**Draft CONTRACT TERMS AND CONDITIONS**

**CATERING SERVICES UNDER SCHOOL MEALS SCHEME (Appendix 2 of CFT)**

***Insert School Logo***

***Insert School Name***

***School Roll Number:***

and

**[Insert successful Tenderer’s full legal name – on formal signing]**

**AGREEMENT**

Relating to the provision of Services pursuant to

Invitation to Tenders for the provision of Concession Catering Services to Insert School Name

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**THIS AGREEMENT IS MADE ON THE [insert date: e.g., 1st DAY OF [MONTH] 20[year] BETWEEN** “Insert School Name” (“the Contracting Authority”);

And [Insert successful Tenderer’s full legal name – on formal signing], of [address] (“the Contractor”) (each a “Party” and together “the Parties”).

**WHEREAS**:

A. By Call for tender advertised on the Irish government website [www.etenders.gov.ie](http://www.etenders.gov.ie) on insert date the Contracting Authority invited tenders from economic operators (“Tenderers”) for the provision of the services described in Appendix 1 to the CFT (the “Services”). References to the CFT shall include any clarifications issued by the Contracting Authority via the messaging facility on [www.etenders.gov.ie](http://www.etenders.gov.ie) prior to the closing date of insert date (the “CFT Clarifications”). The CFT (including the CFT Clarifications) is hereby incorporated by reference into this Agreement.

B. The Contractor submitted a response to the CFT dated [insert date of Tender] (“the Tender”). References to the Tender shall include any clarifications issued by the Contractor in writing to the Contracting Authority (the “Tender Clarifications”). The Tender (including the Tender Clarifications) is hereby incorporated by reference into this Agreement.

**IT IS HEREBY AGREED AS FOLLOWS:**

1. This Agreement consists of the following documents, and in the case of, and to the extent of, conflict of wording, the Agreement shall be construed in the following order of priority:

i. This Agreement and Schedules A to D attached hereto;

ii. The Framework Agreement Terms and Conditions (where applicable)

iii. The CFT;

iv. The Tender.

2. The Contractor agrees to provide the Services described in Schedule B (“the Services”) to the Contracting Authority in accordance with this Agreement (“Agreement”). Schedule B details the nature, quality, time of delivery, key personnel and functional specifications of the Services in accordance with the CFT and the Tender (“the Specification”).

3. Subject to the terms and conditions of this Agreement, the Contracting Authority agrees to pay to the Contractor the charges as stipulated in Schedule C (“the Charges”). The Charges are exclusive of VAT which shall be due at the rate applicable on the date of the VAT invoice.

4. For the purposes of this Agreement, the Contracting Authority’s Contact is “Insert School Name”; the Contractor’s Contact is [Contractor contact name] of [Contractor contact address].

5. This Agreement shall take effect on the date of this Agreement (“the Effective Date”) and shall expire on [insert date], unless it is otherwise terminated in accordance with the provisions of this Agreement or otherwise lawfully terminated or otherwise lawfully extended as agreed between the Parties (“the Term”).

Delete and replace with “Not Used” if not applicable:

The Contracting Authority reserves the right to extend the Term for a period or periods of up to [12] months with a maximum of [3] such extensions permitted subject to its obligations at law

6. Unless otherwise specified herein, a defined term used in this Agreement shall have the same meaning as assigned to it in the CFT.

7. Headings are included for ease of reference only and shall not affect the construction of this Agreement.

8. Unless the context requires otherwise, words in the singular may include the plural and vice versa.

9. References to any statute, enactment, order, regulation or other legislative instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended, unless specifically indicated otherwise.

10. If any ambiguity or question of intent or interpretation arises in relation to this Agreement, this Agreement shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favouring or disfavouring any Party by virtue of the authorship of any of the provisions of this Agreement.

SIGNED for and on behalf of the Contracting Authority

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(being a duly authorised officer) (witness)

SIGNED for and on behalf of the Contractor

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(witness)

# Schedule A: Terms and Conditions

# 1. CONTRACTOR’S OBLIGATIONS

A. The Contractor undertakes to act with due care, skill and diligence in the provision of the Services and generally in the carrying out of its obligations under this Agreement and in the appointment, monitoring and retention of its agents and subcontractors. The Contractor shall require its agents and subcontractors to exercise due care, skill and diligence in the provision of the Services and generally in the carrying out of obligations allocated by the Contractor to its agents and subcontractors under this Agreement.

B. In consideration of the payment of the Charges and subject to clause 3 the Contractor shall:

1. provide the Services in accordance with the Specification, the CFT, the Contracting Authority’s directions and the terms of this Agreement;

2. comply with and implement any policies, guidelines and/or any project governance protocols issued by the Contracting Authority from time to time and notified to the Contractor in writing;

3. comply with all local security and health and safety arrangements as notified to it by the Contracting Authority;

4. provide the Services in accordance with good industry practice and comply with all applicable laws including but not limited to all obligations in the field of environmental, social and labour law that apply at the place where the Services are provided, that have been established by EU law, national law, collective agreements and by international, environmental, social and labour law listed in Schedule 7 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) (the “Regulations”) . The Contractor shall be responsible for compliance with all statutory requirements of an employer and without prejudice to the generality of the foregoing shall be solely responsible in law for the employment, remuneration, taxes, immigration and work permits of all personnel retained for the purposes of complying with this Agreement; and

5. comply with any additional conditions under Clause 25 hereof.

C. The Contractor is deemed to be the prime contractor under this Agreement and the Contractor assumes full responsibility for the discharge of all obligations under this Agreement and shall assume all the duties, responsibilities and obligations associated with the position of prime contractor. The Contractor as prime contractor under the Tender hereby assumes liability for its subcontractors and shall ensure that its subcontractors shall comply in all respects with the relevant terms of this Agreement, including but not limited to clause 1B(4) above, to the extent that it or they are retained by the Contractor. Subject to clause 14, the Contractor shall notify the Contracting Authority as soon as possible of any changes to the name, contact details and legal representatives of its subcontractors.

D. Without prejudice to clause 1C, where the Contracting Authority becomes aware that any of the exclusion grounds set out in Regulation 57 of the Regulations apply to any subcontractor, the Contracting Authority reserves the right to require the Contractor to immediately replace such Subcontractor and the Contractor shall comply with such requirement. The Contractor shall include in every sub-contract a right for the Contractor to terminate the sub-contract where any of the exclusion grounds or any of the circumstances set forth in Regulation 73 of the Regulations apply to the subcontractor and a requirement that the subcontractor, in turn, includes a provision having the same effect in any sub-contract which it awards.

E. During this Agreement, the Contractor shall be an independent contractor and not the employee of the Contracting Authority. Neither Party shall have any authority to bind or commit the other. Nothing herein shall be deemed or construed to create a joint venture, partnership, and/or fiduciary or other relationship between the Parties for any purpose. The officers, employees or agents of the Contractor are not and shall not hold themselves out to be (and shall not be held out by the Contractor as being) servants or agents of the Contracting Authority for any purposes whatsoever.

F. The Contracting Authority acknowledges that the Contractor may from time to time be dependent on the Contracting Authority to facilitate the Contractor in the carrying out of its duties under this Agreement. The Contracting Authority agrees to use its reasonable endeavours to so facilitate the Contractor within the timescales and in the manner agreed by it in writing in accordance with clause 10.

G. The Contractor agrees that any information relating to this Agreement and / or the performance of this Agreement may be passed by the Contracting Authority to the Office of Government Procurement (“OGP”) and that the OGP may use this information in the analysis and reporting of spend data including the preparation and publishing of reports.

The following information must be made available to the Contracting Authority on request at any time during the Term:

* 1. All financial information relating to sales turnover under this Services Contract;
  2. All heavy commercial catering equipment in place that has been supplied by the Service Provider and any outstanding un-amortised amounts;
  3. List and state of all onsite equipment, to include but not limited to:
     1. Heavy equipment
     2. Light equipment
     3. Kitchen utensils
     4. Tableware (crockery, cutler and glassware).

H. The Contractor shall comply with all applicable obligations arising pursuant to the European Communities (Protection of Employees’ Rights on Transfer of Undertakings) Regulations 2003 (S.I. No. 131 of 2003) and Council Directive 2001/23/EC (together the “TUPE Regulations”) and failure to so comply shall constitute a serious breach of this Agreement. The Contractor shall indemnify, save harmless and keep the Contracting Authority indemnified from and against all liabilities (including the cost of wages, salaries and other remuneration or benefits, expenses, taxation, PRSI payments, health contributions, levies, losses, claims, demands, actions, fines, penalties, awards, (including legal expenses on an indemnity basis)) from, or incurred by reason of, any claims made against the Contracting Authority under the TUPE Regulations by any Affected Employees. Affected Employees shall mean those employees in respect of whom the TUPE Regulations may be deemed to apply in connection with this Agreement.

I. Without prejudice to Clause 5A, the Contractor shall indemnify and keep indemnified the Contracting Authority and its agents and other State Authorities or Public Bodies and their agents to any claims by any persons under the TUPE Regulations or other social, labour or environmental law (EU or international including under Schedule 7 of the Regulations) for which the Contractor or its subcontractors are responsible and the Contractor shall procure that any subcontractor, in turn, shall include a provision having the same effect in any subcontract which it might award.

# 2. KEY PERSONNEL

The Contractor undertakes and acknowledges that it is responsible for ensuring that all key personnel as specified in the Tender (“Key Personnel”), assigned by it to provide the Services shall be available for the Term of this Agreement. The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Contracting Authority. In the event that any of the Key Personnel assigned by the Contractor to provide the Services under this Agreement becomes unable to provide the Services for whatever reason then, the Contractor acknowledges and undertakes that it shall immediately notify the Contracting Authority in writing of the inability of any Key Personnel (subject to the consent in writing of the Contracting Authority which consent shall not be unreasonably delayed [or withheld]) and replace that person with a person of not less than equivalent experience and expertise (“Replacement Personnel”). The Contractor shall provide to the Contracting Authority such details as the Contracting Authority may reasonably require in writing regarding any Replacement Personnel. The Contracting Authority shall have absolute discretion as to the suitability of any proposed Replacement Personnel.

# 3. PAYMENT

A. Subject to the provisions of this clause 3 the Contracting Authority shall pay and discharge the Charges (plus any applicable VAT), in the manner (including as to timing) specified at Schedule C. Invoicing arrangements shall be on such terms as may be agreed between the Parties.

B. Discharge of the Charges is subject to:

1. Compliance by the Contractor with the provisions of this Agreement including but not limited to any milestones, compliance schedules and/or operational protocols in place pursuant to clause 10A from time to time;

2. The furnishing by the Contractor of a valid invoice and such supporting documentation as may be required by the Contracting Authority from time to time. Any Contractor pre-printed terms and conditions are hereby disallowed;

3. Invoices being submitted to the Contracting Authority’s Contact (as set out in this Agreement or such other alternative contact as may be agreed between the Parties). All and any queries relating to the invoice and/or the Services for any billing period (including whether or not Services have been accepted, rejected, satisfactorily re-performed or as the case may be) must be raised by the Contracting Authority’s Contact within 14 calendar days of receipt of invoice. In circumstances where no queries are raised within the said 14-day period the invoice shall be deemed accepted. Upon resolution of any queries on the invoice to the satisfaction of the Contracting Authority or upon such deemed acceptance the invoice shall be payable by the Contracting Authority. Payment is subject to any rights reserved by the Contracting Authority under any other provision of this Agreement; and

4. The Contracting Authority being in possession of the Contractor’s current Tax Clearance Certificate. The Contractor shall comply with all EU and domestic taxation law and requirements.

C. The European Communities (Late Payment in Commercial Transactions) Regulations, 2012 shall apply to all payments. Incorrect invoices will be returned for correction with consequential effects on the due date of payment.

D. Wherever under this Agreement any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Contracting Authority in respect of any breach of this Agreement), the Contracting Authority may agree to deduct that sum from any sum then due, or which at any later time may become due to the Contractor under the Agreement or under any other agreement or contract with the Contracting Authority. Any overpayment by either Party, whether of the Charges or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

E. The Charges shall include any and all costs or expenses incurred by the Contractor, its employees, servants and agents in the performance of its obligations under this Agreement.

F. The Charges shall be discharged as provided for in this clause subject to the retention by the Contracting Authority in accordance with section 523 of the Taxes Consolidation Act, 1997 of any Professional Services Withholding Tax payable to the Contractor. Any and all taxes applicable to the provision of the Services will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

G. The Client (like all Irish Public Bodies) no longer sends cheques to businesses in Ireland. To receive payment for your supply to the Client the business bank details must be submitted to [insert email address]

# 4. WARRANTIES, REPRESENTATIONS AND UNDERTAKINGS

A. The Contractor acknowledges, warrants, represents and undertakes that:

1. it has the authority and right under law to enter into, and to carry out its obligations and responsibilities under this Agreement and to provide the Services hereunder;

2. it is entering into this Agreement with a full understanding of its material terms and risks and can assume those risks;

3. it is entering into this Agreement with a full understanding of its obligations regarding taxation, employment, social and environmental protection and can assume and fulfilling those obligations;

4. it has acquainted itself with and shall comply with all legal requirements or such other laws, recommendations, guidance or practices as may affect the provision of the Services as they apply to the Contractor;

5. it has taken all and any action necessary to ensure that it has the power to execute and enter into this Agreement;

6. the status of the Contractor, as declared in the “Declaration as to Personal Circumstances of Tenderer” dated [insert date], which confirms that none of the excluding circumstances listed in Regulation 57 of the Regulations apply to the Contractor, remains unchanged;

7. it owns, has obtained or is able to obtain and maintains and retains, valid licences for all Intellectual Property Rights (as defined in clause 6 below) that are necessary for the performance of its obligations under this Agreement and for the Contracting Authority to obtain the benefit of the Services for its business purposes;

8. it has inspected the Contracting Authority’s premises, lands and facilities before submitting its Tender and has made appropriate enquiries to be satisfied in relation to all matters connected with the performance of its obligations under this Agreement;

9. it retains and shall maintain for the Term insurances for the nature and amount specified in the CFT. The Contractor undertakes to advise the Contracting Authority forthwith of any material change to its insured status, to produce proof of current premiums paid upon written request and where required produce valid certificates of insurance for inspection. The Contractor shall carry out all directions of the Contracting Authority regarding compliance with this clause 4A.9; and

10. the Contracting Authority shall be under no obligation to purchase any minimum number or value of Services.

B. The Contractor undertakes to notify the Contracting Authority forthwith of any material change to the status of the Contractor with regard to the warranties, acknowledgements, representations and undertakings as set out at clause 4A and to comply with all reasonable directions of the Contracting Authority with regard thereto which may include termination of this Agreement.

# 5. REMEDIES

A. The Contractor shall be liable for and shall indemnify the Contracting Authority for and in respect of all and any losses, claims, demands, damages or expenses which the Contracting Authority may suffer due to and arising directly as a result of the negligence, act or omission, breach of contract, breach of duty, insolvency, recklessness, bad faith, wilful default or fraud of the Contractor, its employees, subcontractors or agents or any of them or as a result of the Contractor’s failure to exercise skill, care and diligence as outlined in clause 1. The terms of this clause 5A shall survive termination of this Agreement for any reason.

B. Save in respect of fraud (including fraudulent misrepresentation), personal injury or death or in respect of the Contractor’s indemnity under clause 6(G), neither Party will be liable for any indirect losses (including loss of profit, loss of revenue, loss of goodwill, indirectly arising damages, costs and expenses) of any kind whatsoever and howsoever arising even if such Party has been advised of their possibility.

C. Should the Contracting Authority find itself obliged to order elsewhere in consequence of the failure of the Contractor to deliver Services, the Contracting Authority shall be entitled to recover from the Contractor any excess prices or expenses which may be paid by the Contracting Authority.

D. Except as otherwise expressly provided by this Agreement, all remedies available to either Party for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

E. Save in respect of fraud, personal injury or death or in respect of the Contractor’s indemnity under clause 6(G) (for which no limit applies), the limit of the Contractor’s aggregate liability to the Contracting Authority under this Agreement whatsoever and howsoever arising shall not under any circumstances exceed [one hundred and fifty per cent (150%) of the minimum guaranteed concession fee set out in the Schedule C in respect of all events arising in any one year, under this Agreement regardless of the number of claims. This limitation shall not apply if the Service Provider is required to indemnify the Contracting Authority in accordance with the terms of the Services Contract.

The Contracting Authority’s liability to the Service Provider shall not exceed the sum of Charges properly due and owing at any time.

F. If for any reason the Contracting Authority is dissatisfied with the performance of the Contractor, a sum may be withheld from any payment otherwise due calculated as follows:

[15,000] (“the Retention Amount”) which Retention Amount shall not at any given time exceed [50] per cent of the Charges. In such event the Contracting Authority shall identify the Services with which it is dissatisfied together with the reasons for such dissatisfaction. Payment of the Retention Amount will be made upon replacement and/or remedy of the said Services as identified by the Contracting Authority or resolution of outstanding queries. The Contracting Authority shall hold the Retention Amount on behalf of the Contractor but without any obligation to invest. The terms of this clause 5F shall be without prejudice to and not be in substitution for any remedy of the Contracting Authority under this Agreement.

G.

Time of delivery shall be of the essence and if the Contractor fails to deliver the Services within the time promised or specified in the Specification, the Contracting Authority may by notice in writing to the Contractor’s Contact release itself from any obligation to accept and pay for the Services and / or terminate this Agreement in either case without prejudice to any other rights and remedies of the Contracting Authority.

# 6. INTELLECTUAL PROPERTY

A. Intellectual Property Rights (“IPR”) means all patents and patent rights, trademarks and trademark rights, trade names and trade name rights, service marks and service mark rights, service names and service name rights, brand names, copyrights and copyright rights, trade dress, business and product names, logos, slogans, trade secrets, industrial models, utility models, design models, designs, rights in confidential information, know-how, rights in the nature of unfair competition rights and rights to sue for passing off, and all pending applications for and registrations of patents, trademarks, service marks, and copyrights together with all connected and similar or analogous rights in any country or jurisdiction for the full term thereof.

B. Pre-existing IPR means all IPR existing prior to the date of this Agreement and all IPR in any materials, acquired or developed by or for Contractor or Contracting Authority independently of this Agreement, and any IPR in Contractor’s standard hardware and software products or modifications or updates to such products.

C. All IPR title and interest in all reports, data manuals and/or other materials (other than software) (including without limitation all and any audio or audio-visual recordings, transcripts, books, papers, records, notes, illustrations, photographs, diagrams) produced for the purposes of this Agreement (collectively “the Materials”) (or any part or parts thereof) shall vest in the Contracting Authority and the Contractor so acknowledges and confirms. For the avoidance of doubt the Contractor hereby assigns all Intellectual Property Rights, title and interest in the Materials (including by way of present assignment of future copyright) to the extent that any such Intellectual Property Rights title or interest may be deemed by law to reside in it in the Materials to the Contracting Authority absolutely.

D. The Contracting Authority grants to the Contractor a royalty-free non-exclusive licence to use the Contracting Authority’s Pre-existing IPR for the Term to the extent necessary to enable the Contractor to fulfil its obligations under this Agreement. Save as expressly set out in this clause 6 all Pre-Existing IPR shall remain the sole property of the party who owned, acquired or developed such intellectual property.

E. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced under or in performance of this Agreement.

F. Nothing in this Agreement shall prohibit or be deemed to prohibit the Contractor from providing services like the Services to any party other than the Parties hereto. In no event shall the Contractor be precluded from independently developing for itself, or for others, materials which are competitive with, or similar to, the Services and to use its general knowledge, skills and experience, and any ideas, concepts, know-how, formats, templates, methodologies and techniques that are acquired or used in the course of providing the Services.

G. The Contractor shall ensure that all and any necessary consents and/or licences for any software, instrument, modality or methodology are obtained and in place before use for the purposes of this Agreement (to include but not be limited to ensuring that the Contracting Authority shall be vested with all necessary rights so as to enable the Contracting Authority to enjoy the benefit of the Services for its business purposes). The Contractor hereby indemnifies the Contracting Authority and shall keep and hold the Contracting Authority harmless from and in respect of all and any losses (whether direct, indirect or consequential) liability, damages, claims, costs or expenses which arise by reason of any breach of third party Intellectual Property Rights in so far as any such rights are used for the purposes of this Agreement.

At the request of the Contracting Authority for and in respect of any such breach, the Contractor shall at its expense and option:

(i) procure the necessary rights for the Contracting Authority to continue use;

(ii) replace the relevant deliverable with a non-infringing equivalent;

(iii) replace the relevant deliverable to make it non-infringing while giving equivalent performance; or

(iv) if the Contractor cannot obtain the remedies in (i), (ii) or (iii) above, it may direct the return of the deliverable and refund to the Contracting Authority Charges paid for such deliverable less a reasonable amount for the Contracting Authority’s use of the deliverable up to the time of return, provided such reasonable amount is due to the owner of the said deliverable, TOGETHER with all losses (whether direct, indirect or consequential) thereby accruing to the Contracting Authority as a result of the breach.

H. Upon the termination of this Agreement for whatever reason, the Contractor shall immediately deliver up to the Contracting Authority all the Materials prepared up to the date of termination. The provisions of this clause 6 will survive the expiration or termination of this Agreement for any reason.

# 7. CONFIDENTIALITY

A. Each of the Parties to this Agreement agrees to hold confidential all information, documentation and other material received, provided or obtained arising from their participation in this Agreement (“Confidential Information”) and shall not disclose same to any third party except to: -

1. its professional advisers subject to the provisions of this clause 7; or

2. as may be required by law; or

3. as may be necessary to give effect to the terms of this Agreement subject to the provisions of this clause 7; or

4. in the case of the Contracting Authority by request of any person or body or authority whose request the Contracting Authority or persons associated with the Contracting Authority (including but not limited to the Legislature and/or the Executive and/or the Civil Service) considers it necessary or appropriate to so comply.

B. The Contractor undertakes to comply with all reasonable directions of the Contracting Authority with regard to the use and application of all and any of its Confidential Information and shall comply with the confidentiality agreement as exhibited at Appendix 7 to the CFT (“the Confidentiality Agreement”).

The obligations in this clause 7 will not apply to any Confidential Information:

1. in the receiving Party’s possession (with full right to disclose) before receiving it from the other Party; or

2. which is or becomes public knowledge other than by breach of this clause; or

3. is independently developed by the disclosing Party without access to or use of the Confidential Information; or

4. is lawfully received by the disclosing Party from a third party (with full right to disclose).

C. The Contractor acknowledges that the security of the State and its information is of paramount importance to the Contracting Authority. Accordingly, the Contractor confirms that it will, if requested by the Contracting Authority, from time to time, submit full personal details of its personnel (including those of subcontractors) who are assigned to provide the Services (or any part thereof) under this Agreement. The Contractor further acknowledges that checks may be carried out in relation to all such personnel by police authorities and the Contractor shall comply with all reasonable directions of the Contracting Authority arising therefrom.

D. In circumstances where the Contracting Authority is subject to the provisions of the Freedom of Information Act 2014 or the European Communities (Access to Information on the Environment) Regulations 2007 to 2014, then in the event of the Contracting Authority receiving a request for information related to this Agreement, the Contracting Authority shall consult with the Contractor in respect of the request. The Contractor shall identify any information that is not to be disclosed on grounds of confidentiality or commercial sensitivity and shall state the reasons for this sensitivity. The Contracting Authority will consult the Contractor about this confidential or commercially sensitive information before making a decision on any request received under the above legislation.

E. The Contractor undertakes to comply with all requirements of data protection law and such guidelines as may be issued by the Data Protection Commissioner from time to time including but not limited to (i) the Data Protection Acts 1988 and 2003; and (ii) all EU requirements arising (including but not limited to provisions relating to the processing of data, ensuring the security of data and restrictions on transfer of data abroad) and any legislation and regulations implementing same.

# 8. FORCE MAJEURE

A. A ‘Force Majeure Event’ means an event or circumstance or combination of events and/or circumstances not within the reasonable control of the Affected Party (as defined in clause 8B below) which has the effect of delaying or preventing that Party from complying with its obligations under this Agreement including but not limited to acts of God, war, out-break of disease, insurrection, riot, civil disturbance, rebellion, acts of terrorism, government regulations, embargoes, explosions, fires, floods, tempests, or failures of supply of electrical power, or public telecommunications equipment or lines, excluding industrial action of whatever nature or cause (strikes, lockouts and similar) occurring at the Contractor (or Subcontractor or agent) places of business.

B. In the event of any failure, interruption or delay in the performance of either Party’s obligations (or of any of them) resulting from any Force Majeure Event, that Party (“the Affected Party”) shall promptly notify the other Party in writing specifying:

1. the nature of the Force Majeure Event;

2. the anticipated delay in the performance of obligations;

3. the action proposed to minimise the impact of the Force Majeure Event;

and the Affected Party shall not be liable or have any responsibility of any kind for any loss or damage thereby incurred or suffered by the other Party, provided always that the Affected Party shall use all reasonable efforts to minimise the effects of the same and shall resume the performance of its obligations as soon as reasonably possible after the removal of the cause.

C. If the Force Majeure Event continues for [3] calendar days either Party may terminate at 14 days’ notice.

D. In circumstances where the Contractor is the Affected Party, the Contracting Authority shall be relieved from any obligation to make payments under this Agreement save to the extent that payments are properly due and payable for obligations actually fulfilled by the Contractor in accordance with the terms and conditions of this Agreement.

# 9. TERMINATION

A. This Agreement may be terminated by the Contracting Authority, without liability for compensation or damages, by serving three 3) months written notice to the Contractor. This Agreement may be terminated by the Contractor, without liability for compensation or damages, by serving three (3) months written notice to the Contracting Authority.

B. Either Party shall have the right (in addition to its rights under clause 9(a) and any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages on the happening of any of the following:

1. if the other Party commits any serious breach or a series of breaches of any provision of this Agreement or of applicable law and fails to remedy such breach(es) (if the breach(es) are capable of remedy) within 30 days after receipt of a request in writing from the other Party;

2. if the other Party becomes insolvent, becomes bankrupt, enters into examinership, is wound up, commences winding up, has a receiving order made against it, makes any arrangement with its creditors generally or takes or suffers any similar action as a result of debt, or an event having an equivalent effect;

3. in circumstances where the Contracting Authority becomes aware of any conflict of interest on the part of the Contractor which cannot, in the opinion of the Contracting Authority, be removed by other means; and

4. in circumstances where the Contracting Authority becomes aware of any registrable interest on the part of the Contractor.

C. The Contracting Authority shall have the right, in addition to any other rights which it has at law, to terminate this Agreement immediately and without liability for compensation or damages in circumstances where the Contracting Authority becomes aware that any of the exclusion grounds set out in Regulation 57 of the Regulations apply to the Contractor, or if any of the circumstances set forth in Regulation 73 of the Regulations apply to the Contractor or any of its subcontractors or agents.

D. Termination of this Agreement shall not affect any antecedent and accrued rights, obligations or liabilities of either Party, nor shall it affect any provision of this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.

E. On completion or termination of this Agreement, howsoever arising, the Contractor shall immediately return all Confidential Information, records, papers, materials, media and other property of the Contracting Authority which is in its possession.

F. If requested by the Contracting Authority, the Contractor shall promptly furnish such anonymised information relating to the terms and conditions of the employment of all persons providing the Services as may be required by the Contracting Authority (“Employment Information”). The Contractor agrees that the Contracting Authority may release the Employment Information to third parties for the purposes of any procurement competition for the provision of the Services upon expiry of the Term or earlier termination of this Agreement for whatever cause.

# 10. CONTRACT MANAGEMENT

A. The Contracting Authority’s Contact and the Contractor’s Contact shall liaise on a regular basis to address any issues arising which may affect the performance of this Agreement and to agree milestones, compliance schedules and operational protocols as required by the Contracting Authority from time to time. If requested in writing by the Contracting Authority the Contractor shall meet formally with the Contracting Authority to report on progress and shall comply with all written directions of the Contracting Authority.

B. The Contractor agrees to:

1. liaise with and keep the Contracting Authority’s Contact fully informed of any matter which might affect the observance and performance of the Contractor’s obligations under this Agreement;

2. maintain such records and comply with such reporting arrangements and protocols as required by the Contracting Authority from time to time;

3. comply with all reasonable directions of the Contracting Authority; and

4. comply with the service levels and performance indicators set out in Schedule D.

C. The Contracting Authority or its authorised representative may inspect the Contractor’s premises, lands and facilities (or such part or parts thereof relating solely to this Agreement) with due access to relevant personnel and records upon reasonable notice in writing to ensure compliance with the terms of this Agreement. The Contractor shall comply with all reasonable directions of the Contracting Authority thereby arising. The cost of inspection shall be borne by the Contracting Authority.

# 11. DISPUTES

A. In the event of any dispute arising out of or relating to this Agreement (the “Dispute”), the Parties shall first seek settlement of the Dispute as set out below.

B. The Dispute shall be referred as soon as practicable to [contact] within the Contractor and to [insert name] within the Contracting Authority respectively.

C. If the Dispute has not been resolved within fifteen (15) Business Days (being days other than weekends or public holidays in Ireland) (or such longer period as may be agreed in writing by the Parties) of being referred to the nominated representatives, then either Party may refer the Dispute to an independent mediator, the identity of whom shall be agreed in advance by the Parties.

D. If the Parties are unable to agree on a mediator or if the mediator agreed upon is unable or unwilling to act, either Party may within twenty-one (21) days from the date of the proposal to appoint a Mediator or within twenty-one (21) days of notice to either Party that the mediator is unable to act, apply to CEDR Ireland to appoint a mediator.

E. Any submissions made to and discussions involving the mediator, of whatever nature, shall be treated in strict confidence and without prejudice to the rights and/or liabilities of the Parties in any legal proceedings and, for the avoidance of doubt, are agreed to be without prejudice and legally privileged. The Parties shall make written submissions to the mediator within ten (10) Business Days of his/her appointment.

F. The Parties shall share equally the cost of the mediator. The costs of all experts and any other third parties who, at the request of any Party, shall have been instructed in the mediation, shall be for the sole account of, and shall be discharged by that Party.

G. For the avoidance of doubt, the obligations of the Parties under this Agreement shall not cease or be suspended or delayed by the reference of a dispute to mediation. The Contractor shall always comply fully with the requirements of the Agreement.

# 12. GOVERNING LAW, CHOICE OF JURISDICTION AND EXECUTION

A. This Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Parties hereby agree that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.

B. This Agreement shall be executed in duplicate and each copy of the Agreement shall be signed by all the Parties hereto. Each of the Parties to this Agreement confirms that this Agreement is executed by their duly authorised officers.

C. References in this Agreement to statutory and EU Law provisions shall be deemed to include any amendments, re-enactments or replacements thereof.

# 13. NOTICES

A. Any notice or other written communication to be given under this Agreement shall either be delivered personally or sent by registered post or email. The Parties will from time to time agree primary and alternative contact persons and details for the purposes of this clause 13.

B. All notices shall be deemed to have been served as follows:

1. if personally delivered, at the time of delivery;

2. if posted by registered post, at the expiration of 48 hours after the envelope containing the same was delivered into the custody of the postal authorities (and not returned undelivered); and

3. if communicated by email, on the next calendar day following transmission.

# 14. ASSIGNMENT AND SUBCONTRACT

A. Subject to a Party’s obligations at law, any assignment to a third party or other transfer of a Party’s rights or obligations under this Agreement (the “Assignment”) requires the prior written consent of the other Party. Prior to any such Assignment, the assignee will be obliged to sign an undertaking to comply with all obligations under this Agreement. Any attempted Assignment not complied with in the manner prescribed herein shall be null and void.

B. Subject to a Party’s obligations at law, any sub-contract of a Party’s rights or obligations under this Agreement requires the prior written consent of the other Party, such consent not to be unreasonably withheld or delayed. Any attempted subcontract not complied with in the manner prescribed herein shall be null and void.

# 15. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement and understanding of the Parties, and any and all other previous agreements, arrangements and understandings (whether written or oral) between the Parties regarding the subject matter of this Agreement (save where fraudulently made) are hereby excluded.

# 16. SEVERABILITY

If any term or provision herein is found to be illegal or unenforceable for any reason, then such term or provision shall be deemed severed and all other terms and provisions shall remain in full force and effect.

# 17. WAIVER

No failure or delay by either Party to exercise any right, power or remedy shall operate as a waiver of it, nor shall any partial exercise preclude further exercise of same or some other right, power or remedy.

# 18. NON-EXCLUSIVITY

Nothing in this Agreement shall preclude the Contracting Authority from purchasing services (or Services) from a third party at any time during the currency of the Agreement.

# 19. MEDIA

No media releases, public announcements or public disclosures relating to this Agreement or its subject matter, including but not limited to promotional or marketing material, shall be made by the Contractor without the prior written consent of the Contracting Authority.

# 20. CONFLICTS, REGISTRABLE INTERESTS AND CORRUPT GIFTS

A. The Contractor confirms that it has carried out a conflicts of interest check and is satisfied that neither it nor any Subcontractor nor agent has any conflicts in relation to the Services and its obligations undertaken under this Agreement. The Contractor hereby undertakes to notify the Contracting Authority immediately should any conflict or potential conflict of interest come to its attention during the currency of this Agreement and to comply with the Contracting Authority’s directions in respect thereof. In the event of such notification, the Contracting Authority shall have the right (in addition to any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages.

B. Any registrable interest involving the Contractor (and any Subcontractor or agent as the case may be) and the Contracting Authority, the Ceann Comhairle (Speaker), or any member of the Government, or any member of the Oireachtas, or their relatives must be fully disclosed to the Contracting Authority immediately upon such information becoming known to the Contractor (Subcontractor or agent as the case may be) and the Contractor shall comply with the Contracting Authority’s directions in respect thereof, to the satisfaction of the Contracting Authority. In the event of such disclosure, the Contracting Authority shall have the right (in addition to any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages. The terms “registrable interest” and “relative” shall be interpreted as per section 2 of the Ethics in Public Office Act, 1995 (as amended) a copy of which is available on request.

C. The Contractor shall not offer or agree to give any public servant or civil servant any gift or consideration or commission of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this or any other public contract. Any breach of this clause 20C or the commission of any offence by the Contractor, any Subcontractor, agent or employee under the Prevention of Corruption Acts, 1889 to 2005 shall entitle the Contracting Authority to terminate this Agreement immediately and without liability for compensation or damages and to recover the amount of any loss resulting from such cancellation, including but not limited to recovery from the Contractor of the amount or value of any such gift, consideration or commission.

# 21. ACCESS TO PREMISES

A. Any of the Contracting Authority’s premises made available from time to time to the Contractor by the Contracting Authority in connection with this Agreement, shall be made available to the Contractor on a non-exclusive licence basis and shall be used by the Contractor solely for the purpose of performing its obligations under this Agreement. The Contractor shall have use of such premises as licensee and shall vacate the same on completion, termination or abandonment of this Agreement. Unless otherwise agreed, any fitting out of the premises that is carried out by the Service Provider shall be carried out at its sole cost and expense and by prior written agreement with the Contracting Authority. On termination of this Services Contract for any reason, the Service Provider shall, at its sole cost and expense, restore the fabric of the Service Provider’s work area to the condition in which it was at the commencement of this Services Contract and to the reasonable satisfaction of the Contracting Authority. The Service Provider is solely responsible for making good any damage to the Contracting Authorities premises or any objects contained thereon, other than fair wear and tear, which is caused by the Service Provider or any of its employees or subcontractors.

1. The Contractor shall upon reasonable notice by the Contracting Authority allow the Contracting Authority access to its premises (including the premises of any Subcontractor or agent) where the Services are being performed for the Contracting Authority under this Agreement.

# 22. EQUIPMENT

A. Unless otherwise specified by the Contracting Authority, The Contractor (Catering Service Provider) shall provide all necessary heavy and light duty catering equipment and stainless-steel worktop tables etc necessary for the provision of the Services (“Equipment”).

B. Items identified in the ITT and the Contractors TRD classified as permanent fixtures and fittings which will include typically extraction fans, associated ducting and stainless steel canopy, some wall and floor finish surfaces, associated building works including plumbing works, electrical modifications such as additional power sockets, and installation of grease traps, waste outlets etc required to deliver the service and carried out over the lifetime of this contract, title and ownership to such fixtures and fittings will upon expiry or termination of the Contract, shall automatically vest in and transfer to the Contracting Authority at no additional cost and free of any encumbrance;

where the Contract has been terminated prior to the expiry of a period of 3 years from the Commencement Date, the Contractor shall be entitled to recover the unamortised amount left outstanding on the identified fixture and fittings from the Contracting Authority (depreciated on a straight-line 3-year basis).

C. The Contractor shall maintain and store all items of Equipment within the Contracting Authority’s premises in a safe, serviceable and clean condition.

The Contractor shall maintain all necessary equipment (whether owned by the school or the Contractor) to the standards required by law for the duration of the contract.

D. The Contractor shall, at the Contracting Authority’s written request, at its own expense and as soon as reasonably practicable:

i. removes from the Contracting Authority’s premises any Equipment which in the reasonable opinion of the Contracting Authority is either hazardous, noxious or not in accordance with this Agreement; and

ii. replace such item with a suitable substitute item of Equipment.

E. All Equipment brought onto the Contracting Authority’s premises shall be at the Contractor’s own risk and the Contracting Authority shall have no liability for any loss of, caused by or damage to any Equipment. The Contractor shall provide for the haulage or carriage thereof to the Contracting Authority’s premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the premises will remain the property of the Contractor.

All moveable equipment provided by the Contractor classified as heavy catering/light catering equipment including but not limited to cookers, banbaries, combi ovens, server units, cold storage, cutleries crockery, soup kettles & stoves, sundry items will remain in the ownership of the Contractor and on expiry of the contract can be removed. It will be up to the Contractor should they so wish at the expiry of the contract to engage with the incoming provider in terms of the moveable assets and the Contracting Authority will not be liable for any arrangements in this regard.

On completion of the Services the Contractor shall remove the Equipment used by the Contractor to provide the Services and shall leave the Contracting Authority’s premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Contracting Authority’s premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any of its employees or subcontractors.

# 23. NON-SOLICITATION

A. For the Term and for a period of 12 months thereafter (and save in respect of publicly advertised posts) neither the Contracting Authority nor the Contractor shall employ or offer employment to any of the other Party’s employees without that other Party’s prior written consent.

# 24. CHANGE CONTROL PROCEDURE

A. At any time during the Term of this Agreement, either Party may propose a change or changes to any part or parts of this Agreement.

B. The change control procedures set out in this Schedule will apply to all changes irrespective of whether the Contractor or the Contracting Authority proposes the change.

C. A change control notice (“Change Control Notice”) shall be prepared for all change requests. The Change Control Notice will provide an outline description of the change requested, the rationale for the change, the effect that the change will have on the Services (where known) and an estimate of the effort and cost required to prepare an impact assessment (“Impact Assessment”).

D. All Change Control Notices proposing changes to this Agreement must be submitted for review to the other Party’s Contact.

E. The Parties must indicate their acceptance or rejection of the change control request and/or Impact Assessment within a reasonable timeframe of its completion and its Tender for review, subject to a maximum of twenty (20) calendar days or such other period agreed between the Parties.

F. On approval of an Impact Assessment, this Agreement and/or the Schedules should be updated and revised as appropriate and in writing.

G. If either Party rejects the Impact Assessment, the change(s) shall not take place and the Parties shall continue to perform their obligations under this Agreement.

H. The Contractor and the Contracting Authority will agree a reasonable charge in advance for investigating each proposed variation and preparing each estimate, whether the variation is implemented. If the Contracting Authority’s request for any variation is subsequently withdrawn but results in a delay in the performance of the Services then the Contractor will not be liable for such delay and will be entitled to an extension of time equal to not less than the period of the delay.

# 25. DATA PROTECTION AND SECURITY

1. In this Agreement the following terms shall have the meanings respectively ascribed to them:

“Data” means all Confidential Information, whether in oral or written (including electronic) form, created by or in any way originating with the Client (including but not limited to his employees, agents, independent contractors and/or Sub-contractors) and all information that is the output of any computer processing, or other electronic manipulation of any information that was created by or in any way originating with the Client provided under this Agreement and includes any Personal Data;

“Data Controller” has the meaning given under the Data Protection Laws;

“Data Processor” has the meaning given under the Data Protection Laws;

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines, including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”), and any guidelines and codes of practice issued by the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland.

“Data Subject” has the meaning given under the Data Protection Laws;

“Data Subject Access Request” means a request made by a Data Subject in accordance with rights granted under the Data Protection Laws to access his or her Personal Data;

“Personal Data” has the meaning given under Data Protection Laws;

“Processing” has the meaning given under the Data Protection Laws;

1. The Contractor shall comply with all applicable requirements of the Data Protection Laws.
2. The Parties acknowledge that for the purposes of the Data Protection Laws, the Client is the Data Controller and the Contractor is the Data Processor in respect of Data which is Personal Data. Schedule E sets out the scope, nature and purpose of Processing by the Contractor, the duration of the Processing and the types of Personal Data and categories of Data Subject.

Without prejudice to the generality of clause 25B, the Contractor shall, in relation to any Personal Data processed in connection with the performance by the Contractor of its obligations under this Agreement: -

(1) process that Personal Data only on the written instructions of the Client;

(2) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Client, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

(3) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

(4) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Client has been obtained and the following conditions are fulfilled;

* 1. appropriate safeguards are in place in relation to the transfer, to ensure that Personal Data is adequately protected in accordance with Chapter V of Regulation 2016/679 (General Data Protection Regulation);
  2. the data subject has enforceable rights and effective legal remedies;
  3. The Contractor complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred; and
  4. The Contractor complies with reasonable instructions notified to it in advance by the Client with respect to the processing of the Personal Data;

1. The Contractor shall promptly notify the Client if it receives a Data Subject Access Request to have access to any Personal Data or any other complaint, correspondence, notice, request any order of the Court or request of any regulatory or government body relating to the Client’s obligations under the Data Protection Laws and provide full co-operation and assistance to the Client in relation to any such complaint, order or request (including, without limitation, by allowing Data Subjects to have access to their data).
2. The Contractor shall without undue delay report in writing to the Client any data compromise involving Personal Data, or any circumstances that could have resulted in unauthorised access to or disclosure of Personal Data.
3. The Contractor shall assist the Client in ensuring compliance with its obligations under the Data Protection Laws with respect to security, impact assessments and consultations with supervisory authorities and regulators.
4. The Contractor shall at the written direction of the Client, amend, delete or return Personal Data and copies thereof to the Client on termination of this Agreement unless the Contractor is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Contractor to store the Personal Data.
5. The Contractor shall permit the Client, the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland, and/ or their nominee to conduct audits and or inspections of the Contractor’s facilities, and to have access to all data protection, confidentiality and security procedures, data equipment, mechanisms, documentation, databases, archives, data storage devices, electronic communications and storage systems used by the Contractor in any way for the provision of the Services. The Contractor shall comply with all reasonable directions of the Client arising out of any such inspection, audit or review.
6. The Contractor shall fully comply with and implement policies which are communicated or notified to the Contractor by the Client from time to time.
7. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause 25 and allow for inspections and contribute to any audits by the Client or the Client’s designated auditor.
8. The Contractor shall: -

(1) take all reasonable precautions to preserve the integrity of any Personal Data which it processes and to prevent any corruption or loss of such Personal Data;

(2) ensure that a back-up copy of all such Personal Data is made [insert frequency] and this copy is recorded on media from which the data can be reloaded if there is any corruption or loss of the data; and

(3) in such an event and if attributable to any default by the Contractor or any Sub-contractor, promptly restore the Personal Data at its own expense or, at the Client’s option, reimburse the Client for any reasonable expenses it incurs in having the Personal Data restored by a third party.

1. The Client does not consent to the Contractor appointing any third-party processor of Personal Data under this agreement
2. Save for clauses 25B, 25C, 25D (4) and 25E, all the obligations on the Contractor in this clause 25 relating to the processing of Personal Data shall apply to the processing of all Data.

O. The provisions of this clause 25 shall survive termination and or expiry of this Agreement for any reason.

# 26. ADDITIONAL CONDITION(S)

**National Internship Scheme**

26.1 Where the Service Provider (or any sub-contractor under the direction of the Service Provider) avails of the national Internship Scheme (‘JobBridge’) or any Irish State funded employment incentive scheme, the Service Provider must always comply with all terms and conditions of said scheme/s to the satisfaction of the Contracting Authority during the Term of the Services Contract.

26.2 If the Service Provider (or any sub-contractor under the direction of the Service Provider) commits any serious breach or a series of breaches of the terms and conditions of the aforementioned schemes and fails to remedy such breach(es) to the satisfaction of the Contracting Authority (where the breach(es) are capable of remedy), within 30 days after receipt of a request in writing from the Contracting Authority , then such failure to comply with the terms and conditions of any such scheme may constitute a serious breach within the meaning of Clause 10B of the Services Contract

**Transfer of Undertakings**

27.1 The Parties acknowledge and agree that if the provision of the Services pursuant to this Services Contract constitute a transfer of a business or undertaking within the meaning of the Transfer Regulations, this Clause 27 shall apply and that the contracts of employment of the Employees (save insofar as such contracts relate to employees' rights to old-age, invalidity or survivors’ benefits under supplementary company or inter-company pension schemes which are excluded under Regulation 4 of the Transfer Regulations) will have effect on and from the Transfer Date as if originally made between the Service Provider and the Employees (or persons claiming to be Employees).

27.2 The Parties agree that:

(i) The Service Provider shall comply with all applicable obligations under the Transfer Regulations and failure to so comply will constitute a material breach of this Services Contract.

(ii) If any Employee transfers from the Contracting Authority to the Service Provider, the Contracting Authority shall provide such Employee information as it is able to assist the Service Provider to so comply with the Transfer Regulations.

27.3 The Service Provider shall indemnify the Contracting Authority and keep the Contracting Authority indemnified on demand against any and all Liabilities relating to Employees (or persons claiming to be an Employee (whether the Outgoing Service Provider has notified the Service Provider of such Employee or person claiming to be an Employee) arising from:

1. any claim which relates to the Employee’s employment before, on or after the Transfer Date;
2. the employment or termination of the Employee’s employment by the Service Provider before, on or after the Transfer Date;
3. any substantial or detrimental change in the Employee’s working conditions or remuneration before, on or after the Transfer Date;
4. any failure by the Service Provider to comply with its obligations under this clause; or,
5. any failure by the Service Provider to comply with its information and consultation obligations under Regulation 8 of the Transfer Regulations.

It is agreed that if the Transfer Regulations apply to any Employee transferring from the Contracting Authority to the Service Provider then the above sub-clauses (i) to (iii) will only apply on and from the Transfer Date for the benefit of the Contracting Authority.

27.4 It is acknowledged and agreed that if, on the termination or expiry of all or part of this Services Contract, the provision of some or all of the Services are transferred to a New Service Provider and such transfer constitutes a transfer of a business or undertaking within the meaning of the Transfer Regulations, then the provisions of clause 27.5 to clause 27.8 below shall apply.

27.5 The Service Provider shall comply with its obligations under the Transfer Regulations, including its information and consultation obligations under Regulation 8 of the Transfer Regulations, and it shall provide the necessary information and assistance to a New Service Provider to allow that party to comply with its obligations (including providing a list of persons considered to be Retransferring Employees).

27.6 The Service Provider shall indemnify the Contracting Authority and any New Service Provider and keep the Contracting Authority and any New Service Provider indemnified on demand against any and all Liabilities relating to Retransferring Employees (or a person claiming his employment should transfer to the New Service Provider) arising from:

1. any claim which relates to the Retransferring Employee’s employment by the Service Provider before the Retransfer Date;
2. the employment or termination of the Retransferring Employee’s employment by the Service Provider before the Retransfer Date;
3. any substantial or detrimental change in the Retransferring Employee’s working conditions or remuneration before the Retransfer Date;
4. any failure by the Service Provider to comply with its obligations under this clause 27.6;
5. any failure by the Service Provider to comply with its information and consultation obligations under Regulation 8 of the Transfer Regulations; and
6. the non-disclosure or inaccurate disclosure of Employee Information in accordance with clause 27.12 (Employee Information) below.

27.7 If the provisions of the Transfer Regulations operate to transfer to the New Service Provider a person other than a Retransferring Employee notified to the New Service Provider in accordance with clause 27.5above:

1. the New Service Provider shall upon becoming aware of the alleged application of the Transfer Regulations to such person, it will inform the Service Provider and the Service Provider shall within fourteen (14) days:
   * + 1. provide all relevant information to the New Service Provider relating to such person and his employment as reasonably requested by the New Service Provider;
       2. consult with the New Service Provider in good faith as to the appropriate steps to be taken by the Service Provider and the New Service Provider in relation to that person.
2. the Service Provider covenants to pay to the New Service Provider on demand an amount equal to:

(a) any and all Liabilities arising out of the employment of such person on or prior to the Transfer Date.

27.8 The limitation period in clause 27.7(ii) (a) shall not apply to any claim by the New Service Provider in respect of which there has been an act, omission, concealment or misrepresentation by the directors, employees or agents of the Service Provider on or prior to the Retransfer Date that has been either dishonest or fraudulent.

27.9 The Service Provider agrees to assign or otherwise hold for the Contracting Authority with effect from the date of this Services Contract the benefit of any confidentiality or other undertakings or restrictions given to the Service Provider by any Employees where such undertakings or restrictions or the benefit thereof are not novated to or otherwise vested in the Contracting Authority or New Service Provider by virtue of the Transfer Regulations and accordingly the Service Provider hereby agrees pending formal assignment or novation of the same and at the request of the Contracting Authority to take such steps, actions and proceedings as the Contracting Authority shall reasonably require to enforce such undertakings and restrictions (or any of them) for the benefit and at the cost of the Contracting Authority .

27.10 The Contracting Authority holds the benefit of the indemnities in clause 27.3 and 27.6for itself and in trust for any nominee or New Service Provider, and the Service Provider agrees that when requested to do so by the Contracting Authority it will execute an indemnity in similar terms in favour of a New Service Provider.

27.11 Where the Service Provider chooses to provide any part of the service through an associated company, contractor or sub-contractor:

* + 1. the term Service Provider in clauses 27.1, 27.2, 27.3(i)-(iv), 27.5 and 27.6(i)-(vi) shall be interpreted as including such associated company, contractor or sub-contractor of the Service Provider as appropriate; and
    2. the Service Provider shall ensure that any such associated company, contractor or sub-contractor of the Service Provider complies with its obligations contained therein.
  1. Employee Information

1. Where notified in writing by the Contracting Authority to do so, the Service Provider shall provide Employee Information (as defined in clause 27.12(f) below) to the Contracting Authority within fourteen (14) days of such notice and shall warrant the accuracy of this information to the Contracting Authority.
2. The Service Provider shall ensure that prior to such disclosure it has complied, and has procured compliance by any Employees, with the Data Protection Acts and any other legislation in force from time to time regarding disclosure of personal information about employees and shall use all reasonable endeavours to obtain such consent from employees to the disclosure as may be required by law or legal requirement.
3. The Contracting Authority may disclose Employee Information to any Prospective Tenderer (as defined in clause 27.12(g) and, if requested by the Service Provider to do so, shall ensure that prior to such disclosure the Prospective Tenderer undertakes not to disclose (unless required by law or legal requirement to do so) the information to any other person other than a person who:
   * + is a servant or agent (including legal adviser) of the Prospective Tenderer; and,
     + has undertaken not to disclose that information unless required by law or legal requirement to do so.
4. Where Employee Information has been provided, the Service Provider shall:
   * + within fourteen (14) days of an amendment to such information, or the discovery of new information inform the Contracting Authority of any change to the information provided and/or provide any new Employee Information not previously provided;
     + use its best endeavours to clarify within fourteen (14) days any matter upon which clarification is requested by the Contracting Authority; and
     + use its best endeavours to co-operate with any other reasonable request made by the Contracting Authority concerning the Employee Information or concerning the Service Provider’s employees or the employees of its associated companies, contractors or sub-contractors.
5. Subject to clause 27.12(c)above or unless required by law or legal requirement to do so, the Contracting Authority shall not disclose Employee Information (or any part of that information) to any other person.
6. For the purposes of this clause 27.12, “Employee Information” means:
   * 1. details of the total number of persons employed to provide the Services under this Services Contract including those persons employed by the Service Provider its associated companies or by any of its contractors or sub-contractors whose work (or any part of it) is work undertaken for the purposes of this Services Contract;
     2. in relation to each person referred to in clause 27.12(f)(1) above a spreadsheet containing the following:
   1. the name and address of employer;
   2. employee’s job title and staff number;
   3. date of birth;
   4. details of any pension scheme contributions or entitlement;
   5. details of remuneration (including salary and all benefits perquisites, bonuses, commission, overtime or other such payments);
   6. details of other contractual entitlement (for example health insurance, permanent health insurance and company car);
   7. job description;
   8. normal working hours;
   9. approximate percentage of the employee’s working time spent on this Services Contract expressed as a percentage of the total work the Employee carries out for his/her employer (which includes Services Contract related work and work that is unrelated to this Services Contract);
   10. contractual annual leave entitlements and accrued annual leave;
   11. details of whether employment is permanent, temporary, part-time or fixed term;
   12. length of service;
   13. notice period;
   14. restrictive covenants;
   15. any pay settlement covering future dates which has already been agreed;
   16. any gratuitous (ex gratia) payment which has been agreed in connection with the actual or proposed termination or variation of any contract of employment; and
   17. any redundancy or severance entitlement whether under statute, contract or established by custom and practice.
7. in relation to each person mentioned in clause SC9(L)(f) above, the

following:

* 1. terms and conditions of employment (copy contracts of employment) including details of terms incorporated from any collective agreement or arising out of any custom or practice;
  2. details of any proposed or agreed future variations of contractual entitlements;
  3. employee handbook and/or policies and procedures forming part of the employees’ contracts;
  4. workforce structure and lines of responsibility;
  5. details of any outstanding or reasonably anticipated liability for past breaches of such employment contracts;
  6. details, including expected return dates, of any employee who is on sick leave, maternity leave or other statutory or contractual leave (other than normal holiday leave) whether paid or unpaid;
  7. details of any outstanding or potential liability under statute or otherwise (for example, any claim for unfair dismissal or discrimination or wrongful dismissal);
  8. details of any employee grievances or current disciplinary action;
  9. details of trade union recognition, any collective agreements, any areas of industrial dispute and any decisions or recommendations of a court or otherwise affecting the workforce that are still in effect;
  10. details of any employees currently serving a notice period or garden leave period prior to termination of their contract; and
  11. details of any other outstanding or potential contractual liability to be met by a new contractor were it to become employer of such persons; and

1. such other information as the Contracting Authority may reasonably require in relation to the Service Provider’s employees or the employees of its associated companies, contractors or sub-contractors.
2. For the purposes of this clause 27.12 “Prospective Tenderer” means a person who has been or is to be invited to submit a tender in relation to the provision of works or services of a similar type to any of the Services under this Services Contract.

27.13 Changes to the Workforce

During the six (6) month period preceding the date of expiry of this Services Contract or at any time either party has given notice to terminate this Services Contract, the Service Provider shall not, and shall procure that its associated companies, contractors or sub-contractors shall not, without the prior consent of the Contracting Authority:

* + - amend or offer, promise or agree for the future to amend, the terms and conditions of employment, including, without limitation, the rates of remuneration (including pensions and bonuses), working hours, holidays or sick pay, of the personnel engaged in providing the Services save where the Service Provider is required to do so by law;
    - initiate or make any changes to the composition or identities of the personnel engaged in providing the Services save where the Service Provider is required to do so by law.

27.14 The Service Provider shall comply with all Applicable Law relating to employment or employees in Ireland and in any other applicable jurisdiction and shall indemnify and keep indemnified the Contracting Authority during the Term and for a period of three (3) years following termination in respect of:

* + any claims by any employees, sub-contractors or agents of the Service Provider that they were employees, agents or sub-contractors of the Contracting Authority during the Term or have become employees, agents or sub-contractors of the Contracting Authority (or a New Service Provider) on the termination of this Services Contract or on termination of any of the Services; and

* + any breach of such Applicable Law or claims by any employee, agent or sub-contractor of the Service Provider arising out of such breach during the Term.

**Protection of Employees**

28. The Protection of Employees (Temporary Agency Work) Act 2012 (the “**2012 Act**”) provides that an ‘Agency Worker’ (as defined in the 2012 Act) is entitled to the same basic working and employment conditions as those which apply to employees recruited directly by the Hirer (as defined in the 2012 Act) to do the same or a similar job. Where the provision of the Services will involve the provision to a Framework Client of Agency

Workers (within the meaning of the 2012 Act), the Framework Member will have to comply with their obligations under the 2012 Act. Neither the Contracting Authority nor the Framework Client shall have any liability to the Framework Member for any increase in salaries that may be payable as a result of the application of the 2012 Act to the provision of the Services.]

# Schedule B: Services: The Specification

***\*Recommended text for schools ⬇️***

***Insert the appropriate elements of specifications and requirements from your CFT document when completing contract. See below example using text from 4.1 Specification of Requirements of CFT.***

The successful tenderer must be fully responsible for the staffing, management and operation of the food service:

* Appointed service providers will be required to put in place the following standards based on the HACCP regulations as detailed below in respect of:
* Cleaning and sanitation
* Personal Hygiene and Training
* Deliveries, Storage, Distribution and Transport
* Sustainable Energy & Waste Management
* Zoning (Separation of activities to prevent potential food contamination)
* Management of Allergens and customer facing declarations on same
* The standards above are based on the requirements for a food business as outlined in the applicable legislation and standards below and in the FSAI Guidance notes currently in place (www.fsai.ie)
* Be responsible for the supply, operation and maintenance of all equipment (where current equipment does not suffice)
* Be responsible for a healthy, nutritionally balanced comprehensive menu.
* Be responsible for the clean-up of all cooking and dining areas each day, free of litter and food debris at all times and that the tables are cleaned after each sitting
* Be responsible for the sorting and disposal of food waste, rubbish, packaging (preferably washable and re-useable) and recyclable materials will be the sole responsibility of the successful tenderer, with all items being removed from the school site at the successful tenderer’s expense.
* All proposals should clearly detail the option(s) each tenderer is proposing regarding the preparation, delivery, and distribution of the meals. It is preferable that food items are prepared fresh from raw ingredients, rather than pre-packed, for example freshly baked scones.
* The responsibilities of those persons, and a clear timeframe for the daily on-site distribution of meals, as well as the collection/disposal of waste and packaging that cannot be washed and re-used etc. should be detailed comprehensively in the tender response under Criterion A ‘Quality of Service Provision & Variety of Items Proposed’.
* The collection of all items affiliated with the service provision, as in leaving the classroom as it was before meals were delivered, will include basic hygiene standards and personal hygiene standards among the foodservice staff as a minimum, including any COVID-19 health precautions which may be required. These standards must be maintained on an ongoing basis.
* The successful tenderer will be accountable to the Principal and Board of Management of Insert School Name for the quality of the food service provided, including any ongoing improvements that need to be made.
* <http://www.welfare.ie/en/downloads/NutritionalStandardsForSchoolMeals.pdf>. This must be used as a guide to Tenderers regarding menu plans and ideas of best options and pricing for the students for the requirement of all food being prepared and cooked onsite.
* Ensure the costs are reasonable and offer a good balanced menu with a tight control on the options available to minimise waste and balance the selection available daily.
* The successful tenderer must provide clearly visible menu boards with allergens list (no third-party flyers are permissible in the school).
* Salt shall not be available on tables.
* Tap water shall be visible and freely available, and such provision should be promoted. Pre-bottled water (mineral / spring) shall not be included in the menu.
* It shall be a condition of the Service Level Services Contract, concluded on foot of the successful completion of this competition, that the successful tenderer **must notify the Principal of Insert School Name two weeks in advance of their intention to change their menus** during the school term (or for the next academic year), and supply the Principal with the new proposed menu for approval (especially any option that is not selling well). The Principal reserves the right to refuse a menu if it does not comply with the school’s Healthy Eating Policy. This includes any proposed price changes and prior approval by the Principal of the same. Any new pricing that may need implementing must firstly be discussed with the Principal, including validation of the reasons why.
* Menus for the calendar week must be available and displayed on the Monday of the same week to encourage uptake. All menus will clearly show the calorie count associated with the individual or combined item where two or more items constitute an item. Consideration should be given for students with special dietary needs such as gluten free and vegetarian. The naming of the area will be agreed with the School /Contracting Authority and any marketing material must have the School /Contracting Authority prior approval.
* The menu is to accommodate those with food intolerances and allergies, from lactose free, to vegetarian to gluten free for example. Note: The successful tenderer is to check with the school upon award of contract the details of such to accommodate those potential customers.
* The menu should reflect the school community, their background, and their capacity to learn healthy and sustainable food behaviours through different human development stages.
* Monitor the quality of food, presentation and service.
* Provide safe food, i.e., it must not be injurious to health or unfit for human consumption. Unsafe food must be withdrawn from sale or recalled from consumers if it has already been sold.
* Identify the businesses from whom you have obtained food, ingredients or food producing animals and the businesses they have supplied with products and produce this information on demand.
* Provide evidence of engagement / being registered with the HSE.
* All food must be monitored for time and temperature control records, delivery records, cooking temperatures, cleaning charts and these records must be available for inspection by the EHO and school when requested.
* Encourage people to understand and value the food that is supplied/served, including aspects of its production and its local and cultural context.
* Be responsible for marketing and promotion of the catering service being provided to parents, staff and the student community.
* Undertake regular customer satisfaction surveys.
* Provide evidence that management systems support the linking of customer feedback and other observations to improvements in customer satisfaction.
* Be responsible for managing menu fatigue, nutritious foods with the healthy eating focus. There needs to be a variety in the menu being served, to prevent menu fatigue. This should be evident in the sample menus provided.
* Collaborate with teaching staff in relation to food education- provide / support teachers with lesson plans and project activity packs in conjunction with the school curriculum. Encourage the students and parents to understand and value the food that is supplied, including aspects of its production and its local and cultural context. A schedule of events, same materials, information packs, multilingual and initiatives is required as part of the tender response.
* The successful tenderer must communicate directly with the parents/guardians. This includes the set-up process at the beginning of the school academic year / contract and each term, communication channels between both parties in relation to the selection of
* meals, the ordering process, timelines, dealing with changes, queries or complaints. The use of technology is welcome to facilitate the synergy between the parents/guardians and the successful tenderer. Comprehensive details of how this will occur and be maintained is required in the tender response.

# Schedule C: Charges

***\*Recommended text for schools ⬇️***

Refer to TRD of (insert successful service provider) attached separately for details on service delivery and specific payment arrangements.

# Schedule D: Service Levels / Service Level Agreement

***Insert at CFT stage, if applicable, or when completing contract- any ‘musts’ set out in Appendix 1, for example Service Level agreements (SLA’s), Key Performance Indicators (KPI’s)***

See below wording from SLA and adapt as appropriate ⬇️

*“The following key performance indicators (KPIs) will be measured, reported on by the Service provider. The appointed representatives nominated in Section 1(ii) will meet Quarterly,* *or when required, to review performance.*

***Customer Service Targets***

* *Complaints to be acknowledged within 24 hours of receipt*
* *Complaints to be fully resolved within 3 - 5 workdays (depending on complexity)*
* *General Queries to be responded to within 24 hours of receipt*
* *All communication is required by e-mail*

***Service / Product Delivery Targets*** *(****To be inserted from tender submission of successful tenderer)***

* *Daily operation of the service*
* *Offsite food preparation*
* *Quality of offerings*
* *Variety and choice available (for each service; insert relevant level of funding)*
* *Portion sizes applicable*
* *Pre-order facilities*
* *Formal Complaints Procedure*
* *Communications Plan, Escalation Procedures Response times*
* *Transport plans*
* *Environmental Innovation*

***Financial/Management Information Reports***

*The Service Provider will provide the following either monthly, quarterly or on request, reports:*

*including but not limited to; sales reports, funding and operation of school meals programme, provision of food – meals purchased, food wastage, traceability, environmental sustainability, On-time Service Delivery, Invoice Queries. KPI’s will be measured on a quarterly basis”*

# Schedule E: Data Protection

***\*Schools only required to fill in schools name at 1.1 when completing the contract***

**Processing, Personal Data and Data Subjects**

1. **Processing by the Contractor**
   1. **Subject matter of processing**

Students of (Insert School Name)

* 1. **Nature of processing**

Collection of student information

* 1. **Purpose of processing**

To set up student profiles on online system for School Meal Scheme

* 1. **Duration of the processing**

As per term of contract

1. **Types of personal data**

* Student Name
* Student Class
* Student school email address

1. **Categories of data subject**

Not Applicable

# Confidentiality Agreement

***\*Edit where highlighted ⬇️. No other edits/amendments of text necessary.***

THIS AGREEMENT is made on the [date] day of [month] 20xx BETWEEN:

The [insert name of Contracting Authority], of [insert address] (hereinafter “the Contracting Authority”) of the one part; and[Contractor’s legal name: to be completed on signing.], of [address: to be completed on signing.] (hereinafter called “the Contractor”) of the other part.

**WHEREAS**

|  |  |
| --- | --- |
| A. | By Call for tenders dated [insert date] entitled Call for tenders for the provision of catering services under the school meals scheme (the “CFT”) the Contracting Authority invited tenders (“Tenders”) for the provision of the Goods/Services described in Appendix 1 to the CFT (the “Goods” “Services”) (“the Competition”). The Contractor submitted a response to the CFT dated the [insert date of Tender publication].  The Contractor has been identified as the preferred bidder in the Competition. |
| B. | For the purposes of the Competition and any subsequent contract awarded thereunder (if any) (“the Contract”), certain confidential information as defined at clause 2 of this Agreement, will be furnished to the Contractor. The Confidential Information is confidential to the Client. |

**NOW IT IS HEREBY AGREED** in consideration of the sum of €2.00 (the receipt of which is hereby acknowledged by the Contractor) as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | The Contractor acknowledges that Confidential Information may be provided to them by the Contracting Authority and that each item of Confidential Information shall be governed by the terms of this Agreement. | | | | |
| 2. | For the purposes of this Agreement "Confidential Information" means: | | | | |
|  | 2.1 | | unless specified in writing to the contrary by the Contracting Authority all and any information (whether in documentary form, oral, electronic, audio-visual, audio-recorded or otherwise including any copy or copies thereof and whether scientific, commercial, financial, technical, operational or otherwise) relating to the Contracting Authority, the supply of Goods/Services under the Contract and all and any information supplied or made available to the Contractor (to include employees, agents, Subcontractors and other suppliers) for the purposes of the Contract(s) including personal data within the meaning of the Data Protection Laws; and | | |
|  | 2.2 | | all information which has been derived or obtained from information described in sub-paragraph 2.1. | | |
| 3. | | For the purposes of this Agreement “Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines, including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”), and any guidelines and codes of practice issued by the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland from time to time | | |  |
| 4. | Save as may be required by law, the Contractor agrees in respect of the Confidential Information: | | | | |
|  | 4.1 | | to treat such Confidential Information as confidential and to take all necessary steps to ensure that such confidentiality is maintained; | | |
|  | 4.2 | | not, without the prior written consent of the Contracting Authority, to communicate or disclose any part of such Confidential Information to any person except: | | |
|  |  | | i | to those employees, agents, Subcontractors and other suppliers on a need to know basis; and/or | |
|  |  | | ii | to the Contractor’s auditors, professional advisers and any other persons or bodies having a legal right or duty to have access to or knowledge of the Confidential Information in connection with the business of the Contractor | |
|  |  | | PROVIDED ALWAYS that the Contractor shall ensure that all such persons and bodies are made aware, prior to disclosure, of the confidential nature of the Confidential Information and that they owe a duty of confidence to the Contracting Authority; and shall use all reasonable endeavours to ensure that such persons and bodies comply with the provisions of this Agreement. | | |
| 5. | The obligations in this Agreement will not apply to any Confidential Information: | | | | |
|  | i | | in the Contractor’s possession (with full right to disclose) before receiving it from the Contracting Authority; or | | |
|  | ii | | which is or becomes public knowledge other than by breach of this clause; or | | |
|  | iii | | is independently developed by the Contractor without access to or use of the Confidential Information; or | | |
|  | iv | | is lawfully received from a third party (with full right to disclose). | | |
| 6. | The Contractor undertakes: | | | | |
|  | 6.1 | | to comply with all directions of the Contracting Authority regarding the use and application of all and any Confidential Information or data (including personal data as defined in the Data Protection Laws ); | | |
|  | 6.2 | | to comply with all directions as to local security arrangements deemed reasonably necessary by the Contracting Authority including, if required, completion of documentation under the Official Secrets Act 1963 and comply with any vetting requirements of the Contracting Authority including by police authorities; | | |
|  | 6.3 | | upon termination of the Competition (or the Contract) for whatever reason to furnish to the Contracting Authority all Confidential Information or at the written direction of the Contracting Authority to destroy in a secure manner all (or such part or parts thereof as may be identified by the Contracting Authority) Confidential Information in its possession and shall erase any Confidential Information held by the Contractor in electronic form. The Contractor will upon request furnish a certificate to that effect should the Contracting Authority so request in writing. For the avoidance of doubt “document” includes documents stored on a computer storage medium and data in digital form whether legible or not. | | |
| 7. | The Contractor shall not obtain any proprietary interest or any other interest whatsoever in the Confidential Information furnished to them by the Contracting Authority and the Contractor so acknowledges and confirms. | | | | |
| 8. | The Contractor shall, in the performance of the Contract, access only such hardware, software, infrastructure, or any part of the databases, data or ICT system(s) of the Contracting Authority as may be necessary for the purposes of the Competition (and obligations thereunder or arising therefrom) and only as directed by the Contracting Authority and in the manner agreed in writing between the Parties. | | | | |
| 9. | The Contractor agrees that this Agreement will continue in force notwithstanding any court order relating to the Competition or termination of the Contract (if awarded) for any reason. | | | | |
| 10. | The Contractor agrees that this Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Contractor hereby further agrees that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.  A. In this Agreement, the following terms shall have the meanings respectively ascribed to them:  “Data Controller” has the meaning given under the Data Protection Laws;  “Data Processor” has the meaning given under the Data Protection Laws;  “Data Subject” has the meaning given under the Data Protection Laws;  “Data Subject Access Request” means a request made by a Data Subject in accordance with rights granted under the Data Protection Laws to access his or her Personal Data;  “Personal Data” has the meaning given under Data Protection Laws;  “Processing” has the meaning given under the Data Protection Laws;  B. The Contractor shall comply with all applicable requirements of the Data Protection Laws.  C. The Parties acknowledge that for the purposes of the Data Protection Laws, the Client is the Data Controller and the Contractor is the Data Processor in respect of Confidential Information which is Personal Data. Schedule A sets out the scope, nature and purpose of Processing by the Contractor, the duration of the Processing and the types of Personal Data and categories of Data Subject.  D. Without prejudice to the generality of clause 10(B), the Contractor shall, in relation to any Confidential Information which is Personal Data: -   1. process that Personal Data only on the written instructions of the Client; 2. ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Client, to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it); 3. ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; 4. not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Client has been obtained and the following conditions are fulfilled; 5. appropriate safeguards are in place in relation to the transfer, to ensure that Personal Data is adequately protected in accordance with Chapter V of Regulation 2016/679 (General Data Protection Regulation); 6. the data subject has enforceable rights and effective legal remedies; 7. The Contractor complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred; and 8. The Contractor complies with reasonable instructions notified to it in advance by the Client with respect to the processing of the Personal Data; 9. The Contractor shall promptly notify the Client if it receives a Data Subject Access Request to have access to any Personal Data or any other complaint, correspondence, notice, request any order of the Court or request of any regulatory or government body relating to the Client’s obligations under the Data Protection Laws and provide full co-operation and assistance to the Client in relation to any such complaint, order or request (including, without limitation, by allowing Data Subjects to have access to their data). 10. The Contractor shall without undue delay report in writing to the Client any data compromise involving Personal Data, or any circumstances that could have resulted in unauthorised access to or disclosure of Personal Data. 11. The Contractor shall assist the Client in ensuring compliance with its obligations under the Data Protection Laws with respect to security, impact assessments and consultations with supervisory authorities and regulators. 12. The Contractor shall at the written direction of the Client, amend, delete or return Personal Data and copies thereof to the Client on termination of this Agreement unless the Contractor is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Contractor to store the Personal Data. 13. The Contractor shall permit the Client, the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland, and / or their nominee to conduct audits and or inspections of the Contractor’s facilities, and to have access to all data protection, confidentiality and security procedures, data equipment, mechanisms, documentation, databases, archives, data storage devices, electronic communications and storage systems used by the Contractor in any way for the provision of the services. The Contractor shall comply with all reasonable directions of the Client arising out of any such inspection, audit or review. 14. The Contractor shall fully comply with and implement policies which are communicated or notified to the Contractor by the Client from time to time. 15. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause 11 and allow for inspections and contribute to any audits by the Client or the Client’s designated auditor. 16. The Contractor shall: - 17. take all reasonable precautions to preserve the integrity of any Personal Data which it processes and to prevent any corruption or loss of such Personal Data; 18. ensure that a back-up copy of all such Personal Data is made [insert frequency] and this copy is recorded on media from which the data can be reloaded if there is any corruption or loss of the data; and 19. in such an event and if attributable to any default by the Contractor or any Sub-contractor, promptly restore the Personal Data at its own expense or, at the Client’s option, reimburse the Client for any reasonable expenses it incurs in having the Personal Data restored by a third party. 20. *(IF YOU ARE NOT CONSENTING TO A THIRD-PARTY PROCESSOR - DELETE IF NOT IN USE)*   The Client does not consent to the Contractor appointing any third-party processor of Personal Data under this agreement  *(OR IF USING A THIRD-PARTY PROCESSOR - DELETE IF NOT IN USE)*  the Client consents to the Contractor appointing [insert third-party processor] as a third-party processor of Personal Data under this Agreement. The Contractor confirms that it has entered or (as the case may be) will enter into a written agreement incorporating terms which are substantially like those set out in this clause 11 as between the Client and the Contractor, the Contractor shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 11.   1. Save for clauses 11B, 11C, 11D (4) and 11E, all the obligations on the Contractor in this clause 11 relating to the processing of Personal Data shall apply to the processing of all Confidential Information. | | | | |
|  |  | | | | |

|  |  |  |
| --- | --- | --- |
| SIGNED for and on behalf of the Contracting Authority  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (being a duly authorised officer) | SIGNED for and on behalf of the Contractor  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| Witness | Witness | |