.

#### 1.5.1 to 1.5.3 Response

Thank you. Points 1.5.1 to 1.5.3 have been duly noted..

## 1.2. Price Evaluation and scoring

1.2.1. The most competitively priced tender will receive the maximum mark for price being 60. Less competitive tenders will receive a % of the maximum mark using the following formula:

$$\frac{\text{Lowest submitted total price}}{\text{Tenderer's submitted total price}} \times 60$$

#### 1.2.1 Response

Thank you. This has been duly noted.

## **2. Service Specification**

### **2.1. Introduction**

2.1.1. This document outlines the service requirements of Shropshire Council (hereafter referred to as the Council).

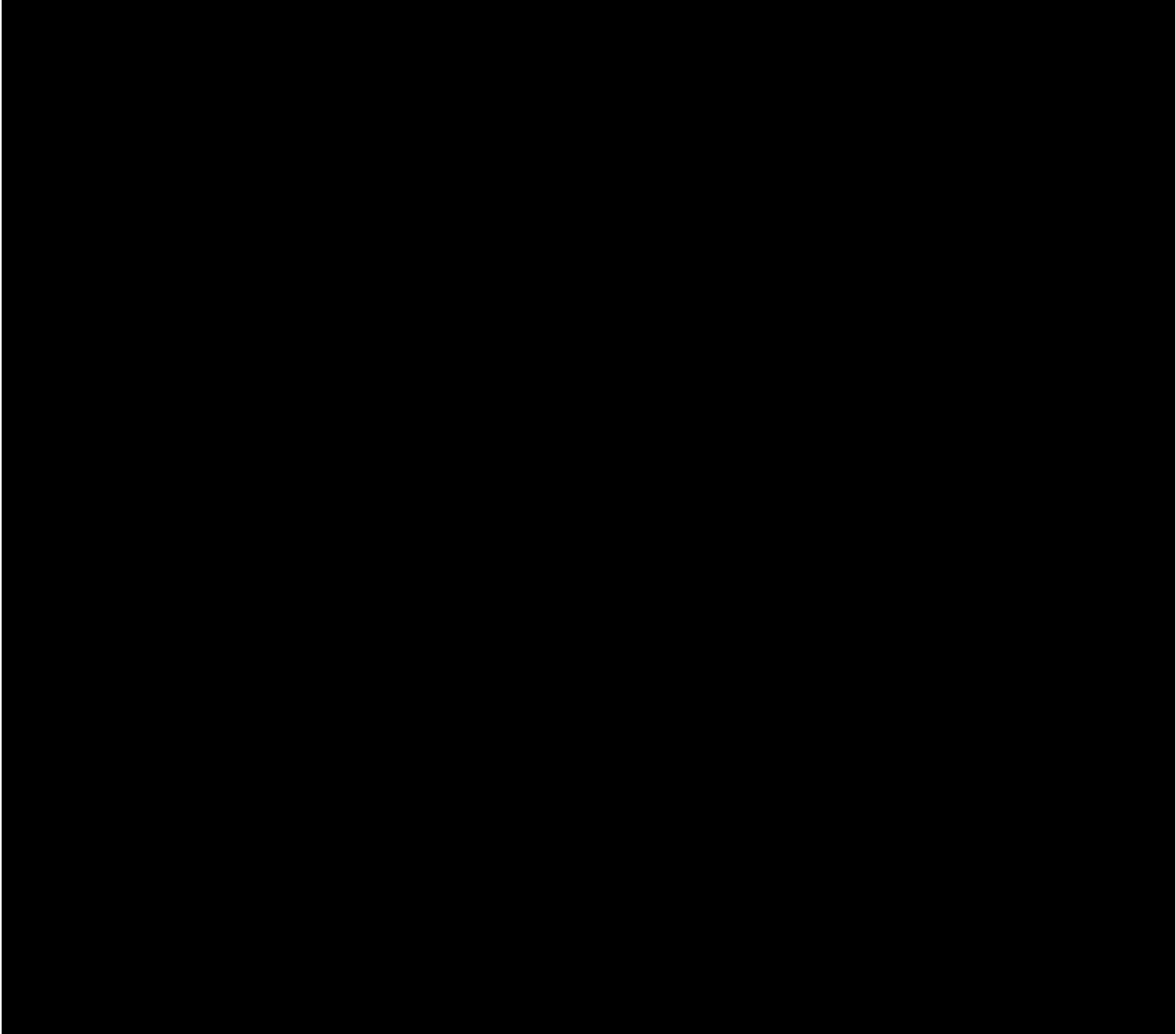
2.1.2. The Council provides treasury services to Shropshire and Wrekin Fire Authority (SWFA). The banking requirements for SWFA are included within this document and both organisations will select the same service provider following this tender process. A separate contractual agreement will however need to be entered into with SWFA.

#### **2.1.1 to 2.1.2 Response**

Thank you. Points 2.1.1 to 2.1.2 have been duly noted.

### **2.2. Transaction Volumes and Charges**

2.2.1. An estimate of annual transaction volumes/values across all bank accounts is provided below:



#### **2.2.1 Response**

Thank you. This has been duly noted.



2.2.2. The volumes of transactions quoted are only indicative and are based on actual volumes seen over a recent 12 month period. The Council will not be liable for the successful bank's unanticipated costs arising from fluctuations in volumes.

**2.2.2 Response**

[Redacted]

2.2.3. Transaction charges must be calculated based on an agreed tariff per transaction type and debited from the nominated accounts either monthly or quarterly in arrears.

**2.2.3 Response**

[Redacted]

2.2.4. All tariffs must be fixed for the five year contract period. Proposals for annual increases based on RPI (or any other index) will not be considered.

**2.2.4 Response**

[Redacted]

2.2.5. A detailed advice of charges (i.e. to include transaction volumes against agreed tariffs) must be provided at least 10 days before the charge is due.

**2.2.5 Response**

[Redacted]

2.2.6. All transaction charges are currently consolidated and debited to a single Council account. Similarly SWFA charges are debited to a single SWFA account. Whilst this arrangement will need to continue initially, Tenderers must also be capable of applying transaction charges to the individual accounts to which they relate.

**2.2.6 Response**

[Redacted]

2.2.7. Should the Council decide to appoint a new bank following expiry of this contract, it is likely that there will be residual transactions posted to the old accounts for several months after the contract end date. Tenderers must hold pricing at the agreed levels for all transactions handled post the contract end date for a minimum period of 6 months.

**2.2.7 Response**

[Redacted]

[Redacted]

**2.3. Bank Accounts**

2.3.1. The Council currently maintains around 20 main bank accounts which are used for different types of income and for different payment types. In addition to the main accounts, around 310 imprest/school bank accounts are operated.

2.3.2. A separate bank account will also be required for the Pension Fund.

2.3.3. SWFA currently maintain 7 main bank accounts as well as 2 petty cash imprest accounts.

**2.3.1 to 2.3.3 Response**

[Redacted]

2.3.4. It is likely that the Council/SWFA will initially open similar bank accounts as those currently operated. Tenderers must however be capable of operating any reasonable number of bank accounts on behalf of the Council and SWFA.

2.3.5. Additional interest bearing/deposit accounts may be opened depending on the credit interest terms proposed.

**2.3.4 to 2.3.5 Response**

[Redacted]

2.3.6. Tenderers must close accounts and open new bank accounts within 48 hours of receiving the appropriate instruction.

**2.3.6 Response**

[Redacted]

**2.4. Bank Account Structure**

2.4.1. Council and SWFA bank accounts are currently structured with a mixture of notional pooling and automatic zero balancing sweeps.

**2.4.1 Response**

[Redacted]

2.4.2. The Pension Fund account is operated outside of the pooling arrangements.

**2.4.2 Response**

[Redacted]

2.4.3. Tenderers must be capable of pooling any number of bank accounts maintained by the Council/SWFA. Automatic transfers/zero balancing sweeps must also be made available free of charge.

**2.4.1 to 2.4.3 Responses**

[REDACTED]

**2.5. Bulk Cash and Cheque Deposits**

2.5.1. Numerous Council locations (e.g. Schools, Leisure Centres etc) have regular collections (cash and cheques) from the Council's contracted security carrier (currently [REDACTED]). All cash collected is counted/consolidated by [REDACTED] prior to deposit. Security Plus provide the Council with detailed information in relation to the deposits which is required for reconciliation/allocation purposes. The arrangements with [REDACTED] for counting/consolidating cash will therefore continue during the new banking contract.

2.5.2. The average value of cash deposits from these locations is estimated to be around [REDACTED].

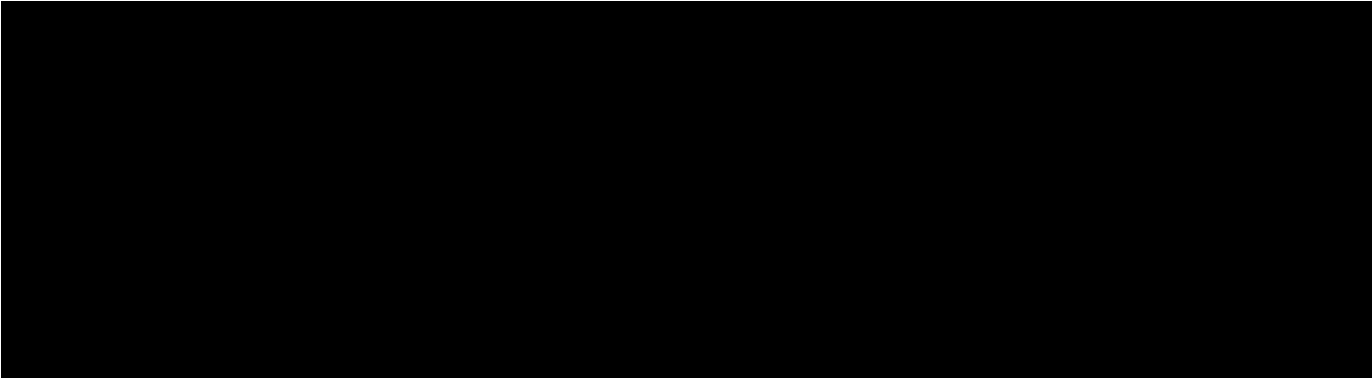
2.5.3. [REDACTED] [REDACTED] also collect from the Council's car parks/pay and display machines. The income (mostly coin) is counted/bagged by [REDACTED] prior to deposit at the current bank's coin and note processing centres. The coin is bagged on a 'shot' basis (e.g. 500 x £1 coins are bagged loose rather than placed in £20 sachets within the larger bag).

2.5.4. Tenderers must provide appropriate facilities to handle the receipt of the Council's bulk cash and cheque deposits from [REDACTED] or any other BSIA accredited security carrier.

**2.5.1 to 2.5.4 Responses**

[REDACTED]

[REDACTED]



2.5.5. Any differences identified in the bulk deposits (i.e. where the difference is above a minimum amount - figure to be agreed) must be notified to the Council within 1 (one) working day of receipt of the deposit.

**2.5.5 Response**

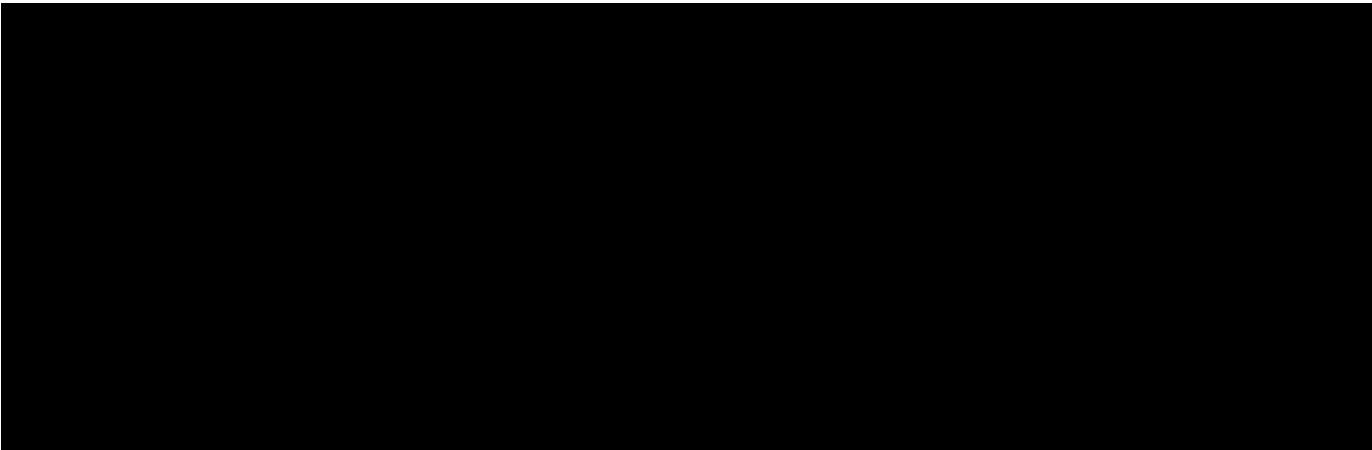


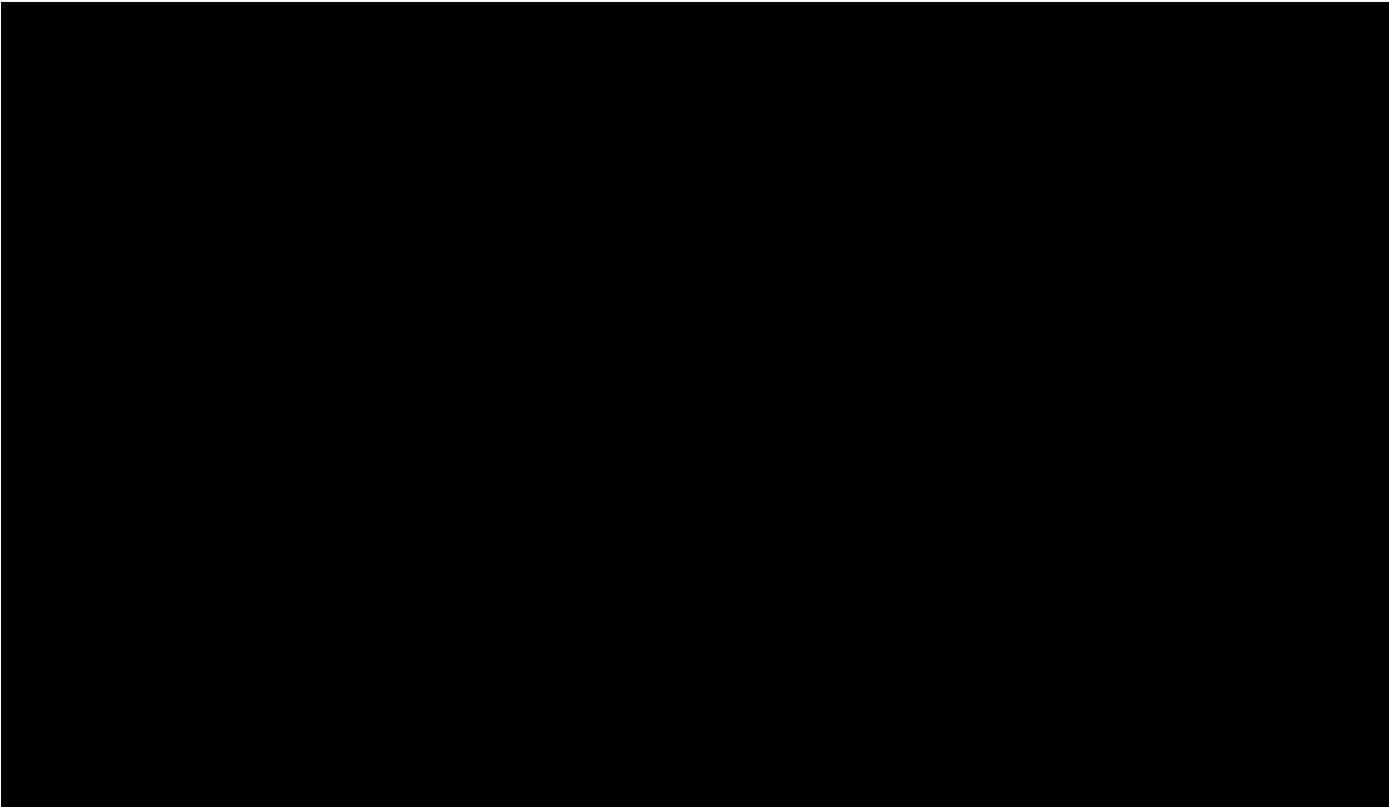
2.5.6. Cash deposits must be posted to the appropriate bank account on the day of delivery to the processing centre (assuming agreed cut-off times are met) and must be cleared for interest calculation purposes on the same day. Cheque deposits must be cleared for interest calculation purposes two working days after the delivery date (i.e. cheques delivered to the processing centre before the agreed cut-off time on Monday must be cleared on Wednesday).

**2.5.6 Response**



**Cash and Cheque Deposits - Value Dating**





**2.6. Bulk Cash Withdrawals**

2.6.1. A relatively small amount of cash is withdrawn by Council locations that use Security Plus to collect from the current banks cash processing centre.

2.5.3. Tenderers must provide appropriate facilities/arrangements to enable Security Plus or (any other BSIA accredited security carrier) to collect cash on behalf of the Council.

**2.6.1 and 2.5.3 Responses**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
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- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2.7. Counter Deposits/Withdrawals**

2.7.1. Several Council locations (e.g. schools, imprest accounts holders) currently use local branches to deposit cash/cheques and make cheque encashments. SWFA also use branches for deposits and petty cash withdrawals.

2.7.2. Tenderers must make available a suitable branch network (or provide access to alternative counter facilities such as Post Offices) to facilitate these transactions.

**2.7.1 to 2.7.2 Responses.**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**2.8. Specially Printed Cheques/Credit Slips**

2.8.1. Standard bank printed cheque and credit books will be required for the majority of Council and SWFA bank accounts.

**2.8.1 Response**

[REDACTED]

[REDACTED]

2.8.2. The Council currently use sequentially referenced paying-in books that are issued to the various locations that make deposits (e.g. libraries, leisure centres). The Council record the reference number ranges issued to each location so the source of deposits can be identified from the reference number reported on statements.

**2.8.2 Response**

Thank you. This has been duly noted.

2.8.3. Depending on proposals, the Council may review current procedures and consider alternative arrangements (e.g. uniquely referenced paying-in books). Tenderers must however make available sequentially referenced paying-in books - free of charge.

**2.8.3 Response**

[REDACTED]

[REDACTED]

[REDACTED]

2.8.4. Standard cheque and credit books must be delivered within 10 days of the order.

**2.8.4 Response**

[REDACTED]

**2.9. Statements/ Return of Vouchers**

2.9.1. On-line access to statements for all accounts will be required. The Council may require paper statements for some accounts and tenderers must be able to accommodate ad-hoc requests for paper statements.

**2.9.1 Response**

[REDACTED]

2.9.2. The routine return of paid cheques is not required.

**2.9.2 Response**

Thank you. This has been duly noted.

2.9.3. Council locations that make deposits currently complete the reverse of paying-in slips with a detailed breakdown of the income - this breakdown is required by the Council to allocate the income. The Council currently uses the current bank's internet banking service to view the reverse of credit vouchers/allocate income. Tenderers that cannot provide images of credit vouchers (front and reverse) via the proposed internet banking service must return processed credit vouchers on a daily basis.

**2.9.3 Response**

[REDACTED]

**2.10. Internet Banking**

2.10.1. The Council will require a secure internet/browser based service that (as a minimum) provides the following functionality.

commercial info

- Real time balance and transaction reporting (i.e. for all bank accounts maintained) from 8am each working day.
- Access to individual accounts for schools/imprest account holders.
- The ability to initiate Sterling CHAPS payments up to 3.30pm each working day.
- The ability to initiate single BACS/Faster payments and inter-account transfers.
- The ability to download/export transaction data to automate the Council's reconciliation process.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

2.10.2. The proposed service must allow service administrators to set different user access rights (e.g. to restrict access to specified bank accounts) and to configure different payment permissions (i.e. input, authorise, release). It must also allow payment limits to be set for each user.

2.10.2 Response

[Redacted]

[Redacted]

[Redacted]

[Redacted]



[REDACTED]

2.10.3. Secure access must be maintained through the use of security tokens/random code generators issued to users or smart cards/pins issued to users which are either inserted into remote random code generators or smart card readers connected to the PC via a standard USB port.

**2.10.3 Response**

[REDACTED]

2.10.4. Currently 100 users have access to the service but the proposed solution must allow access for any reasonable number of users.

**2.10.4 Response**

[REDACTED]

2.10.5. An internet banking telephone helpdesk service must be made available each working day from 8am to at least 5pm.

**2.10.5 Response**

[REDACTED]

2.10.6. Appropriate training for the proposed internet banking service must be provided both at implementation stage and on an ongoing basis. For the purpose of providing costs, tenderers should assume that 2 on-site training days will be required during implementation.

**2.10.6 Response**

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

2.10.7. Should the Council be unable to access the proposed internet banking service (i.e. through failure of the Council or bank's systems) the following contingency arrangements must be made available:

- Balance/transaction information to be provided to verified Council officers via phone, fax or e-mail within 1 hour of the request.
- CHAPS and Faster Payment instructions to be sent by fax, e-mail or delivered to a local branch. Payments must be initiated on the day of request assuming agreed cut-off times are met. Appropriate security procedures are to be followed by the bank to verify the payment instructions.

2.10.7 Response

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

**2.11. Credit Facilities**

2.11.1.The following credit facilities will initially be required:

[REDACTED]

**2.11.1 Response**

[REDACTED]

2.11.2.Appropriate Direct Debit sponsorship must also be provided.

**2.11.2 Response**

[REDACTED]

2.11.3.All limits will be reviewed periodically and the Council may increase or reduce facilities during the contract period.

**2.11.3 Response**

[REDACTED]

**2.12. Reconciliation Data Files**

2.12.1.Daily reconciliation data files must be provided containing all transactions for 11 of the Council's main bank accounts.

2.12.2.Data files provided must be compatible with the Council's Income Management System - Civica Icon.

**2.12.1 to 2.12.2 Response**

[REDACTED]

[Redacted]

**2.13. BACS**

2.13.1.The Council currently has 6 BACS Service User Numbers and SWFA maintain 1. All SUN's will need to be transferred to the new service provider.

2.13.2.BACS cards will not be required as HSM is utilised.

**2.13.1 to 2.13.2 Responses**

[Redacted]

**2.14. Relationship Management & Query Handling**

2.14.1.The Council must be allocated a suitably qualified and experienced relationship manager. The relationship manager must be a public sector specialist and have experience of managing organisations of a similar scale to the Council.

**2.14.1 Response**

[Redacted]

2.14.2.The Council must be provided with appropriate contact details (to include direct telephone numbers and e-mail addresses) of nominated staff that will deal with queries in relation to:

- Day to day transactions/ mis-posting errors etc
- BACS and Direct Debit processing
- Internet banking service
- Bulk cash and cheque deposits

**2.14.2 Response**

[Redacted]

[Large Redacted Area]

2.14.3. The Council may occasionally request copies of paid cheques or credit slips (e.g. to resolve transaction queries/disputes). Copies of cheques/credit vouchers processed within the previous six years must be made available.

**2.13.3 Response**

[Redacted]

2.14.4. Copies of cheques/credit slips must be provided (by email or via the proposed internet banking service) within 10 working days of the request.

**2.14.4 Response**

[Redacted]

- [Redacted]
- [Redacted]

**2.15. Implementation**

2.15.1. Due to the critical nature of the services required, the Council accepts that the implementation project is likely to take significant management; therefore services will be migrated from the current provider in stages immediately following award of the contract.

**2.15.1 Response**

[Redacted]

2.15.2. Tenderers must allocate a suitably qualified and experienced implementation manager to the project. The implementation manager must have experience of implementing organisations of a similar scale to the Council. Specific experience of implementing other large unitary authorities is preferred.

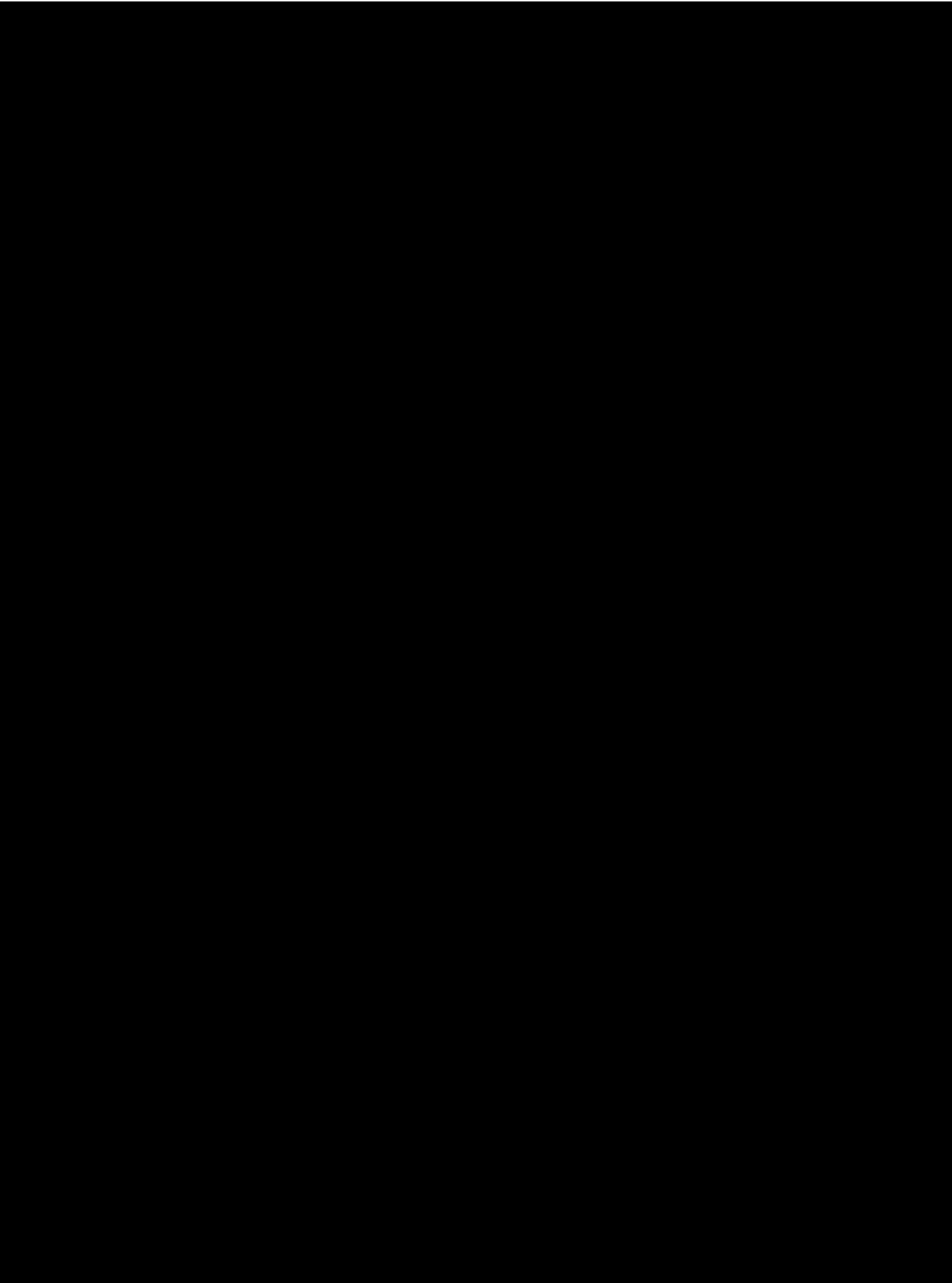
**2.15.2 Response**

[Redacted]

commercial info

2.15.3. As part of the implementation project, the successful bank must review the internal processes and procedures in relation to the banking arrangements. The purpose of the review is to highlight potential efficiency savings (e.g. with accounts payable, reconciliation etc). This will ensure the Council has the opportunity to improve internal arrangements in tandem with the implementation project.

**2.15.3 Response**



[Redacted text block]

2.15.4. The implementation project as well as the review of internal procedures must be delivered free of charge.

2.15.4 Response

[Redacted text block]

2.16. Business Continuity

2.16.1. Tenderers must have appropriate business continuity plans for maintaining supply of the full range of service required under the contract in the event of computer failure, loss of use of your premises or other emergency.

2.16.1 Response

[Redacted text block]

Business Continuity Management

[Redacted text block]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.16.2. Business continuity plans must be tested at least annually.

**2.16.2 Response**

[REDACTED]



### 3.Compliance Questionnaire

#### 3.1. Supplier Details

	Answer	
Full name of the Supplier completing the Tender	The National Westminster Bank plc	
Registered company address	NatWest Bank plc 135 Bishopsgate London EC2M 3UR	
Registered company number	[REDACTED]	
Registered charity number	This is not applicable.	
Registered VAT number	GB 243852752	
Name of immediate parent company	The Royal Bank of Scotland plc	
Name of ultimate parent company	The Royal Bank of Scotland plc	
Please mark 'X' in the relevant box to indicate your trading status	i) a public limited company	<input type="checkbox"/> Yes <b>X</b>
	ii) a limited company	<input type="checkbox"/> Yes
	iii) a limited liability partnership	<input type="checkbox"/> Yes
	iv) other partnership	<input type="checkbox"/> Yes
	v) sole trader	<input type="checkbox"/> Yes
	vi) other (please specify)	<input type="checkbox"/> Yes
Please mark 'X' in the relevant boxes to indicate whether any of the following classifications apply to you	i) Voluntary, Community and Social Enterprise (VCSE)	<input type="checkbox"/> Yes
	ii) Small or Medium Enterprise (SME) <sup>1</sup>	<input type="checkbox"/> Yes
	iii) Sheltered workshop	<input type="checkbox"/> Yes
	iv) Public service mutual	<input type="checkbox"/> Yes
This is not applicable.		

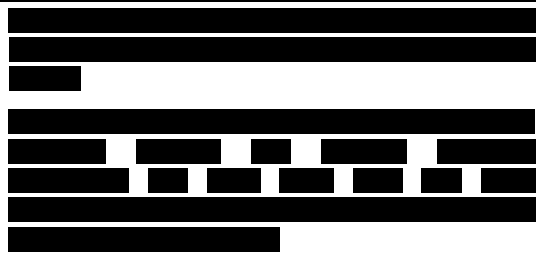
<sup>1</sup> See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

3.1.1. Bidding Model	
Please mark 'X' in the relevant box to indicate whether you are;	
a) Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself	<input type="checkbox"/> Yes
b) Bidding as a Prime Contractor and will use third parties to deliver <u>some</u> of the services  If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.	Yes <b>X</b>  [Redacted content]
c) Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services  If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.	<input type="checkbox"/> Yes

<p>d) Bidding as a consortium but not proposing to create a new legal entity.</p> <p>If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.</p> <p>Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.</p>	<p><input type="checkbox"/> Yes</p> <p><b><u>Consortium members</u></b></p> <p><b><u>Lead member</u></b></p>
<p>e) Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).</p> <p>If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix.</p>	<p><input type="checkbox"/> Yes</p> <p><b><u>Consortium members</u></b></p> <p><b><u>Current lead member</u></b></p> <p><b><u>Name of Special Purpose Vehicle</u></b></p>

<p><b>3.1.2.Contact details</b></p>	
<p>Supplier contact details for enquiries about this tender</p>	
<p>Name</p>	<p>[REDACTED]</p>
<p>Postal address</p>	<p>300 Silbury Boulevard Milton Keynes MK9 2AZ [REDACTED]</p>
<p>Country</p>	<p>United Kingdom</p>
<p>Phone</p>	<p>0190 835 5333</p>
<p>Mobile</p>	<p>[REDACTED]</p>
<p>E-mail</p>	<p>[REDACTED]</p>

<p><b>3.1.3. Licensing and registration (please mark 'X' in the relevant box)</b></p>	
<p>(a) Registration with a professional body</p> <p>If applicable, is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state).</p>	<p><input type="checkbox"/> Yes                      <b>X</b></p> <p><input type="checkbox"/> No</p> <p>If Yes, please provide the registration number in this box.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	
<p>(b) Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, please provide additional details within this box of what is required and confirmation that you have complied with this.</p>

**3.2. Grounds for Mandatory Exclusion**

<p><b>Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?</b></p>	<p><b>Please indicate your answer by marking 'X' in the relevant box.</b></p>	
	<p><b>Yes</b></p>	<p><b>No</b></p>
a) conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime;		<p><b>X</b></p>
b) corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;		<p><b>X</b></p>
c) the common law offence of bribery;		<p><b>X</b></p>
d) bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983;		<p><b>X</b></p>
e) any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:		<p><b>X</b></p>
(i) the offence of cheating the Revenue;		<p><b>X</b></p>
(ii) the offence of conspiracy to defraud;		<p><b>X</b></p>
(iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;		<p><b>X</b></p>
(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;		<p><b>X</b></p>
(v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;		<p><b>X</b></p>
(vi) an offence in connection with taxation in the European Union within		<p><b>X</b></p>

the meaning of section 71 of the Criminal Justice Act 1993;		
(vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;		X
(viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or		X
(ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;		X
f) any offence listed—		X
(i) in section 41 of the Counter Terrorism Act 2008; or		X
(ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection;		X
g) any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f);		X
h) money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002;		X
i) an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;		X
j) an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;		X
k) an offence under section 59A of the Sexual Offences Act 2003;		X
l) an offence under section 71 of the Coroners and Justice Act 2009		X
m) an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or		X
n) any other offence within the meaning of Article 57(1) of the Public Contracts Directive—		X
(i) as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or		X
(ii) created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.		X
<b><u>Non-payment of taxes</u></b> <b>Has it been established 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 your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?</b> If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines?		X

### 3.3. Grounds for Discretionary Exclusion - Part 1

The authority may exclude any Supplier who answers 'Yes' in any of the following situations set out in paragraphs (a) to (i);

Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No
(a) your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contract Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time;		X
(b) your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your 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;		X
(c) your organisation is guilty of grave professional misconduct, which renders its integrity questionable;	X	
(d) your organisation has entered into agreements with other economic operators aimed at distorting competition;		X
(e) your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures;		X
(f) the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures;		X
(g) your organisation has 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;		X
(h) your organisation— i. has been 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; or ii. has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015; or		X
(i) your organisation has undertaken to: i. unduly influence the decision-making process of the		X

contracting authority, or ii. obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or iii. your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.		
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**3.4. Conflicts of Interest**

3.4.1. Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the Supplier.

**3.4.1 Response**

Thank you. This has been duly noted.

**3.5. Taking Account of Bidders’ Past Performance**

3.5.1. In accordance with question (g), the authority may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this Questionnaire. The Authority may also assess whether specified minimum standards for reliability for such contracts are met.

3.5.2. In addition, the authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. supplier selection, tender evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

**3.5.1 to 3.5.2 Response**

Thank you. This has been duly noted.

**3.6. ‘Self-cleaning’**

3.6.1. Any Supplier that answers ‘Yes’ to questions 3.2 and 3.3 should provide sufficient evidence, in a separate Appendix, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively “self cleans” the situation referred to in that question. The supplier has to demonstrate it has taken such remedial action, to the satisfaction of the authority in each case.

3.6.2. If such evidence is considered by the authority (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

3.6.3. In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has;

- paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
- clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
- taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

3.6.4. The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

**3.6.1 to 3.6.4 Response**



**3.7. Grounds for discretionary exclusion - Part 2**

3.7.1. The authority reserves the right to use its discretion to exclude a supplier where it can demonstrate the supplier’s non-payment of taxes/social security contributions where no binding legal decision has been taken.

3.7.2. Please note that Section 3.7 relating to tax compliance only applies where the Authority has indicated that the contract is over £5million in value, and the Authority is a Central Government Department (including their Executive Agencies and Non-Departmental Public Bodies).

3.7.3. “Occasion of Tax Non-Compliance” means:

- a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found to be incorrect as a result of:
  - a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
  - the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- b) the Supplier’s tax affairs give rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a penalty for civil fraud or evasion

**3.7.1 to 3.7.3 Response**

Thank you. Points 3.7.1 to 3.7.3 have been duly noted.

From 1 April 2013 onwards, have any of your company’s tax returns submitted on or after 1 October 2012; (Please indicate your answer by marking ‘X’ in the relevant box).		
(a)	Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion;	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(b)	Been found to be incorrect as a result of: <ul style="list-style-type: none"> <li>▪ HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the “Halifax” abuse principle; or</li> <li>▪ a tax authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the “Halifax” abuse principle; or</li> <li>▪ the failure of an avoidance scheme which the Supplier was</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



	involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established.	
<p>If answering “Yes” to either a) or b) above, the Supplier may provide details of any mitigating factors that it considers relevant and that it wishes the Authority to take into consideration. This could include, for example:</p> <ul style="list-style-type: none"> <li>● Corrective action undertaken by the Supplier to date;</li> <li>● Planned corrective action to be taken;</li> <li>● Changes in personnel or ownership since the Occasion of Non-Compliance (OONC); or</li> <li>● Changes in financial, accounting, audit or management procedures since the OONC.</li> </ul> <p>In order that the Authority can consider any factors raised by the Supplier, the following information should be provided:</p> <ul style="list-style-type: none"> <li>● A brief description of the occasion, the tax to which it applied, and the type of “non-compliance” e.g. whether HMRC or the foreign tax authority has challenged pursuant to the GAAR, the “Halifax” abuse principle etc.</li> <li>● Where the OONC relates to a DOTAS, the number of the relevant scheme.</li> <li>● The date of the original “non-compliance” and the date of any judgement against the Supplier, or date when the return was amended.</li> <li>● The level of any penalty or criminal conviction applied.</li> </ul> <p>This is not applicable.</p>		

**3.8. Technical and Professional Ability**

3.8.1. Tenderers must provide full banking services (i.e. similar to the services being sought by the Council to include paper clearing, BACS/CHAPS processing and cash handling) to at least 3 other local authorities.

3.8.2. Please provide details of three local authority contacts below.

3.8.3. The named customer contact provided should be prepared to provide written evidence to the Authority to confirm the accuracy of the information provided below.

**3.8.1 to 3.8.3 Responses**

[Redacted text block]

	<b>Contract 1</b>	<b>Contract 2</b>	<b>Contract 3</b>
Name of customer organisation	[Redacted]	[Redacted]	[Redacted]
Point of contact in customer organisation	[Redacted]	[Redacted]	[Redacted]
Position in the organisation	[Redacted]	[Redacted]	[Redacted]
E-mail address	[Redacted]	[Redacted]	[Redacted]
Contract start date	[Redacted]	[Redacted]	[Redacted]
Contract completion date	[Redacted]	[Redacted]	[Redacted]
In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.	[Redacted]	[Redacted]	[Redacted]

### 3.9. Project specific questions to assess Technical and Professional Ability

3.9.1. Suppliers who self-certify that they meet the requirements for these additional modules will be required to provide evidence of this if they are successful at contract award stage. Please indicate your answer by marking 'X' in the relevant boxes.

<p><b>Insurance</b></p> <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:</p> <p>Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability Insurance = £5,000,000</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>	<p><input type="checkbox"/> Yes    <b>X</b></p> <p><input type="checkbox"/> No</p>
--	--

### 3.10. Compliance with Equality Legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.		
3.10.1.	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)?	<p><input type="checkbox"/> Yes    <b>X</b></p> <p><input type="checkbox"/> No</p>
3.10.2.	<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. 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>	<p><input type="checkbox"/> Yes    <b>X</b></p> <p><input type="checkbox"/> No</p>
3.10.3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<p><input type="checkbox"/> Yes    <b>X</b></p> <p><input type="checkbox"/> No</p>

#### Compliance with Equality Legislation - Responses to 3.10.1 and 3.10.2

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**3.11. Environmental Management**

<p>3.11.1.</p>	<p>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)? 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. 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>	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No <b>X</b></p>
<p>3.11.2.</p>	<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 <b>X</b></p> <p><input type="checkbox"/> No</p>

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[REDACTED]

**3.12. Health & Safety**

3.12.1.	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	<input type="checkbox"/> Yes <b>X</b> <input type="checkbox"/> No
3.12.2.	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?  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.  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.	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>X</b>
3.12.3.	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 type="checkbox"/> Yes <b>X</b> <input type="checkbox"/> No

[REDACTED]

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commercial info



## 4. Quality Questionnaire

### 4.1. Introduction

4.1.1. Responses to the questions in this section will be used to evaluate the quality element of the tenders which will account for 40% of the overall evaluation.

4.1.2. The questions and allocation of scores are broken down further as follows:

Question Number	Title	Weighting
4.2.1	Branch network	10%
4.2.2	Debit Interest Rate	2%
4.2.3	Credit Interest	5%
4.2.4	Images of Vouchers	5%
4.2.5	Relationship Management	5%
4.2.6	Innovation	3%
4.2.7	Implementation Project	5%
4.2.8	Implementation Manager	5%

4.1.3. Responses to questions will be scored in accordance with the explanation provided with each question.

4.1.4. Responses must be inserted into the text box beneath each question. Please ensure that a response is provided to all questions. Failure to provide a response to the specific question asked will result in a score of zero being allocated.

#### 4.1 to 4.1.4 Response

Thank you. 4.1.1 to 4.1.4 have been duly noted.

### 4.2. Questionnaire

4.2.1.	Branch Network	10%												
Please list all branches (or other locations) that could handle first party cash/cheque paying-in and encashments within the following post code areas:														
<table border="1"> <tbody> <tr> <td>CW3</td> <td>LL14</td> <td>TF1 - TF13</td> </tr> <tr> <td>DY12</td> <td>SY1 - SY13</td> <td>WR15</td> </tr> <tr> <td>DY14</td> <td>SY15</td> <td>WV15 - WV16</td> </tr> <tr> <td>LD7</td> <td>SY21-SY22</td> <td>WV5-WV7</td> </tr> </tbody> </table>			CW3	LL14	TF1 - TF13	DY12	SY1 - SY13	WR15	DY14	SY15	WV15 - WV16	LD7	SY21-SY22	WV5-WV7
CW3	LL14	TF1 - TF13												
DY12	SY1 - SY13	WR15												
DY14	SY15	WV15 - WV16												
LD7	SY21-SY22	WV5-WV7												
Tenderers that are able to accept first party cash/cheque paying-in over Post Office counters should also provide the number of Post Offices within the listed Post Code areas.														
Please also confirm whether any restrictions will be imposed on the use of the branches listed. (E.g. is there a maximum value of cash that can be deposited or withdrawn from branches, will the use of branches be restricted to certain days or times of the day?)														
Marks (0-5) will be awarded based on the default scoring matrix at section 1.5.														
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[REDACTED]

[REDACTED]

[REDACTED]

**DY12 Area**

[REDACTED]

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**DY14 Area**

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**LD7 Area**

[REDACTED]

**LL14 Area**

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**SY15 Area**

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**SY21 - SY22 Area**

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**TF1 - TF13 Area**

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**WR15 Area**

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**WV15 - WV16 Area**

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**WV5 - WV7 Area**

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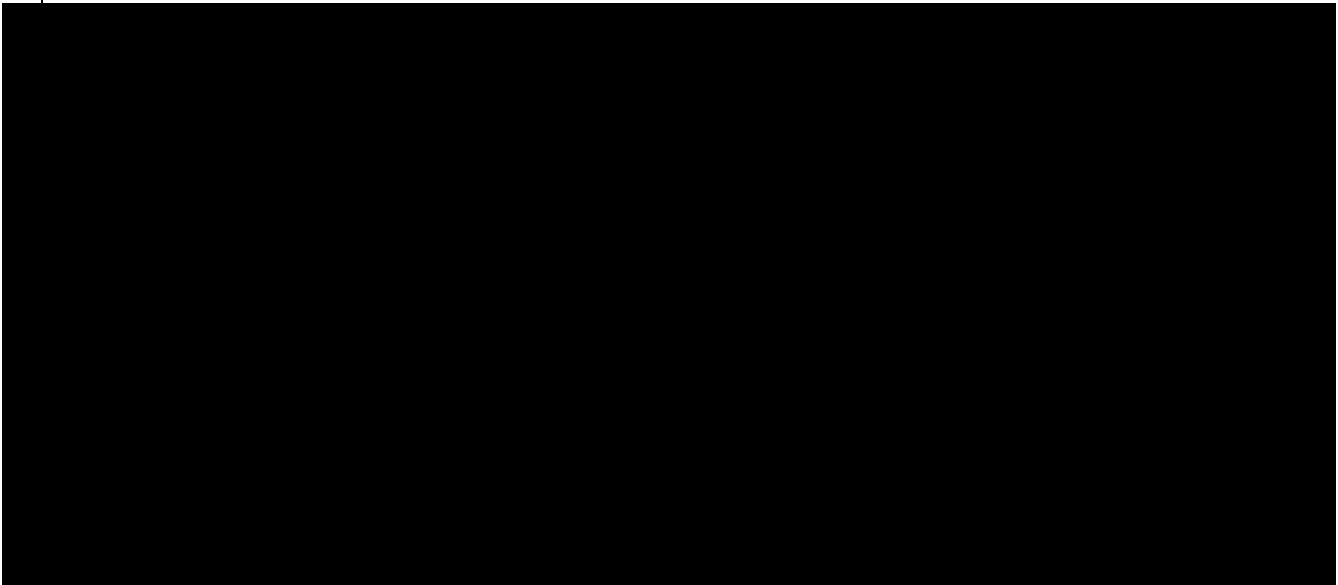
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**CW3 Area**

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**DY12 Area**

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**DY14 Area**

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### LD7 Area

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### LL14 Area

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### SY1 to SY13 Area

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**SY15 Area**

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**SY21 to SY22 Area**

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**WR15 Area**

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**WV15 to WV16 Area**

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4.2.2.	<b>Debit Interest Rate</b>	<b>2%</b>
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Please confirm:

- a) the debit interest rate that will be applied to overdrawn balances within and in excess of the agreed overdraft facilities.
- b) whether the proposed margins/rates will be fixed for the full contract period.

Scores 0-5 will be allocated as follows:

Score	Margin above Base Rate
5	1% (or better) fixed for contract period on all balances
4	1% (or better) reviewable on all balances
3	Greater than 1% and less than or equal to 2% fixed for contract period on balances within the agreed facility and up to 5% fixed on balances in excess of the facility
2	Greater than 1% and less than or equal to 2% reviewable on balances within the agreed facility and up to 5% (reviewable) on balances in excess of the facility
1	Any other rates higher than above
0	No Response/Rate not specified
a)	
[REDACTED]	
b)	
[REDACTED]	

4.2.3.	<b>Credit Interest</b>	<b>5%</b>
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Please provide proposals for the payment of credit interest on day to day surplus balances. Please ensure your proposal includes responses to the following questions:

- a) Will interest be paid on the surplus balance held in main accounts or will funds need to be moved to a separate interest bearing account.
- b) If the proposal requires funds to be moved to a separate account, please confirm whether an automatic transfer can operate sweeping the net balance to/from the interest bearing account (i.e. to leave a zero balance on the main account)
- c) What rate will be paid on credit balances and will the proposed margin (i.e. above/below Base Rate) be fixed for the contract period. For the purpose of providing rates, tenderers should assume a credit balance of £1m.

Scores 0-5 will be allocated as follows:

Score	Proposed Rate/Margin	Margin Below Base Rate fixed for Contract Period	Manual Transfer Required
5	Base Rate (or better)	Yes	No
4	0.25% below Base Rate (or better)	Yes	Yes or No
3	0.25% below Base Rate (or better)	No	No
2	0.25% below Base Rate (or better)	No	Yes
1	Any other rate proposed	Yes or No	Yes or No
0	No Interest/No response		

- a) Will interest be paid on the surplus balance held in main accounts or will funds need to be moved to a separate interest bearing account.

[REDACTED]



[Redacted]

b If the proposal requires funds to be moved to a separate account, please confirm whether an automatic transfer can operate sweeping the net balance to/from the interest bearing account (i.e. to leave a zero balance on the main account)

[Redacted]

Automatic Balance Sweeping (ABS)

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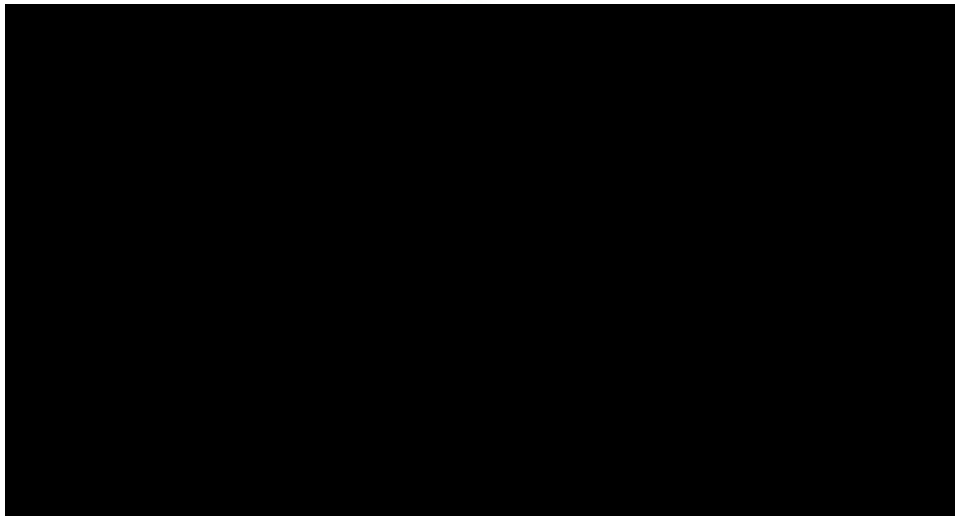
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c)

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4.2.4.	<b>Images of Vouchers</b>	<b>5%</b>
<p>Please confirm whether images of cheques and credit vouchers can be downloaded using the proposed internet banking service. If this service is not available please confirm the ordering procedure/delivery timescales for providing copies of paid cheques and credit slips.</p> <p>Marks (0-5) will be awarded based on the following matrix.</p>		
Score	Proposed Timescale	
5	Vouchers can be viewed instantly on-line	
4	Copies of vouchers are delivered within 24 hours of the request	
3	Copies of vouchers are delivered within 48 hours of the request	
2	Copies of vouchers are delivered within 5 working days of the request	
1	Copies of vouchers take more than 5 working days	
0	Cannot be provided/No response	
<p>[Redacted content]</p>		

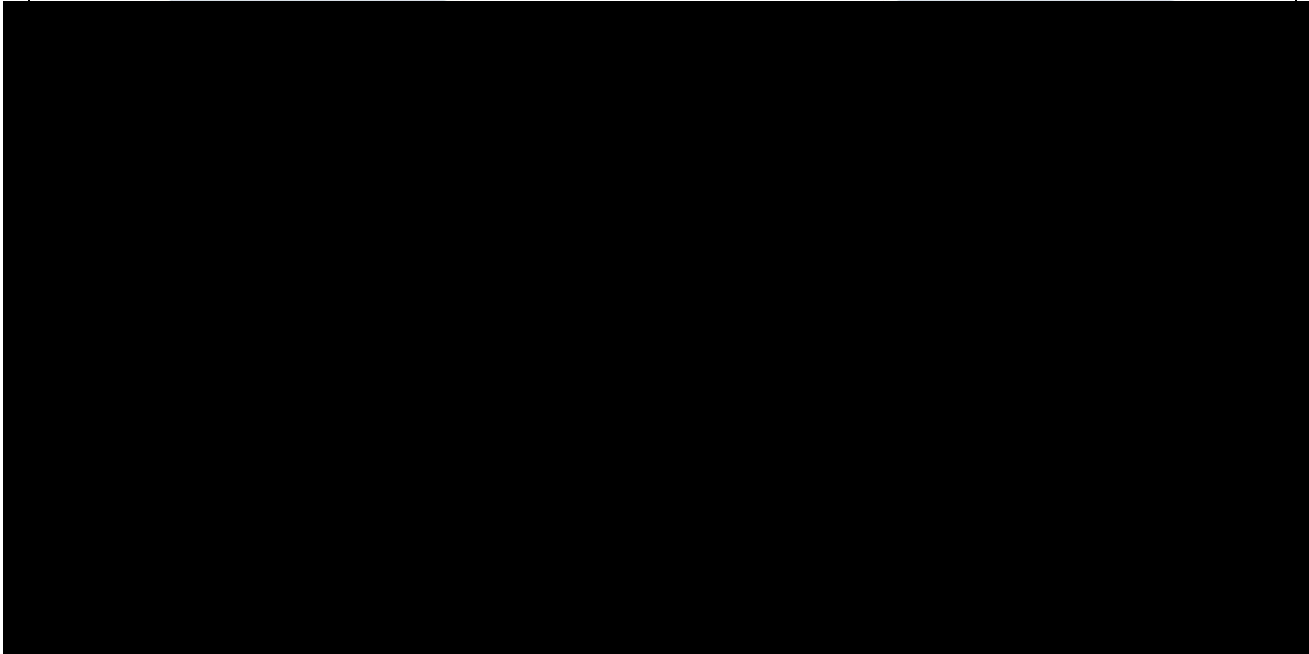
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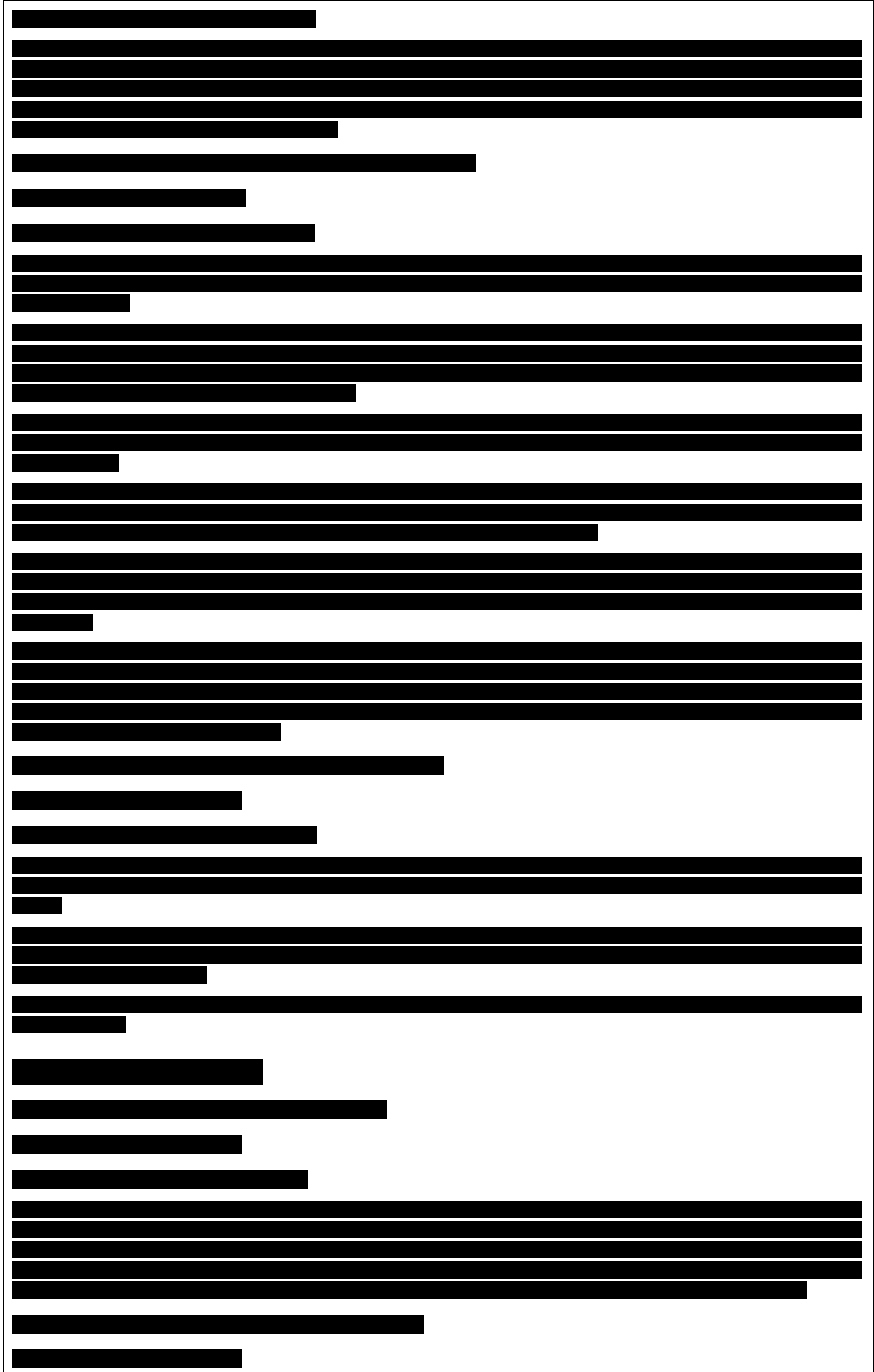
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4.2.5.	Relationship Management	5%
<p>Please provide a résumé of the Relationship Manager/Director who will be ultimately responsible for the arrangements with the Council.</p> <p>In addition, please confirm how many other local authority contracts he/she is responsible for as well as how many contracts in total.</p> <p>Marks (0-5) will be awarded based on the default scoring matrix at section 1.5.</p>		

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[Redacted text block containing multiple lines of blacked-out content.]

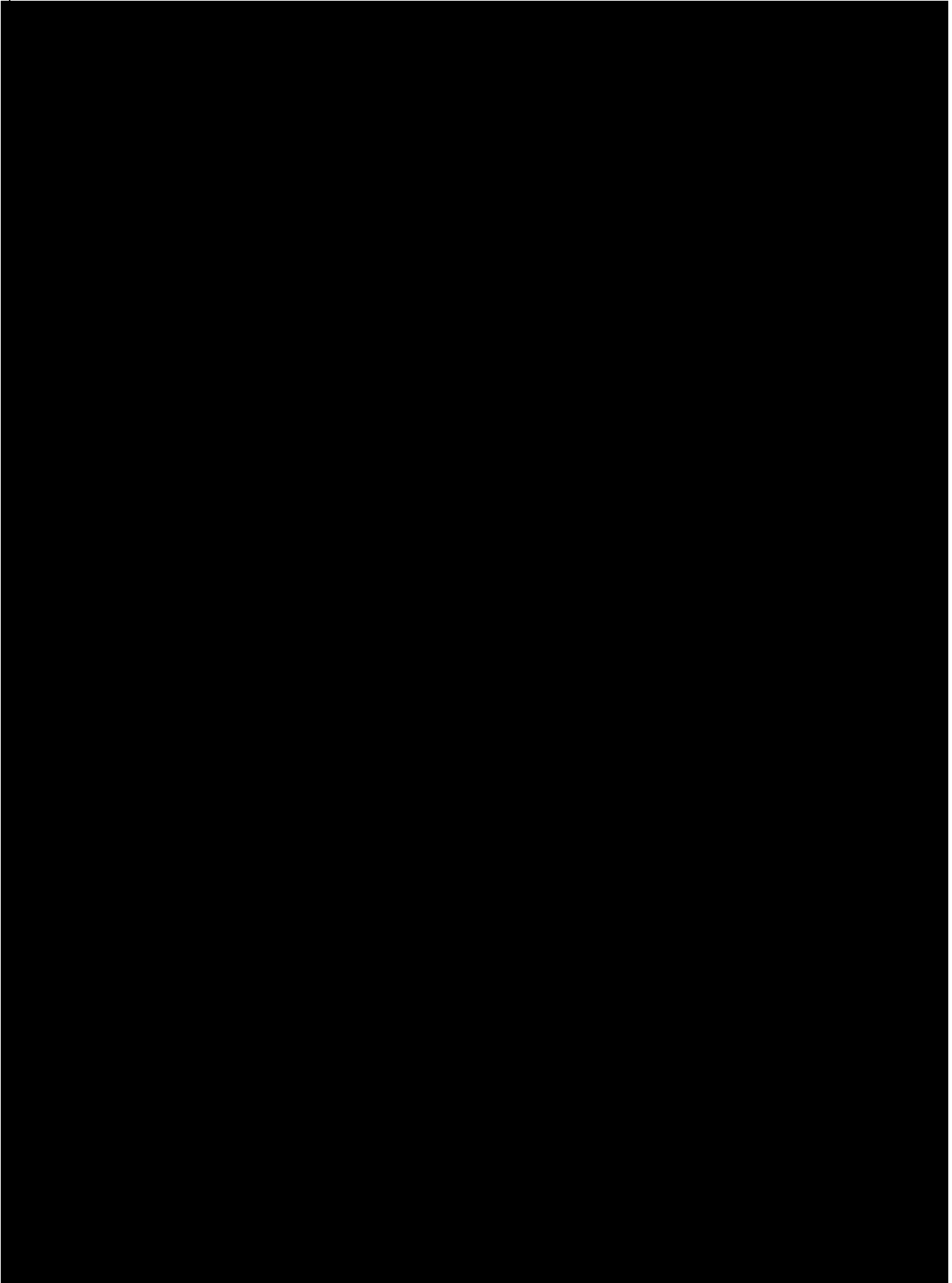


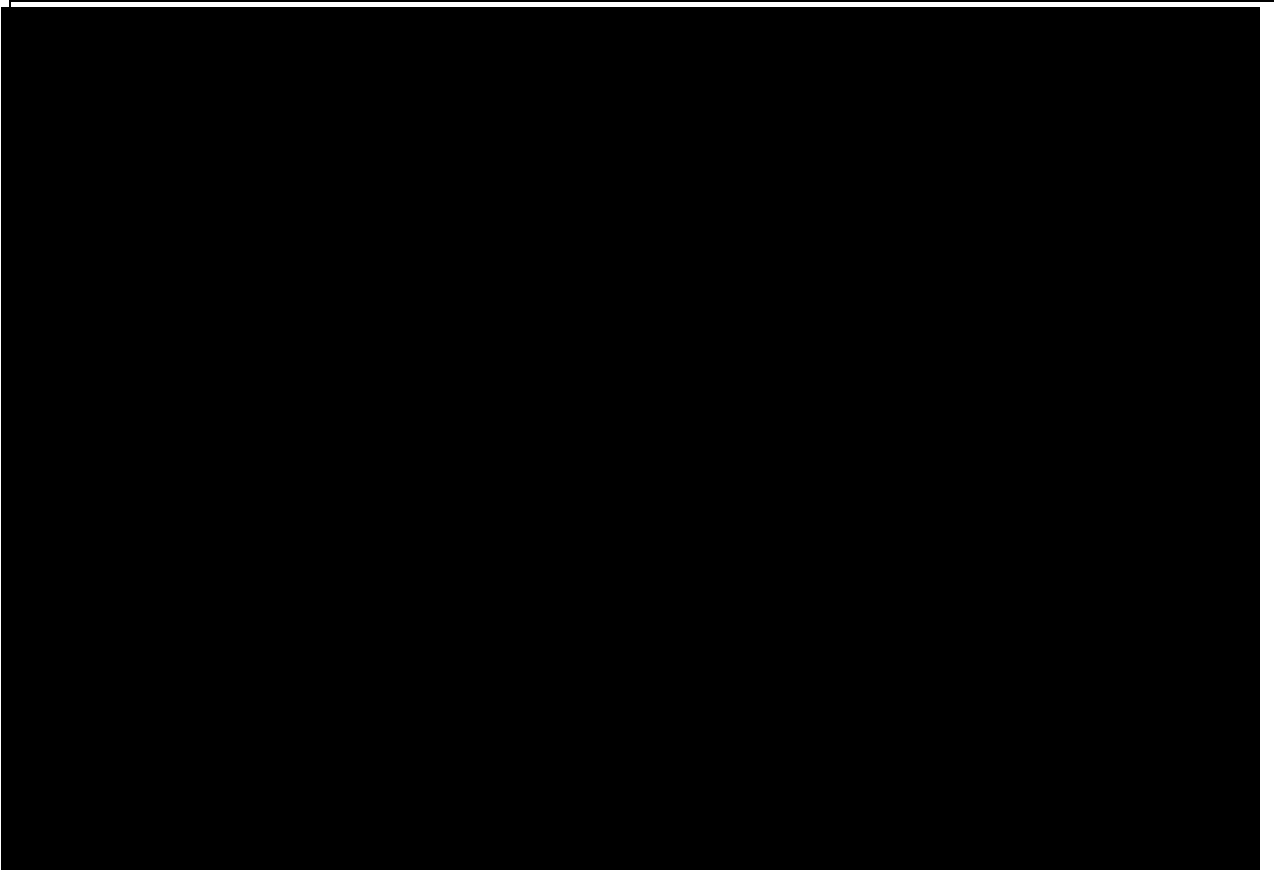




4.2.6.	Innovation	3%
<p>Please provide <b>TWO</b> specific examples of new products/services that are being developed (or have been developed) in partnership with other local authority clients or organisations that have similar banking requirements. Please include an explanation as to how these products/services could benefit the Council.</p> <p>Please ensure that only <b>TWO</b> examples are provided. If more than two examples are provided only the first two will be considered for the purpose of the allocating scores.</p> <p>Marks (0-5) will be awarded using the default scoring matrix at section 1.5. Marks will be based on how relevant the proposed examples are to the Council as well as the potential savings they can deliver.</p>		
<p>[Redacted content]</p>		

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4.2.7.	<b>Implementation Project</b>	<b>5%</b>
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Please provide a summary of your proposed implementation plan to include a list of tasks that will need to be completed by the Council.

This should also highlight key milestones and provide a clear indication of timescales.

Marks (0-5) will be awarded based on the default scoring matrix at section 1.5.

[Redacted content]

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4.2.8.	<b>Implementation Manager</b>	<b>5%</b>
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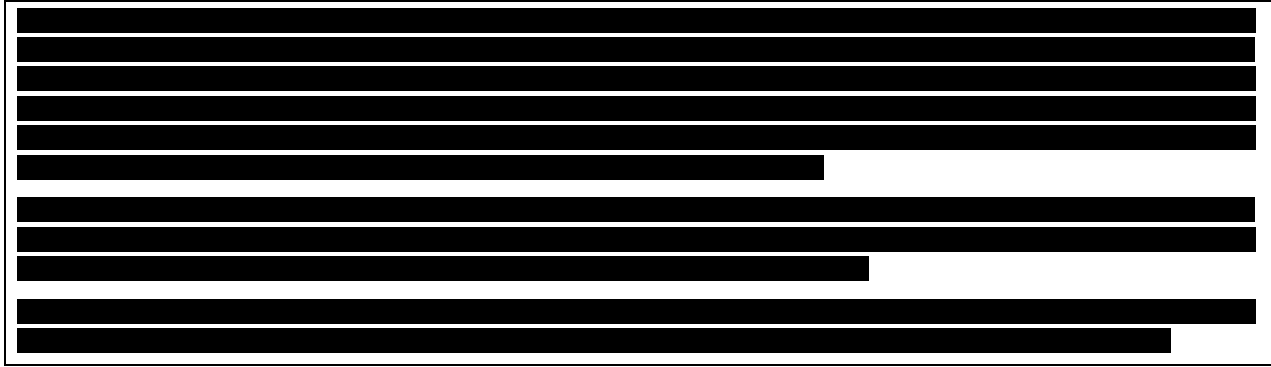
Please provide a résumé for the proposed implementation manager.

This must include:

- Details of any relevant qualifications (e.g. Prince2)
- The number of other similar local authority contracts the proposed manager has implemented in the last 3 years.

Marks (0-5) will be awarded based on the default scoring matrix at section 1.5.

[Redacted text block containing multiple paragraphs.]



## 5. Pricing Document

### 5.1. Pricing Schedule

- 5.1.1. Tenderers must complete the pricing schedule at Appendix 5 with all known tariffs and costs based on the service outlined in the specification.
- 5.1.2. All tariffs must be fixed for the five year contract period. Proposals for annual increases based on RPI (or any other index) will not be considered.
- 5.1.3. Whilst every effort has been made to outline all requirements, tenderers must ensure that their pricing schedule covers all the services and charges that are applicable. Additional rows/transaction categories should be added to the pricing schedule where appropriate.

#### 5.1.1 to 5.1.3 Response

[Redacted response content]

### 5.2. Pricing Questionnaire

- 5.2.1. Questions listed below relate to the potential additional costs that could arise depending on proposals for the delivery of service. Although it is not appropriate to include these costs within the pricing schedule the responses given will be used to calculate costs for comparison purposes.
- 5.2.2. Each question includes an explanation of how the potential costs will be calculated.

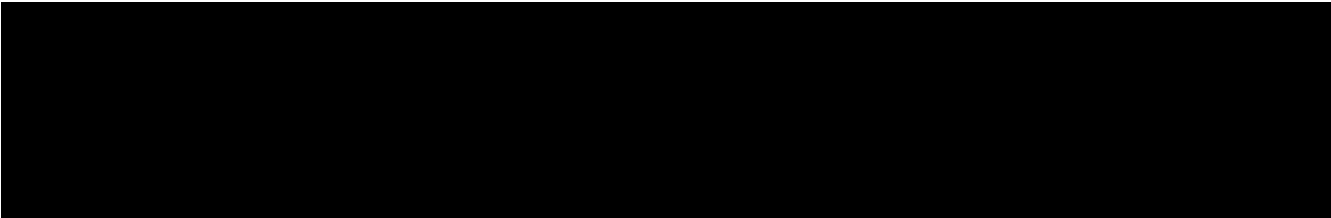
5.2.3.	Cash Processing Centre Locations
<p>Please confirm location details of the proposed processing centre(s) that will handle the Council's :</p> <ul style="list-style-type: none"><li>1 - Bulk Note Deposits</li><li>2 - Bulk Coin Deposits</li><li>3 - Bulk Cheque deposits.</li></ul> <p>The Council will discuss the proposed locations with Security Plus during the tender evaluation stage. If Security Plus costs differ depending on the locations the cost difference will be factored into the price evaluation.</p>	
<p>[Redacted response content]</p> <ul style="list-style-type: none"><li>■ [Redacted]</li><li>■ [Redacted]</li><li>■ [Redacted]</li></ul> <p>[Redacted response content]</p>	



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5.2.4.	Bulk Coin Deposits
<p>As detailed in the Specification, bulk coin is currently bagged on a 'shot' basis by Security Plus. Please provide confirmation of whether coin can continue to be banked on this basis.</p>	
<p>If coin must be placed in sachets (i.e. within the larger coin bags) the Council will discuss the proposed presentation standards with Security Plus during the tender evaluation stage. Any additional costs that will be incurred for the preparation of coin (e.g. additional security carrier costs) will be factored into the price evaluation.</p>	
<p>[Redacted]</p>	
<p>[Redacted]</p>	

5.2.5.	Discount
<p>Please confirm whether an initial discount will be offered and outline how this discount will be calculated. If the discount is based on a period of 'free banking' please confirm which fees are excluded (e.g. overdraft arrangement fee, internet banking fees etc).</p>	
<p>The calculation of any proposed discounts must be shown below and included in the appropriate line of the pricing schedule.</p>	
<p>[Redacted]</p>	

[REDACTED]

## Appendix 1. Form of Tender

Form of Tender

### **Shropshire Council**

Tender for Banking Services

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 for the provision of Banking Services 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.

Signe

Name

Date 17th August 2015.

Designation Relationship Director

Company The National Westminster Bank plc

Address 300 Silbury Boulevard, Milton Keynes.

Post Code MK9 2AZ

Tel No 0190 835 5333 /

Fax No 0190 824 4966

E-mail address

Web address [www.natwest.com](http://www.natwest.com)

## Appendix 2. Non – Canvassing Certificate

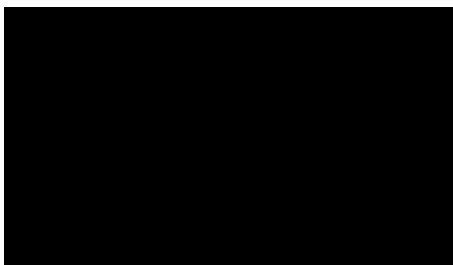
Non-Canvassing Certificate

**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.

Signed (1)



Status Relationship Director

Signed (2)

Status Head of Local Government

(For and on behalf of The National Westminster Bank plc)

Date 17th August 2015

## Appendix 3. Non – Collusive Tendering Certificate

Non-collusive Tendering Certificate

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

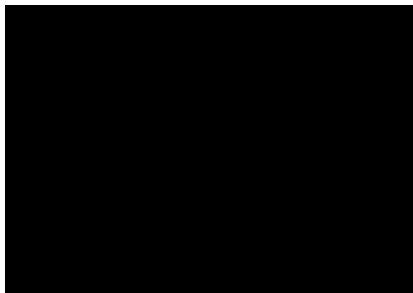
The essence of selective tendering is that the Council shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

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.

Signed (1)



Status Relationship Director

Signed (2)

Status Head of Local Government

(For and on behalf of the National Westminster Bank plc)

Date 17th August 2015

## Appendix 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?

**No**

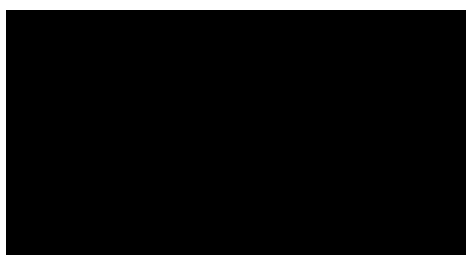
If yes, please give details:

Name	Relationship
This is not applicable	This is not applicable.

**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.*

Signed (1)



Status Relationship Director

Signed (2)

Status Head of Local Government

(For and on behalf of The National Westminster Bank plc)

Date 17th August 2015.

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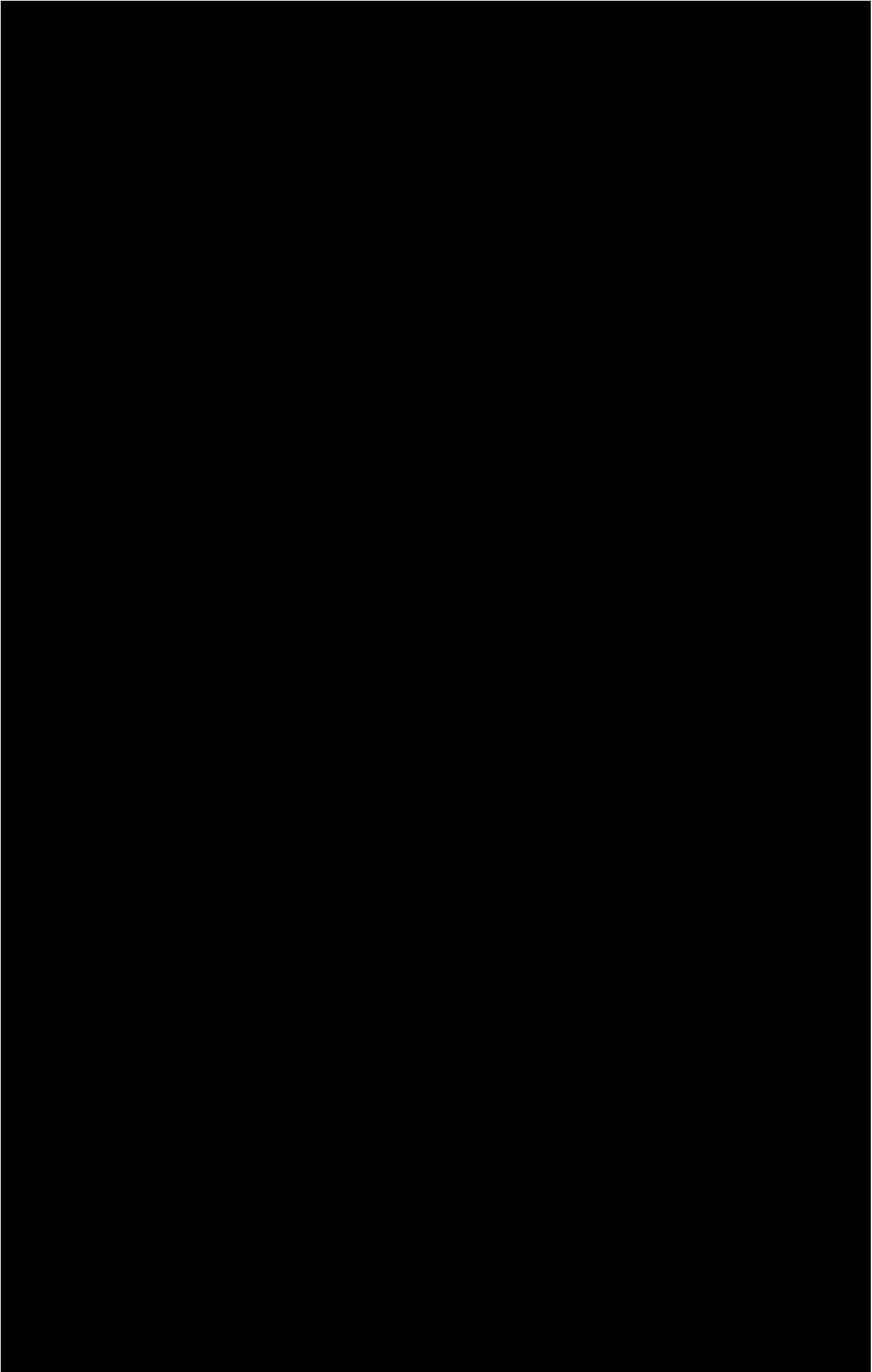
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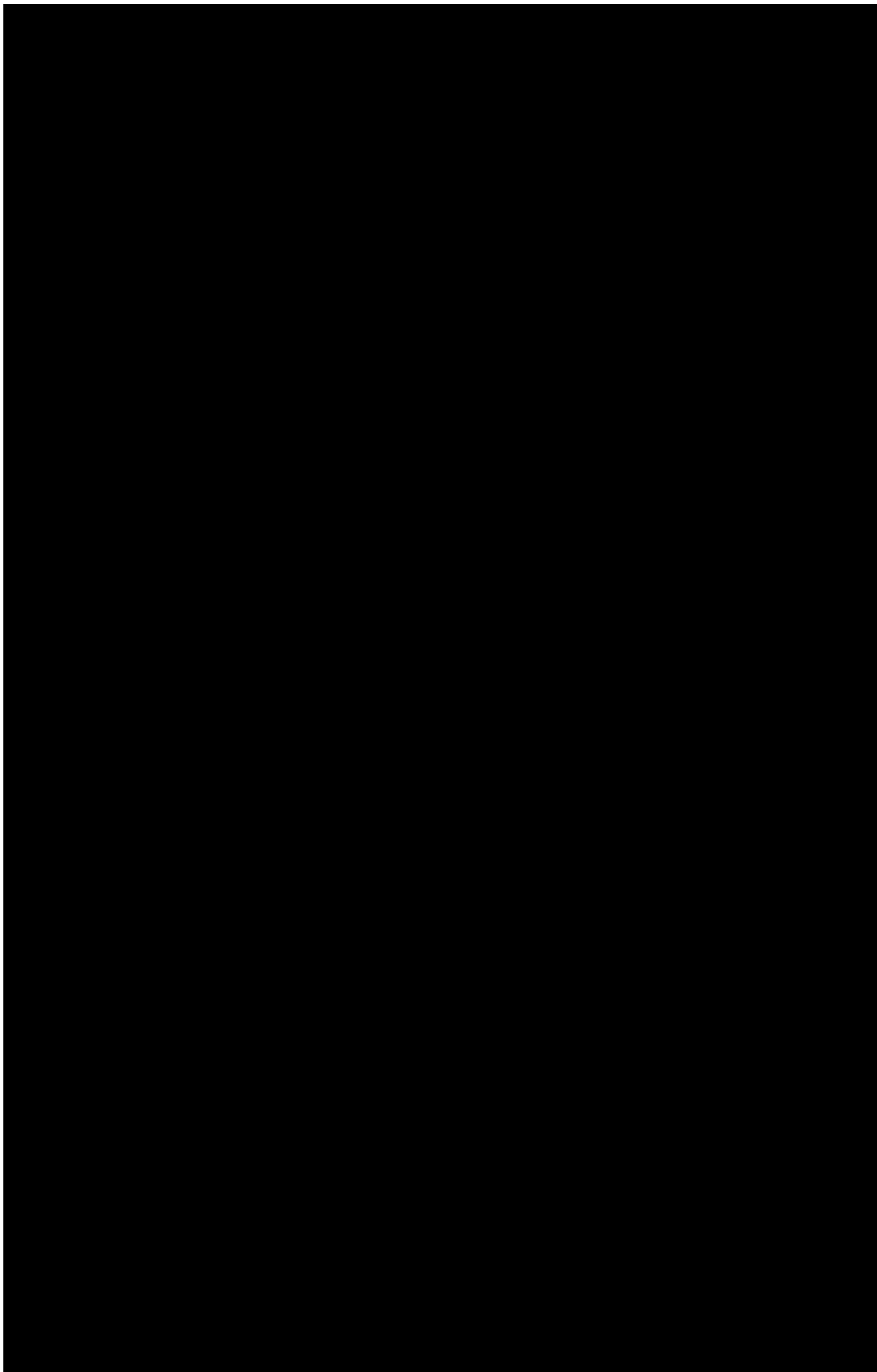
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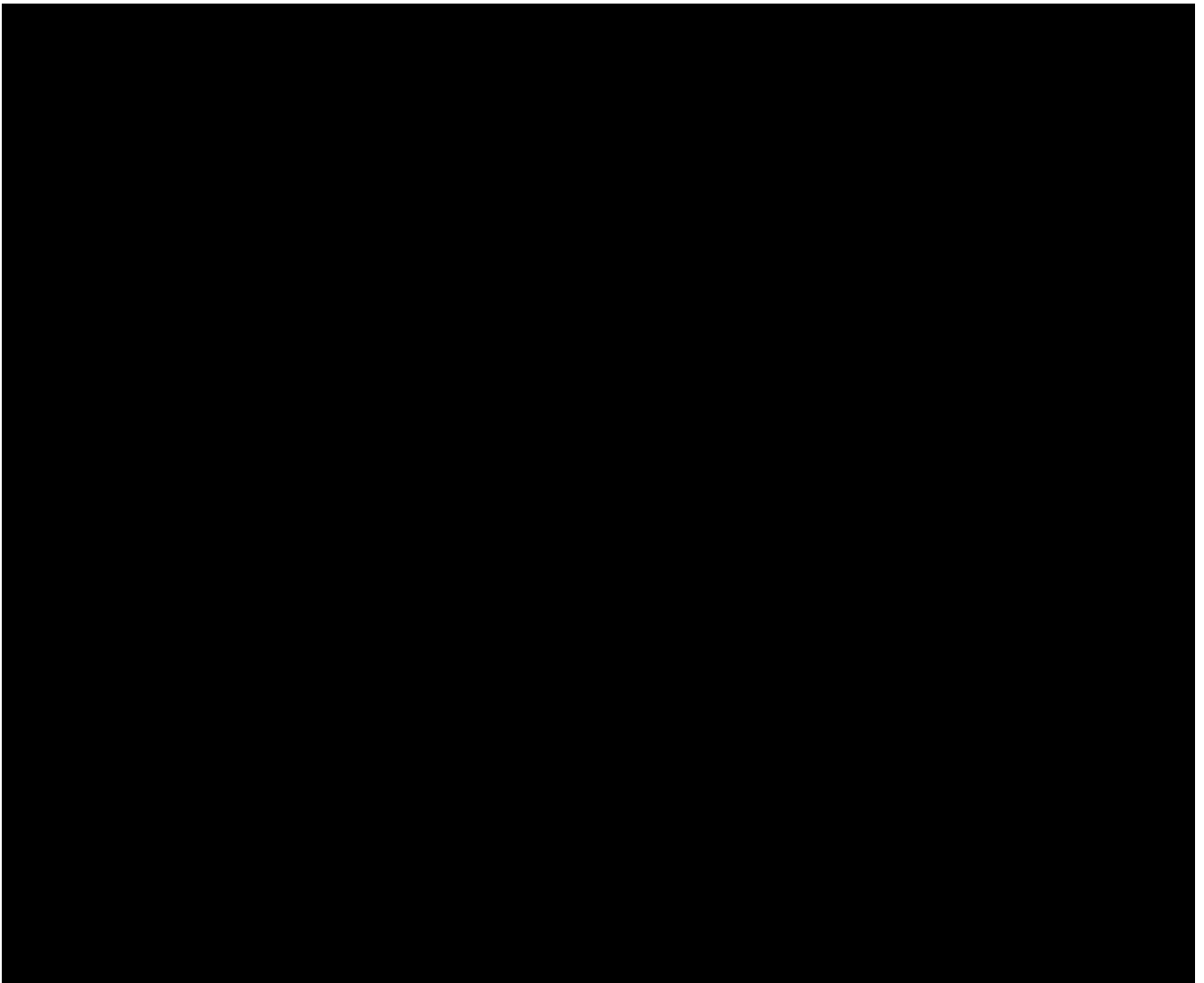
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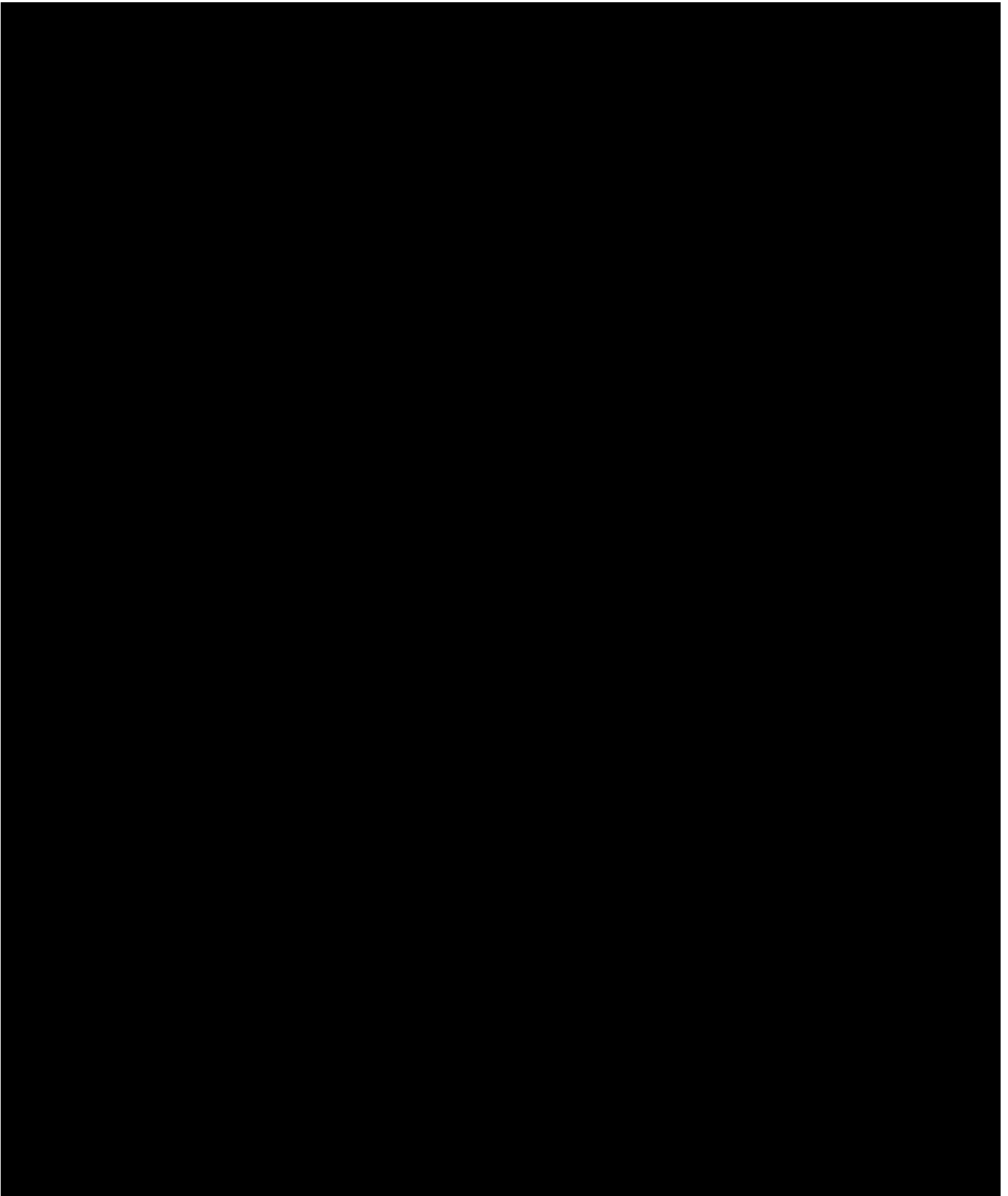
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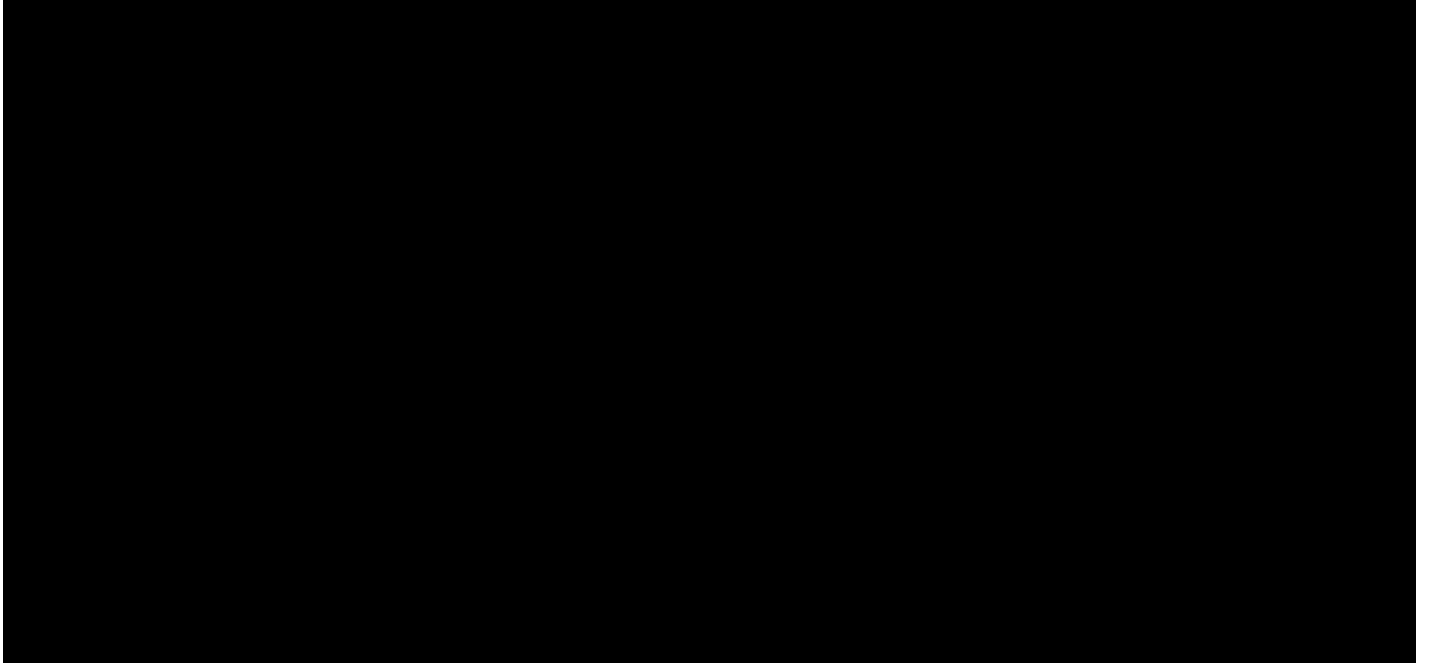
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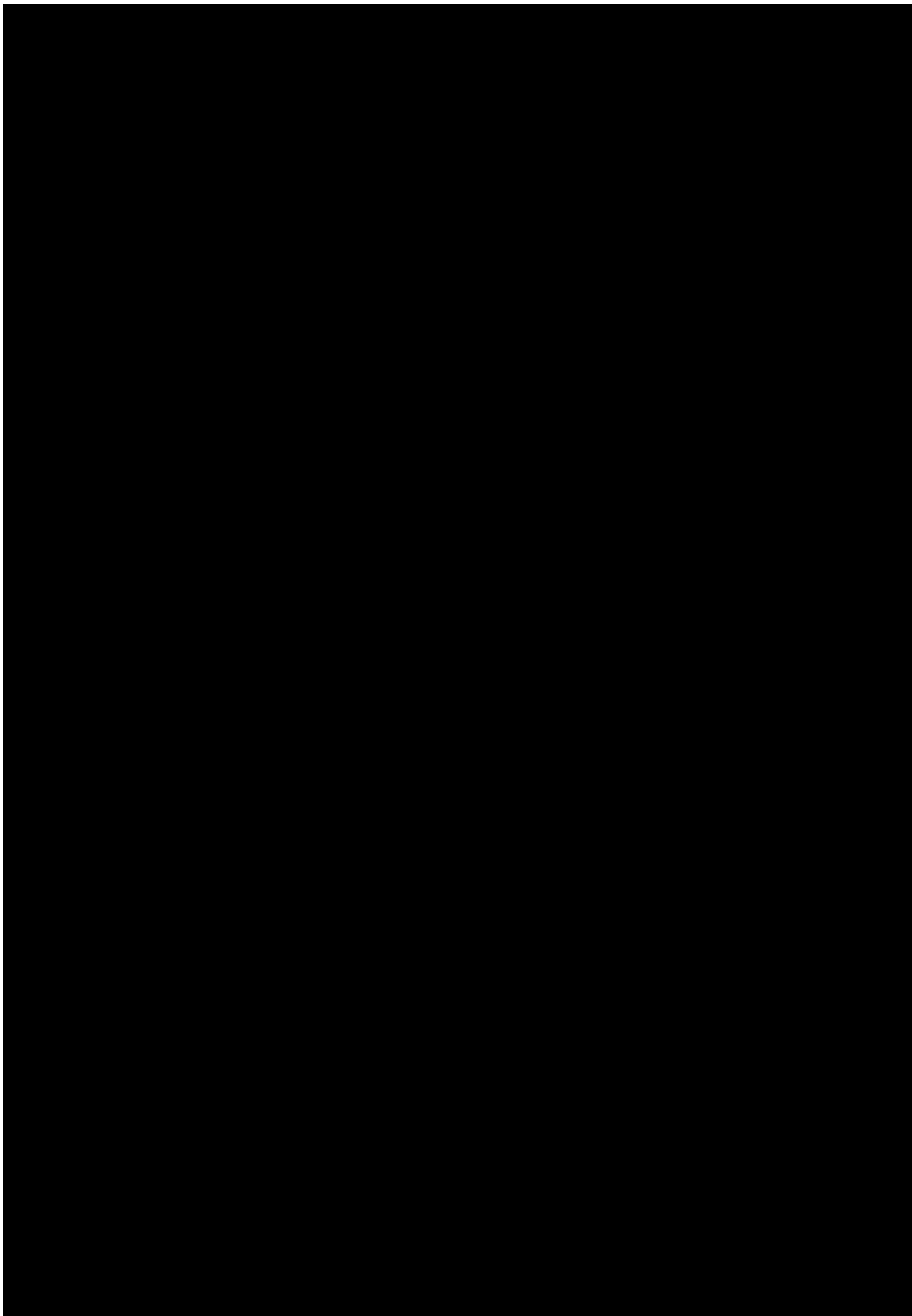












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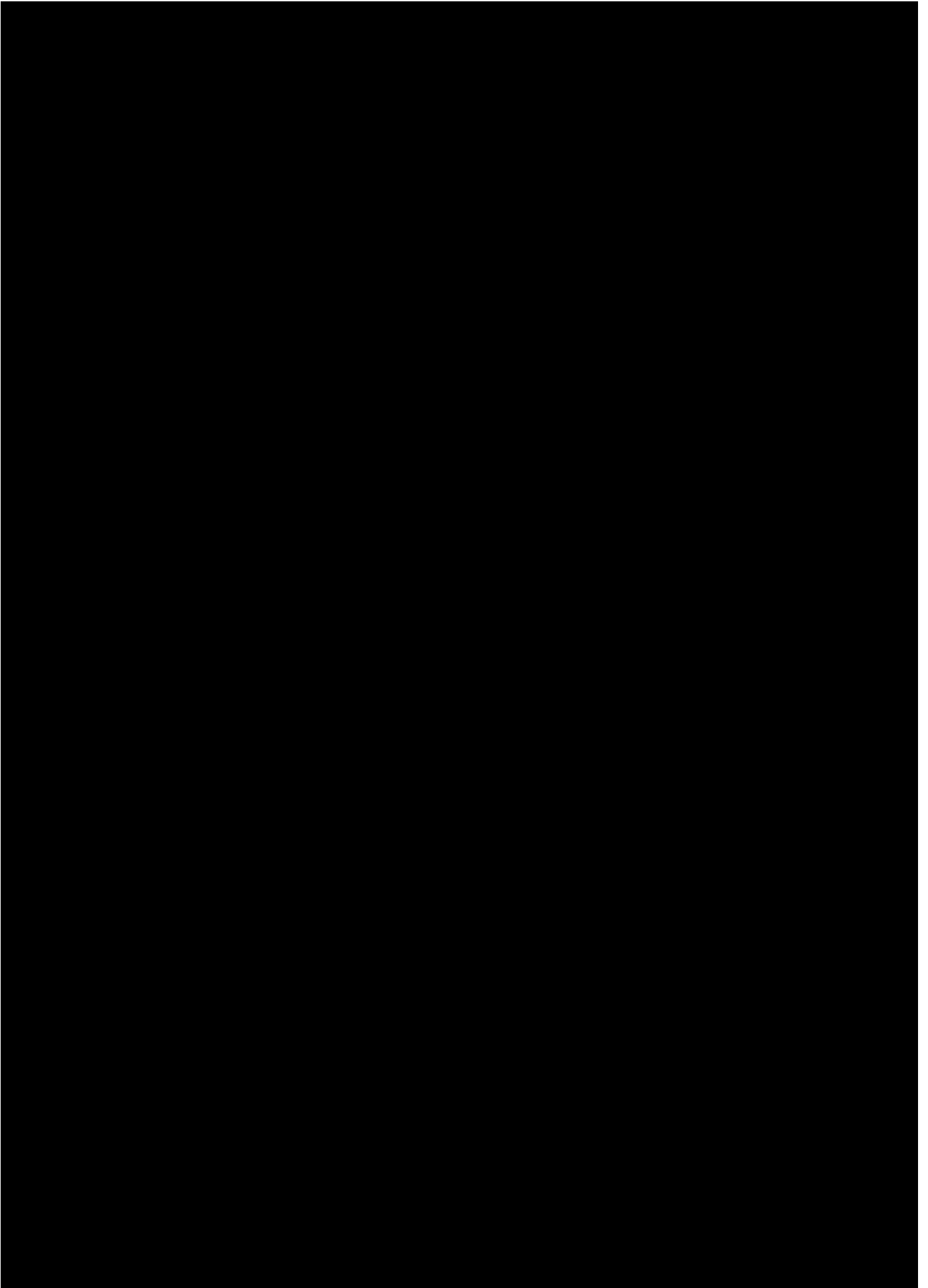
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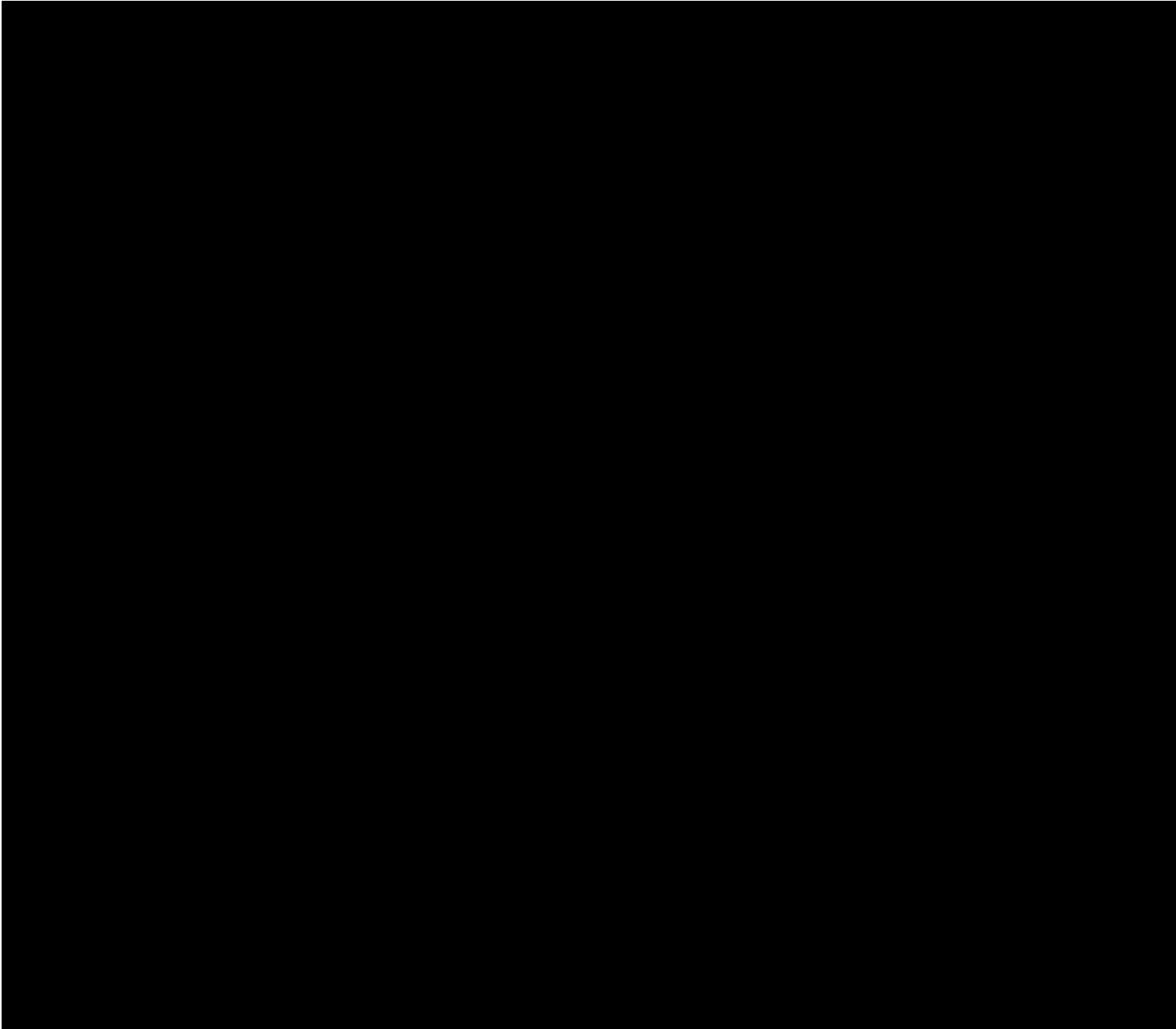
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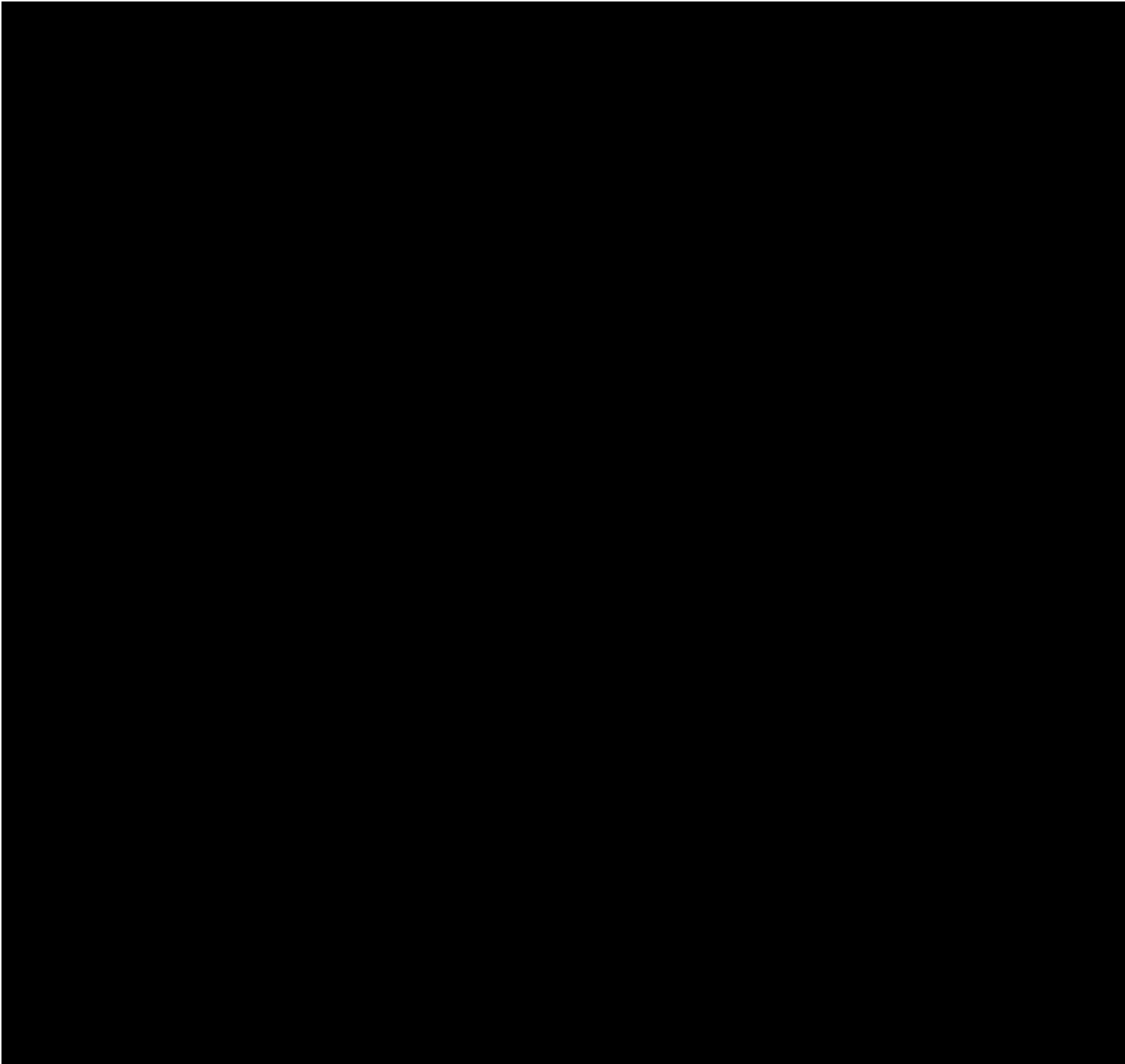


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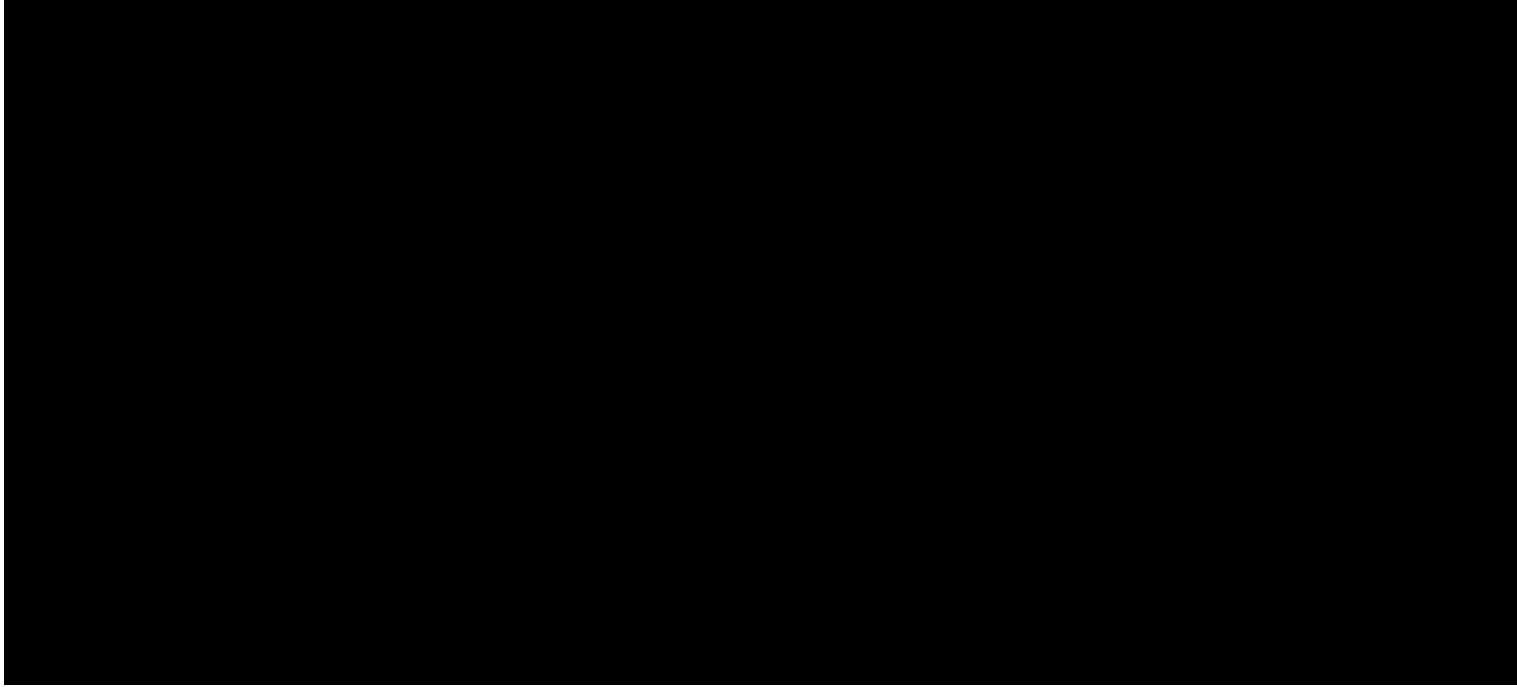


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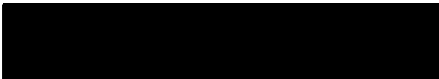




personal & commercial info

The National Westminster Bank plc.  
300 Silbury Boulevard  
Milton Keynes.  
MK9 2AZ

Shropshire Council  
Shirehall  
Abbey Foregate  
Shrewsbury  
Shropshire SY2 6ND



Date: 16 September 2015

Sent by email to:

Dear Sirs

**RE: UMC 010 – BANKING SERVICES  
SHROPSHIRE COUNCIL**

**SUBJECT TO CONTRACT**

This is an Award Decision Notice pursuant to The Public Contracts Regulations (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.

However, this letter is not, at this stage, a communication of Shropshire Council's formal acceptance of your offer. A mandatory "standstill" period is now in force pursuant to the Regulations; this period will end at midnight on 28 September 2015.

Subject to Shropshire Council receiving no notice during the standstill period of any intention to legally challenge the award process and agreement being reached on final terms and conditions, the Council aims to conclude the award of the contract after the expiry of the standstill period.

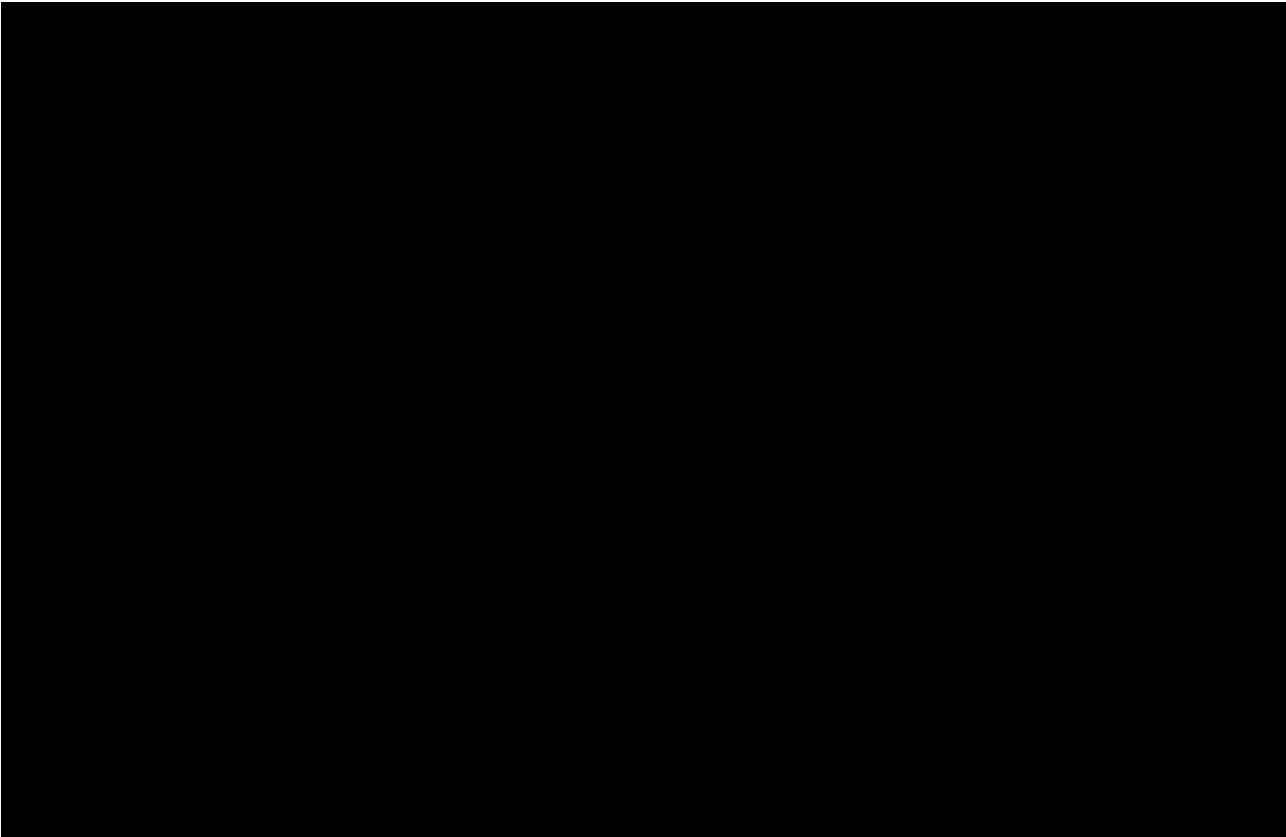
We can confirm that your tender received the following scores and ranking:-

	NatWest	
Price Score (60%)		
Quality Score (40%)		
Total Score		



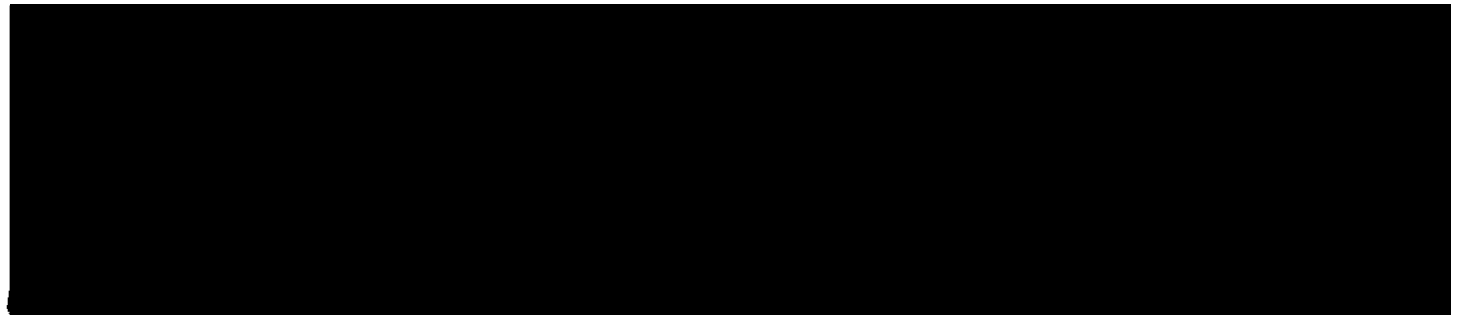
commercial & personal info

For your further information we would confirm that your quality submission was scored against the published scoring scheme and the stated award criteria and received the marks as set out below. We have also included some explanation to the marks:



We will be in touch with you again at the end of the standstill period.

Yours faithfully



Head of Finance Governance & Assurance  
Shropshire Council

Head of Treasury & Pensions  
Finance Governance & Assurance  
Shropshire Council