



G-Cloud 11 Call-Off Contract (version 4)

Contents

G-Cloud 11 Call-Off Contract (version 4)	1
Part A - Order Form	3
Principle contact details	4
Call-Off Contract term	4
Buyer contractual details.....	5
Supplier's information	9
Call-Off Contract charges and payment.....	9
Additional Buyer terms	10
Schedule 1 - Services	12
Schedule 2 - Call-Off Contract charges	16
Part B - Terms and conditions	17
1. Call-Off Contract start date and length.....	17
2. Incorporation of terms	17
3. Supply of services	18
4. Supplier staff	19
5. Due diligence	19
6. Business continuity and disaster recovery	20
7. Payment, VAT and Call-Off Contract charges.....	20
8. Recovery of sums due and right of set-off.....	21
9. Insurance	21
10. Confidentiality	22
11. Intellectual Property Rights	22
12. Protection of information	23

13. Buyer data.....	23
14. Standards and quality	24
15. Open source	25
16. Security	25
17. Guarantee	26
18. Ending the Call-Off Contract	26
19. Consequences of suspension, ending and expiry	27
20. Notices	28
21. Exit plan	28
22. Handover to replacement supplier	29
23. Force majeure.....	29
24. Liability	30
25. Premises	30
26. Equipment.....	30
27. The Contracts (Rights of Third Parties) Act 1999.....	31
28. Environmental requirements	31
29. The Employment Regulations (TUPE)	31
30. Additional G-Cloud services.....	32
31. Collaboration	32
32. Variation process	33
33. Data Protection Legislation (GDPR).....	33
Schedule 6 - Glossary and interpretations.....	35
Schedule 7 - GDPR Information	44
Annex 1 - Processing Personal Data	44

Part A - Order Form

Digital Marketplace service ID number:	979039043257838
Call-Off Contract reference:	
Call-Off Contract title:	Victim Case Management System (VCMS) Support
Call-Off Contract description:	Fixed Price 3 rd Line Application Support and Management, and Fixed Effort of 3 days / month of Application Development for system enhancements, for the VCMS Application.
Start date:	1 st October 2020
Expiry date:	Up to 30 th September 2022.
Call-Off Contract value:	Up to £162,420.00
Charging method:	BACS
Purchase order number:	To be confirmed after contract signature. The Purchase Order number for this Call-Off Contract is to cover Year 1 for this Call-Off Contract (1 st October 2020 – 30 th September 2021).

This Order Form is issued under the G-Cloud 11 Framework Agreement (RM1557.11).

Buyers can use this Order Form to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any extra terms that materially change the Deliverables offered by the Supplier and defined in the Application.

There are terms in the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with square brackets.

From: the Buyer	The Secretary of State for Justice on behalf of Her Majesty's Prisons and Probation Service The Ministry of Justice 102 Petty France London
------------------------	--

	SW1H 9AJ
To: the Supplier	Civica UK Limited +44 (0)113 244 1404 Supplier's address: South Bank Central 30 Stamford Street London SE1 9LQ Company number: 01628868
Together: the 'Parties'	

Principle contact details

For the Buyer:	<u>Operational Contact:</u> Senior Operational Policy Advisor [REDACTED] Commercial Contact Assistant Commercial Manager [REDACTED]
For the Supplier:	Title: Account Director [REDACTED]

Call-Off Contract term

Start date:	This Call-Off Contract Starts on 1 st October 2020 and is valid for up to 24 months.
Ending (termination):	The notice period needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums or at least 30 days from the date of written notice for Ending without cause.
Extension period:	This Call-Off Contract can be extended by the Buyer for 2 period(s) of 12 months each, by giving the Supplier 4 weeks' written notice before its

	expiry. Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.
--	---

Buyer contractual details

This Order is for the G-Cloud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cloud Services used by the Buyer may vary during this Call-Off Contract.

G-Cloud lot:	This Call-Off Contract is for the provision of Services under: • Lot 3 - Cloud support
G-Cloud services required:	The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below in Schedule 1. Services will be required under this Call-Off Contract are: • Support to HMPPS for Service Management and Service Engineering • Hosting for the Development Environment • System Enhancements
Additional Services:	N/A
Location:	The Services will be delivered remotely from the Supplier's location. Supplier access to any of the Ministry of Justice premises and office locations is not required for the provision of services under this Call-Off Contract.
Quality standards:	The quality standards required for this Call-Off Contract are: • ISO9001 As a minimum, the Supplier shall ensure all its personnel performing these services with access to Buyer data shall have undergone a pre-employment check to the standard of HMG Baseline Personnel Security Standard (BPSS).
Technical standards:	The technical standards required for this Call-Off Contract are: • ISO27001 • The Supplier's products and services must enable the customer to build a secure system that is accreditable • Information Technology Infrastructure Library (ITIL) - Overlaying the ITIL processes, the Supplier's approach to product software development follows an Agile approach based on iterative development, where requirements and solutions evolve through collaboration between self-organization cross functional teams. • Government Digital Standards
Service level agreement:	The service level and availability criteria required for this Call-Off Contract are as per the Supplier's Service Description, ID979039043257838. These support services best outline to the Supplier's Bronze SLA Support rating, as per the Supplier's Service Description, ID979039043257838, for third line support.

User support is provided via email, telephone and online support. Normal Service Hours for these user support services are 9am – 5pm, Monday – Friday, excluding national holidays.

The Service Desk responds to questions depending on the Severity Level of the call as follows;

- Severity Level 1- Critical- The reported problem causes a halt to the Client's core business processes and no workaround is available.
- Severity Level 2- Major- The reported problem causes degradation of the Client's core business processes and no reasonable work-around exists.
- Severity Level 3- Intermediate- The reported problem impacts the Client's operational environment but does not affect core business processes. A work-around is available.
- Severity Level 4- Minor- A non-critical problem is causing some disruption but with little or no impact on the Client operation.

The resolution time for an incident is defined as being either when the system is restored, a workaround is in place or that a "problem" has been raised to deal with the underlying cause in the event that the system is operational, and the only resolution is to fix the underlying problem. All support incidents will be prioritised according to impact and urgency. The Supplier will respond to incidents in the times set out below (target first response time) and will take all reasonable steps to achieve the target resolution time according to these Service Level Agreements. The Buyer has the right to escalate incidents of particular urgency; the Supplier holds escalation procedures to ensure that all required resources are assigned to a critical problem.

The response times for these critical levels are called out below:

Action	Priority 1 – Service Totally Unavailable	Priority 2 – Serious Impact to Business Performance	Priority 3 - Affecting Business Performance	Priority 4 - Minor Inconvenience
Initial Response	<30 minutes	<1 hour	<2 hours	<4 hours
Target Resolution Time	<4 hours	<8 hours	<16 hours	< 24 hours

Support incidents notified to Civica UK Limited outside of normal Service Hours shall be treated as having been received at the start of the next period of Service Hours.

This Service Level Agreement does not include any specific availability, capacity or performance requirements for the Supported System, as this Supported System is controlled and managed by the Buyer.

Onboarding:

The onboarding plan for this Call-Off Contract is not applicable as the incumbent supplier will continue to provide the services as agreed under this Call-Off Contract.

Offboarding:	The offboarding plan for this Call-Off Contract will be the Supplier and the Buyer will agree a decommission plan for ending this service within 30 days of the Call-Off Contract End Date, or within 30 days of the Call-Off Contract being terminated at least 30 days before the Contract End Date. This decommissioning plan will be proposed by the Supplier and agreed by the Buyer. Once agreed by the Buyer and the Supplier, this decommissioning plan will begin to be mobilised by both Parties. As part of this offboarding plan, the Supplier (Civica UK Limited) will perform the following tasks: • Provide two working days of assistance to Buyer technical staff OR to a replacement Supplier to ensure all documentation is up to date and that Buyer staff have full access to all areas of the system. No other tasks will be required as the system will be hosted on MoJ owned infrastructure.
Collaboration agreement:	N/A
Limit on Parties' liability:	The annual total liability of either Party for all Property defaults will not exceed £1,000,000. The annual total liability for Buyer Data defaults will not exceed £1,000,000.00 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater). The annual total liability for all other defaults will not exceed the greater of £100,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).
Insurance:	The insurance(s) required will be: • a minimum insurance period of [6 years] following the expiration or Ending of this Call-Off Contract • professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law) • employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law
Force majeure:	A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than 30 consecutive days.
Audit:	The following Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits. This follows the required audit provisions from clauses 7.4 to 7.13 of the G-Cloud 11 Framework Agreement. 7.4 The Supplier will maintain full and accurate records and accounts, using Good Industry Practice and generally accepted accounting principles, of the:

	• Operation of the Framework Agreement and the Call-Off Contracts entered into with the Buyers • Services provided under any Call-off Contracts (including any Subcontracts) • Amounts paid by each Buyer under the Call-Off Contracts 7.5 The Supplier will provide a completed self audit certificate (Schedule 2) to CCS within 3 months of the expiry or Ending of this Framework Agreement. 7.6 The Supplier's records and accounts will be kept until the latest of the following dates: • 7 years after the date of Ending or expiry of this Framework Agreement • 7 years after the date of Ending or expiry of the last Call-Off Contract to expire or End • another date agreed between the Parties 7.7 During the timeframes highlighted in clause 7.6, the Supplier will maintain: • commercial records of the Charges and costs (including Subcontractors' costs) and any variations to them, including proposed variations • books of accounts for this Framework Agreement and all Call-Off Contracts • MI Reports • Access to its published accounts and trading entity information • Proof of its compliance with its obligations under the Data Protection Legislation and the Transparency provisions under this Framework Agreement • Records of its delivery performance under each Call-Off Contract, including that of its Subcontractors 7.8 CCS will use reasonable endeavours to ensure that the Audit does not unreasonably disrupt the Supplier, but the Supplier accepts that control over the conduct of Audits carried out by the auditors is outside of CCS's control. 7.9 Subject to any Confidentiality obligations, the Supplier will use reasonable endeavours to: • Provide audit information without delay • Provide all audit information within scope and give auditors access to Supplier Staff 7.10 The Supplier will allow the representatives of CCS, Buyers receiving Services, the Controller and Auditor General and their staff, any appointed representatives of the National Audit Office, HM Treasury, the Cabinet Office and any successors or assigns of the above access to the records, documents, and accounts information referred to in Clause 7.7 (including at the Supplier's premises), as may be required by them, and subject to reasonable and appropriate confidentiality undertakings,
--	--

	to verify and review: • The accuracy of Charges (and proposed or actual variations to them under this Framework Agreement) • Any books or accounts kept by the Supplier in connection with the provision of the G-Cloud Services for the purposes of auditing the Charges and Management Charges under the Framework Agreement and Call-Off Contract only • The integrity, Confidentiality and security of the CCS Personal Data and the Buyer Data held or used by the Supplier • Any other aspect of the delivery of Services including to review compliance with any legislation • The accuracy and completeness of any MI delivered or required by the Framework Agreement • Any MI Reports or other records about the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records 7.11 The Supplier will reimburse CCS its reasonable Audit costs if it reveals: • An underpayment by the Supplier to CCS in excess of 5% of the total Management Charge due in any monthly reporting and accounting period • A Material Breach 7.12 CCS can End this Framework Agreement under Section 5 (Ending and suspension of a supplier's appointment) for Material Breach if either event in clause 7.11 applies. 7.13 Each Party is responsible for covering all their own other costs incurred from their compliance with the Audit obligations.
Buyer's responsibilities:	The Buyer is responsible for providing contact details for all resolver groups (including all information required to progress incidents). The Buyer will provide the Supplier with SSH Access to the VCMS production system.
Buyer's equipment:	N/A

Supplier's information

Subcontractors or partners:	No subcontractors or partners will be used by the Supplier in the delivery of these services to the Buyer.
------------------------------------	--

Call-Off Contract charges and payment

The Call-Off Contract charges and payment details are in the table below. See Schedule 2 for a full breakdown.

Payment method:	The payment method for this Call-Off Contract is BACS.
------------------------	--

Payment profile:	The payment profile for this Call-Off Contract is monthly in arrears.
Invoice details:	The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.
Who and where to send invoices to:	Invoices will be sent to: [REDACTED] <u>Post:</u> Ministry of Justice Finance & Accounting Shared Services Connected Limited PO Box 766 Newport, Gwent NP20 9BB Copies are to be sent to [REDACTED]
Invoice information required	All invoices must include: • Purchase Order number • Contract Reference Number and Title • Invoice Period • Details of charges for the invoice period, including: ○ A breakdown of the fixed monthly charges for these services, as per this Order Form and Schedule 2 of this Call-Off Contract. ○ The number of days provided for delivering Enhancement Development services for the invoiced period ○ The start date for providing the Enhancement Development services under the invoiced period ○ The end date for providing the Enhancement Development services under the invoiced period
Invoice frequency:	Invoice will be sent to the Buyer monthly.
Call-Off Contract value:	The total value of this Call-Off Contract is up to £162,420.00.
Call-Off Contract charges:	The breakdown of the Charges is: [REDACTED] [REDACTED] Any Call-off Charges for any extension periods within this Call-Off Contract, will use the same Monthly Charges as outlined in this above Call-Off Charges profile.

Additional Buyer terms

Performance of the	As per Schedule 1.
---------------------------	--------------------

service and deliverables:	
Guarantee:	N/A
Warranties, representations:	N/A
Supplemental requirements in addition to the Call-Off terms:	N/A
Alternative clauses:	N/A
Buyer specific amendments to/refinements of the Call-Off Contract terms:	N/A
Public Services Network (PSN):	N/A
Personal Data and Data Subjects:	Annex 1 of Schedule 7 applies.

1. Formation of contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
- 1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.
- 1.4 In cases of any ambiguity or conflict the terms and conditions of the Call-Off Contract and Order Form will supersede those of the Supplier Terms and Conditions.

2. Background to the agreement

- (A) The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.11.
- (B) The Buyer provided an Order Form for Services to the Supplier.

Signed:	Supplier	Buyer
Name:	[REDACTED]	[REDACTED]
Title:	Managing Director, Civica Digital	Senior Commercial Specialist
Signature:	[REDACTED]	[REDACTED]

Date:	[REDACTED]	[REDACTED]
--------------	------------	------------

Schedule 1 - Services

These services will be provided as per G-Cloud 11 Service Description ID 979039043257838 and are listed in further detail below.

Background:

Historically victims' databases were created locally using different technologies with limited design and maintainability. With the change in the Offender management, the knowledge about these products has disappeared as the creators of the solutions have left the Authority. This has resulted in a number of disparate active Victim solutions becoming obsolete and increasingly difficult to support for the Authority.

The Victims Case Management System (VCMS) project was initiated do address this problem and to deliver a centrally managed database to protect the critical victim data on a fully supported platform and service.

Though the historic local Victim databases were used by both the NPS and CRC Trust Organisations, only NPS will have access to VCMS.

VCMS was developed in 2015 by WTG and has been supported by WTG/Civica since 2016.

Supported Systems:

Victims Case Management System (VCMS)

From the Services Commencement Date, Civica shall provide:

- A managed 3rd-line support Service, delivered remotely, that uses established formal procedures aligned with ITIL covering Incidents, Problems, Service Requests and Change Management
- A team of experienced and knowledgeable Software engineers, focusing on delivering support, maintenance and enhancements, and ensuring availability of skilled engineering for the duration of the service
- Support during Service Hours, which means 09:00 to 17:00 GMT on Working Days
- A Service Desk as a single point of contact for all requests and updates
- A designated Service Delivery Manager to manage the service, attend the service reviews and act as an escalation point
- Monthly Service Report covering Incident & Request trends, fixed effort usage, Enhancement planning, risks and recommendations to improve the service as appropriate
- Monthly Supplier Reviews, discussing performance of the Service, common issues, trends, future roadmap and backlog items. The frequency of the Supplier Reviews may be changed at any time as appropriate, as agreed between MoJ and Civica

- A Service Level Agreement using Civica's Core Incident handling times on Response and Resolution times detailed below.

Service Level Agreement ("SLA")

The service level and availability criteria required for this Call-Off Contract are as per the Supplier's Service Description, ID979039043257838. These support services best outline to the Supplier's Bronze SLA Support rating, as per the Supplier's Service Description, ID979039043257838, for third line support.

User support is provided via email, telephone and online support. Normal Service Hours for these user support services are 9am – 5pm, Monday – Friday, excluding national holidays.

The Service Desk responds to questions depending on the Severity Level of the call as follows;

- Severity Level 1- Critical- The reported problem causes a halt to the Client's core business processes and no workaround is available.
- Severity Level 2- Major- The reported problem causes degradation of the Client's core business processes and no reasonable work-around exists.
- Severity Level 3- Intermediate- The reported problem impacts the Client's operational environment but does not affect core business processes. A work-around is available.
- Severity Level 4- Minor- A non-critical problem is causing some disruption but with little or no impact on the Client operation.

The resolution time for an incident is defined as being either when the system is restored, a workaround is in place or that a "problem" has been raised to deal with the underlying cause in the event that the system is operational, and the only resolution is to fix the underlying problem. All support incidents will be prioritised according to impact and urgency. The Supplier will respond to incidents in the times set out below (target first response time) and will take all reasonable steps to achieve the target resolution time according to these Service Level Agreements. The Buyer has the right to escalate incidents of particular urgency; the Supplier holds escalation procedures to ensure that all required resources are assigned to a critical problem.

The response times for these critical levels are called out below:

Action	Priority 1 – Service Totally Unavailable	Priority 2 – Serious Impact to Business Performance	Priority 3 - Affecting Business Performance	Priority 4 - Minor Inconvenience
Initial Response	<30 minutes	<1 hour	<2 hours	<4 hours
Target Resolution Time	<4 hours	<8 hours	<16 hours	< 24 hours

Support incidents notified to Civica UK Limited outside of normal Service Hours shall be treated as having been received at the start of the next period of Service Hours.

This Service Level Agreement does not include any specific availability, capacity or performance requirements for the Supported System, as this Supported System is controlled and managed by the Buyer.

Services Provided:

The Suppliers effort shall be to support the Buyers own engineering team.

- **Support element:** Fixed Price for Service Management and Service Engineering. The

charge for this element is based on previous volumes. Support Element consists of:

- Incident Management – Civica will manage, investigate and resolve any incidents arising from the VCMS system (raised by MoJ) using our standard ITIL®-aligned process.
- Problem Management – Civica will manage and resolve any software bugs found in the VCMS systems using our standard ITIL®-aligned process.
- Service Validation and Test – Civica will undertake appropriate validation and test activities to ensure that problem fixes required to the VCMS systems are appropriately tested prior to being deployed to the live environment using our standard ITIL®-aligned process.
- Service Level Management – Civica will undertake Service Level Management using our standard ITIL®-aligned process. Civica will provide a monthly Service Report using our standard template.
- Meetings/Reviews –Civica will participate in phone conferences/calls as required by Ministry of Justice.
- Service Management
- Release and Deployment Management – Civica will manage the build of releases that are required to deliver fixes to problems with the VCMS system using our standard ITIL®-aligned process, as required by the MoJ team.

- **Enhancements element:** Fixed Effort for System Enhancements, and any other activity not considered to be part of the Support element, such as:
 - Change Management – Civica will manage any agreed changes to the system. Any enhancements to the system will be undertaken with any remaining effort that hasn't been used for maintenance or if agreed with a top-up to the effort available. Requirements for Changes will be identified in conjunction with MoJ. An impact assessment will be provided for each requested enhancement using Civica's standard form.
 - Release and Deployment Management – Civica will manage the build of releases that are required to deliver VCMS system enhancements using our standard ITIL®-aligned process, as required by the MoJ team.
 - Assistance with Release Deployment as required by MoJ
 - Internal workshop attendance, as organised by MoJ.
 - This effort may be spent on other activities, as agreed with and required by MoJ, for example Knowledge Transfer.

The Enhancements element will be capped to 36 days / year. Where all the allocated Enhancement effort is used, Civica and MoJ will agree to either:

- Use effort from the next period, which will result in a reduction of available effort in the next period
- Top up effort via an additional commercial agreement using Civica's G-Cloud 11 rates.

Where allocated Enhancement effort is not fully utilised during a given year, up to 5 days of unused Enhancement effort will be transferred to the following year. Beyond this limit, any unused Enhancement effort shall be considered to have been spent. Where allocated Enhancement effort is not fully utilised by the End of this Call-Off contract, it cannot be transferred unless the Buyer chooses to invoke an extension of the Call-Off contract. At the End of this Call-Off contract, including any permitted extensions, any unused Enhancement effort cannot be refunded and it shall be considered to have been spent.

Additional Enhancement days can be purchased for this service, as well as Fixed Price Enhancements, as required by the Buyer. Where the Buyer has a requirement for any additional Enhancement Day services from the Supplier within the allocated 12 months of Enhancement Days, the Buyer will make the Supplier aware of these additional Enhancement Day service requirements at least 30 days in advance of this requirement. The Supplier will then share this specific quote for these additional Enhancement Day services with the Buyer. The Buyer will review this quote and agree any necessary work with the Supplier. Only once Buyer approval in the form of written notification has been received for this quoted specific work (an email is accepted as in writing), may this work be undertaken by the Supplier. For confirming these additional Enhancement days services have been delivered and may be paid via invoice, approval will first be provided by Nigel Battson and Ben Sheppard on behalf of the Buyer. These additional Enhancement Day services charges will be paid by the Buyer within 30 days of receipt of a valid invoice. The G-Cloud 11 rate card for Service Description 979039043257838 will be used for any additional Enhancement Days.

Service Dependencies / Pre-Requisites

Environments

The Customer shall:

- Maintain the Dev, Test, Stage, Perf and Pre-Production environment to match the Production environment as closely as possible. All changes will be tested on these environments before being applied to the live system. Civica will be granted access to these environment on request, where assistance with deployment or testing is required by MoJ.
- Maintain the Production environment
- Be responsible for ensuring that any changes made to either environment (software, hardware, or configuration) are recorded and that Civica is informed of the nature and status any planned and inflight changes being undertaken by the Customer or any other third party. The Dev, Test, Stage, Perf, Pre-Prod and Production environments will be managed under the Customer's change control.

Civica shall:

- Maintain a Virtual Development environment that matches the Production environment as closely as possible. Civica have the ability create further environments upon request.
- Be responsible for ensuring that the Civica Dev environment is kept up-to-date with the latest changes reported by the Customer.

Remote Access

Civica engineers require access to the Production system via SSH, which is controlled by MoJ. This needs to be provisioned by MoJ in order for Civica to provide effective support – by enabling remote deployment of releases and assistance on diagnosing incidents.

Service Release and Deployment Management

Support of releases may be arranged on a case by case basis. MoJ are working towards being able to deploy their releases independently, but Civica can assist with these tasks as required.

Schedule 2 - Call-Off Contract charges

For each individual Service, the applicable Call-Off Contract Charges (in accordance with the Supplier's Digital Marketplace pricing document) can't be amended during the term of the Call-Off Contract. The detailed Charges breakdown for the provision of Services during the Term will include:

[REDACTED]

The total monthly charge will be [REDACTED]

The annual charges for this Call-Off Contract will be £81,210 per annum. Any Call-Off Charges for any extension periods within this Call-Off Contract, will use the same Monthly Charges as outlined in this above Call-Off Charges profile.

Support Element terms:

This fixed charge includes a [REDACTED] year hosting fee for Civica's Virtual Development Environment. This environment is necessary for Civica Engineers to perform issue investigation, incident resolution and creation of problem fixes, as well as any Enhancement quotation and implementation work.

This is an estimated figure; the actual costs will be reviewed every six months and the fee may be adjusted as necessary. The Supplier will give due notice to the Buyer in advance of this review by the Supplier of this Virtual Development Environment hosting fee. This due notice will be provided by the Supplier to the Buyer in the form of a written email from the Supplier to Nigel Battson and Ben Sheppard on behalf of the Buyer, at least 30 days in advance of this review. This next review by the Supplier will take place within the first six months of this Call-Off Contract's Start Date (1st October 2020). In this event of the adjustment of this Virtual Development Environment fee, a Variation to this Call-Off Contract will be issued via a Contract Change Note document. This Contract Change Note document outlining this adjustment to this Virtual Development Environment fee will be first reviewed and agreed by both Parties before this Contract Change Note may be signed.

Enhancement Element terms:

Civica will deliver 36 days of Enhancement Effort each year, as required by MoJ. Usage will be recorded in timesheets and reported in Monthly Service Reports. These time sheets will be signed off by Nigel Battson and Ben Sheppard on behalf of the Buyer, to confirm the delivery of this work. The charge will be fixed each month, independent of usage.

Additional Enhancement days can be purchased for this service, as well as Fixed Price Enhancements, as required by the Buyer. Where the Buyer has a requirement for any additional Enhancement Day services from the Supplier within the allocated 12 months of Enhancement Days, the Buyer will make the Supplier aware of these additional Enhancement Day service requirements at least 30 days in advance of this requirement. The Supplier will then share this specific quote for these additional Enhancement Day services with the Buyer. The Buyer will review this quote and agree any necessary work with the Supplier. Only once Buyer approval in the form of written notification has been received for this quoted specific work (an email is accepted as in writing), may this work be undertaken by the Supplier. For confirming these additional Enhancement days services have been delivered and may be paid via invoice, approval will first be provided by Nigel Battson and Ben Sheppard on behalf of the Buyer. These additional Enhancement Day services

charges will be paid by the Buyer within 30 days of receipt of a valid invoice. The G-Cloud 11 rate card for Service Description 979039043257838 will be used for any additional Enhancement Days.

Part B - Terms and conditions

1. Call-Off Contract start date and length

- 1.1 The Supplier must start providing the Services on the date specified in the Order Form.
- 1.2 This Call-Off Contract will expire on the Expiry Date in the Order Form. It will be for up to 24 months from the Start Date unless Ended earlier under clause 18 or extended by the Buyer under clause 1.3.
- 1.3 The Buyer can extend this Call-Off Contract, with written notice to the Supplier, by the period in the Order Form, as long as this is within the maximum permitted under the Framework Agreement of 2 periods of up to 12 months each.
- 1.4 The Parties must comply with the requirements under clauses 21.3 to 21.8 if the Buyer reserves the right in the Order Form to extend the contract beyond 24 months.

2. Incorporation of terms

- 2.1 The following Framework Agreement clauses (including clauses and defined terms referenced by them) as modified under clause 2.2 are incorporated as separate Call-Off Contract obligations and apply between the Supplier and the Buyer:
 - 4.1 (Warranties and representations)
 - 4.2 to 4.7 (Liability)
 - 4.11 to 4.12 (IR35)
 - 5.4 to 5.5 (Force majeure)
 - 5.8 (Continuing rights)
 - 5.9 to 5.11 (Change of control)
 - 5.12 (Fraud)
 - 5.13 (Notice of fraud)
 - 7.1 to 7.2 (Transparency)
 - 8.3 (Order of precedence)
 - 8.4 (Relationship)
 - 8.7 to 8.9 (Entire agreement)
 - 8.10 (Law and jurisdiction)
 - 8.11 to 8.12 (Legislative change)
 - 8.13 to 8.17 (Bribery and corruption)

- 8.18 to 8.27 (Freedom of Information Act)
- 8.28 to 8.29 (Promoting tax compliance)
- 8.30 to 8.31 (Official Secrets Act)
- 8.32 to 8.35 (Transfer and subcontracting)
- 8.38 to 8.41 (Complaints handling and resolution)
- 8.42 to 8.48 (Conflicts of interest and ethical walls)
- 8.49 to 8.51 (Publicity and branding)
- 8.52 to 8.54 (Equality and diversity)
- 8.57 to 8.58 (data protection)
- 8.62 to 8.63 (Severability)
- 8.64 to 8.77 (Managing disputes and Mediation)
- 8.78 to 8.86 (Confidentiality)
- 8.87 to 8.88 (Waiver and cumulative remedies)
- 8.89 to 8.99 (Corporate Social Responsibility)
- paragraphs 1 to 10 of the Framework Agreement glossary and interpretations
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

- 2.2 The Framework Agreement provisions in clause 2.1 will be modified as follows:
- a reference to the 'Framework Agreement' will be a reference to the 'Call-Off Contract'
 - a reference to 'CCS' will be a reference to 'the Buyer'
 - a reference to the 'Parties' and a 'Party' will be a reference to the Buyer and Supplier as Parties under this Call-Off Contract
- 2.3 The Parties acknowledge that they are required to complete the applicable Annexes contained in schedule 4 (Processing Data) of the Framework Agreement for the purposes of this Call-Off Contract. The applicable Annexes being reproduced at schedule 7 of this Call-Off Contract.
- 2.4 The Framework Agreement incorporated clauses will be referred to as 'incorporated Framework clause XX', where 'XX' is the Framework Agreement clause number.
- 2.5 When an Order Form is signed, the terms and conditions agreed in it will be incorporated into this Call-Off Contract.

3. Supply of services

- 3.1 The Supplier agrees to supply the G-Cloud Services and any Additional Services under the terms of the Call-Off Contract and the Supplier's Application.
- 3.2 The Supplier undertakes that each G-Cloud Service will meet the Buyer's acceptance criteria, as defined in the Order Form.

4. Supplier staff

4.1 The Supplier Staff must:

- be appropriately experienced, qualified and trained to supply the Services
- apply all due skill, care and diligence in faithfully performing those duties
- obey all lawful instructions and reasonable directions of the Buyer and provide the Services to the reasonable satisfaction of the Buyer
- respond to any enquiries about the Services as soon as reasonably possible
- complete any necessary Supplier Staff vetting as specified by the Buyer

4.2 The Supplier must retain overall control of the Supplier Staff so that they are not considered to be employees, workers, agents or contractors of the Buyer.

4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.

4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.

4.5 The Buyer may End this Call-Off Contract for Material Breach if the Supplier is delivering the Services Inside IR35.

4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start Date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14-digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.

4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.

4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.

5. Due diligence

5.1 Both Parties agree that when entering into a Call-Off Contract they:

- have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party
- are confident that they can fulfil their obligations according to the Call-Off Contract terms
- have raised all due diligence questions before signing the Call-Off Contract
- have entered into the Call-Off Contract relying on its own due diligence

6. Business continuity and disaster recovery

- 6.1 The Supplier will have a clear business continuity and disaster recovery plan in their service descriptions.
- 6.2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier when required.
- 6.3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.

7. Payment, VAT and Call-Off Contract charges

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.
- 7.3 The Call-Off Contract Charges include all Charges for payment Processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money properly invoiced under the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with

the response.

- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

8. Recovery of sums due and right of set-off

- 8.1 If a Supplier owes money to the Buyer, the Buyer may deduct that sum from the Call-Off Contract Charges.

9. Insurance

- 9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.
- 9.2 The Supplier will ensure that:
- during this Call-Off Contract, Subcontractors hold third-party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000
 - the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
 - all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
 - all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.
- 9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:
- a broker's verification of insurance
 - receipts for the insurance premium
 - evidence of payment of the latest premiums due
- 9.5 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or this Call-Off Contract and the Supplier will:
- take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers
 - promptly notify the insurers in writing of any relevant material fact under any insurances

- hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance

- 9.6 The Supplier will not do or omit to do anything, which would destroy or impair the legal validity of the insurance.
- 9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.
- 9.8 The Supplier will be liable for the payment of any:
- premiums, which it will pay promptly
 - excess or deductibles and will not be entitled to recover this from the Buyer

10. Confidentiality

- 10.1 Subject to clause 24.1 the Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.78 to 8.86. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.

11. Intellectual Property Rights

- 11.1 Unless otherwise specified in this Call-Off Contract, a Party will not acquire any right, title or interest in or to the Intellectual Property Rights (IPRs) of the other Party or its licensors.
- 11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.
- 11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.
- 11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.
- 11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
- rights granted to the Buyer under this Call-Off Contract
 - Supplier's performance of the Services
 - use by the Buyer of the Services
- 11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
- modify the relevant part of the Services without reducing its functionality or performance
 - substitute Services of equivalent functionality and performance, to avoid the

infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer

- buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer

11.7 Clause 11.5 will not apply if the IPR Claim is from:

- the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
- other material provided by the Buyer necessary for the Services

11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12. Protection of information

12.1 The Supplier must:

- comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data
- only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
- take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes

12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:

- providing the Buyer with full details of the complaint or request
- complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions
- providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)
- providing the Buyer with any information requested by the Data Subject

12.3 The Supplier must get prior written consent from the Buyer to transfer Buyer Personal Data to any other person (including any Subcontractors) for the provision of the G-Cloud Services.

13. Buyer data

The Supplier must not remove any proprietary notices in the Buyer Data.

13.1 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.

13.2 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.

13.3 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policy and all Buyer requirements in the Order Form.

13.4 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent

its corruption and loss.

- 13.5 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
- the principles in the Security Policy Framework at <https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy at <https://www.gov.uk/government/publications/government-security-classifications>
 - guidance issued by the Centre for Protection of National Infrastructure on Risk Management at <https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Protection of Sensitive Information and Assets at <https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
 - the National Cyber Security Centre's (NCSC) information risk management guidance, available at <https://www.ncsc.gov.uk/collection/risk-management-collection>
 - government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint, available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
 - the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance at <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
- 13.6 The Buyer will specify any security requirements for this project in the Order Form.
- 13.7 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.
- 13.8 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.9 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

14. Standards and quality

- 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
- 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.
- 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the

services have the relevant PSN compliance certification.

- 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.

15. Open source

- 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.
- 15.2 If software needs to be converted before publication as open source, the Supplier must also provide the converted format unless otherwise agreed by the Buyer.

16. Security

- 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.
- 16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.
- 16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.
- 16.4 Responsibility for costs will be at the:
- Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided
 - Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control
- 16.5 The Supplier will immediately notify CCS of any breach of security of CCS's Confidential Information (and the Buyer of any Buyer Confidential Information breach). Where the breach occurred because of a Supplier Default, the Supplier will recover the CCS and Buyer Confidential Information however it may be recorded.
- 16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance, available at <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>
- 16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or

equivalent) required for the Services before the Start Date.

17. Guarantee

- 17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start Date:
- an executed Guarantee in the form at Schedule 5
 - a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee

18. Ending the Call-Off Contract

- 18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier, unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.
- 18.2 The Parties agree that the:
- Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided
 - Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses
- 18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.
- 18.4 The Buyer will have the right to End this Call-Off Contract at any time with immediate effect by written notice to the Supplier if either the Supplier commits:
- a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied
 - any fraud
- 18.5 A Party can End this Call-Off Contract at any time with immediate effect by written notice if:
- the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so
 - an Insolvency Event of the other Party happens
 - the other Party ceases or threatens to cease to carry on the whole or any material part of its business
- 18.6 If the Buyer fails to pay the Supplier undisputed sums of money when due, the Supplier must notify the Buyer and allow the Buyer 5 Working Days to pay. If the Buyer doesn't pay within 5 Working Days, the Supplier may End this Call-Off Contract by giving the length of notice in the Order Form.

- 18.7 A Party who isn't relying on a Force Majeure event will have the right to End this Call-Off Contract if clause 23.1 applies.

19. Consequences of suspension, ending and expiry

- 19.1 If a Buyer has the right to End a Call-Off Contract, it may elect to suspend this Call-Off Contract or any part of it.
- 19.2 Even if a notice has been served to End this Call-Off Contract or any part of it, the Supplier must continue to provide the Ordered G-Cloud Services until the dates set out in the notice.
- 19.3 The rights and obligations of the Parties will cease on the Expiry Date or End Date (whichever applies) of this Call-Off Contract, except those continuing provisions described in clause 19.4.
- 19.4 Ending or expiry of this Call-Off Contract will not affect:
- any rights, remedies or obligations accrued before its Ending or expiration
 - the right of either Party to recover any amount outstanding at the time of Ending or expiry
 - the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses 7 (Payment, VAT and Call-Off Contract charges); 8 (Recovery of sums due and right of set-off); 9 (Insurance); 10 (Confidentiality); 11 (Intellectual property rights); 12 (Protection of information); 13 (Buyer data); 19 (Consequences of suspension, ending and expiry); 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability); 8.42 to 8.48 (Conflicts of interest and ethical walls) and 8.87 to 8.88 (Waiver and cumulative remedies)
 - any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is in force even if it Ends or expires
- 19.5 At the end of the Call-Off Contract Term, the Supplier must promptly:
- return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it
 - return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer
 - stop using the Buyer Data and, at the direction of the Buyer, provide the Buyer with a complete and uncorrupted version in electronic form in the formats and on media agreed with the Buyer
 - destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 calendar months after the End or Expiry Date, and provide written confirmation to the Buyer that the data has been securely destroyed, except if the retention of Buyer Data is required by Law
 - work with the Buyer on any ongoing work
 - return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date
- 19.6 Each Party will return all of the other Party's Confidential Information and confirm this has been done, unless there is a legal requirement to keep it or this Call-Off Contract states

otherwise.

- 19.7 All licences, leases and authorisations granted by the Buyer to the Supplier will cease at the end of the Call-Off Contract Term without the need for the Buyer to serve notice except if this Call-Off Contract states otherwise.

20. Notices

- 20.1 Any notices sent must be in writing. For the purpose of this clause, an email is accepted as being 'in writing'.

Manner of delivery	Deemed time of delivery	Proof of service
Email	9am on the first Working Day after sending	Sent by pdf to the correct email address without getting an error message

- 20.2 This clause does not apply to any legal action or other method of dispute resolution which should be sent to the addresses in the Order Form (other than a dispute notice under this Call-Off Contract).

21. Exit plan

- 21.1 The Supplier must provide an exit plan in its Application which ensures continuity of service and the Supplier will follow it.
- 21.2 When requested, the Supplier will help the Buyer to migrate the Services to a replacement supplier in line with the exit plan. This will be at the Supplier's own expense if the Call-Off Contract Ended before the Expiry Date due to Supplier cause.
- 21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start Date.
- 21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.
- 21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.
- 21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:
- the Buyer will be able to transfer the Services to a replacement supplier before the expiry or Ending of the extension period on terms that are commercially reasonable

and acceptable to the Buyer

- there will be no adverse impact on service continuity
- there is no vendor lock-in to the Supplier's Service at exit
- it enables the Buyer to meet its obligations under the Technology Code Of Practice

21.7 If approval is obtained by the Buyer to extend the Term, then the Supplier will comply with its obligations in the additional exit plan.

21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:

- the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
- the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer
- the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
- the testing and assurance strategy for exported Buyer Data
- if relevant, TUPE-related activity to comply with the TUPE regulations
- any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. Handover to replacement supplier

22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:

- data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control
- other information reasonably requested by the Buyer

22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.

22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

23. Force majeure

23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than the number of consecutive days set out in the Order Form, the other Party may End this Call-Off Contract with immediate effect by written notice.

24. Liability

- 24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7, each Party's Yearly total liability for defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:
- Property: for all defaults resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party, will not exceed the amount in the Order Form
 - Buyer Data: for all defaults resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data caused by the Supplier's default will not exceed the amount in the Order Form
 - Other defaults: for all other defaults, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form

25. Premises

- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.
- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.
- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.
- 25.4 This clause does not create a tenancy or exclusive right of occupation.
- 25.5 While on the Buyer's premises, the Supplier will:
- comply with any security requirements at the premises and not do anything to weaken the security of the premises
 - comply with Buyer requirements for the conduct of personnel
 - comply with any health and safety measures implemented by the Buyer
 - immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury
- 25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

26. Equipment

- 26.1 The Supplier is responsible for providing any Equipment which the Supplier requires to provide the Services.
- 26.2 Any Equipment brought onto the premises will be at the Supplier's own risk and the Buyer will

have no liability for any loss of, or damage to, any Equipment.

- 26.3 When the Call-Off Contract Ends or expires, the Supplier will remove the Equipment and any other materials leaving the premises in a safe and clean condition.

27. The Contracts (Rights of Third Parties) Act 1999

- 27.1 Except as specified in clause 29.8, a person who isn't Party to this Call-Off Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms. This does not affect any right or remedy of any person which exists or is available otherwise.

28. Environmental requirements

- 28.1 The Buyer will provide a copy of its environmental policy to the Supplier on request, which the Supplier will comply with.
- 28.2 The Supplier must provide reasonable support to enable Buyers to work in an environmentally friendly way, for example by helping them recycle or lower their carbon footprint.

29. The Employment Regulations (TUPE)

- 29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start Date then it must comply with its obligations under the Employment Regulations and (if applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.
- 29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:
- the activities they perform
 - age
 - start date
 - place of work
 - notice period
 - redundancy payment entitlement
 - salary, benefits and pension entitlements
 - employment status
 - identity of employer
 - working arrangements
 - outstanding liabilities

- sickness absence
 - copies of all relevant employment contracts and related documents
 - all information required under regulation 11 of TUPE or as reasonably requested by the Buyer
- 29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.
- 29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.
- 29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their representatives.
- 29.6 The Supplier will indemnify the Buyer or any Replacement Supplier for all Loss arising from both:
- its failure to comply with the provisions of this clause
 - any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer
- 29.7 The provisions of this clause apply during the Term of this Call-Off Contract and indefinitely after it Ends or expires.
- 29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.

30. Additional G-Cloud services

- 30.1 The Buyer may require the Supplier to provide Additional Services. The Buyer doesn't have to buy any Additional Services from the Supplier and can buy services that are the same as or similar to the Additional Services from any third party.
- 30.2 If reasonably requested to do so by the Buyer in the Order Form, the Supplier must provide and monitor performance of the Additional Services using an Implementation Plan.

31. Collaboration

- 31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start Date.
- 31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:
- work proactively and in good faith with each of the Buyer's contractors
 - co-operate and share information with the Buyer's contractors to enable the efficient

32. Variation process

- 32.1 The Buyer can request in writing a change to this Call-Off Contract if it isn't a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.
- 32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.
- 32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation, or End this Call-Off Contract by giving 30 days notice to the Supplier.

33. Data Protection Legislation (GDPR)

- 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clauses 8.57 and 8.58 of the Framework Agreement are incorporated into this Call-Off Contract. For reference, the appropriate GDPR templates which are required to be completed in accordance with clauses 8.57 and 8.58 are reproduced in this Call-Off Contract document at schedule 7

Schedule 6 - Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
Additional Services	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Section 2 (Services Offered) which a Buyer may request.
Admission Agreement	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
Application	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Digital Marketplace).
Audit	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
Background IPRs	For each Party, IPRs: - owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes - created by the Party independently of this Call-Off Contract, or For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.
Buyer	The contracting authority ordering services as set out in the Order Form.
Buyer Data	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
Buyer Personal Data	The personal data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
Buyer Representative	The representative appointed by the Buyer under this Call-Off Contract.
Buyer Software	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.
Call-Off Contract	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form, the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
Charges	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
Collaboration Agreement	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure

	collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.
Commercially Sensitive Information	Information, which the Buyer has been notified about by the Supplier in writing before the Start Date with full details of why the Information is deemed to be commercially sensitive.
Confidential Information	Data, personal data and any information, which may include (but isn't limited to) any: • information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above • other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').
Control	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.
Controller	Takes the meaning given in the GDPR.
Crown	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
Data Loss Event	event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Framework Agreement and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach
Data Protection Impact Assessment	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
Data Protection Legislation (DPL)	Data Protection Legislation means: i) (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time ii) (ii) the DPA 2018 [subject to Royal Assent] to the extent that it relates to Processing of personal data and privacy; iii) (iii) all applicable Law about the Processing of personal data and privacy including if applicable legally binding guidance and codes of practice issued by the Information Commissioner .
Data Subject	Takes the meaning given in the GDPR
Default	Default is any: • breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) • other default, negligence or negligent statement of the Supplier, of its

	Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.
Deliverable(s)	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
Digital Marketplace	The government marketplace where Services are available for Buyers to buy. (https://www.digitalmarketplace.service.gov.uk/)
DPA 2018	Data Protection Act 2018.
Employment Regulations	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE') which implements the Acquired Rights Directive.
End	Means to terminate; and Ended and Ending are construed accordingly.
Environmental Information Regulations or EIR	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department about the regulations.
Equipment	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.
ESI Reference Number	The 14 digit ESI reference number from the summary of outcome screen of the ESI tool.
Employment Status Indicator test tool or ESI tool	The HMRC Employment Status Indicator test tool. The most up-to-date version must be used. At the time of drafting the tool may be found here: http://tools.hmrc.gov.uk/esi
Expiry Date	The expiry date of this Call-Off Contract in the Order Form.
Force Majeure	A Force Majeure event means anything affecting either Party's performance of their obligations arising from any: • acts, events or omissions beyond the reasonable control of the affected Party • riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare • acts of government, local government or Regulatory Bodies • fire, flood or disaster and any failure or shortage of power or fuel • industrial dispute affecting a third party for which a substitute third party isn't reasonably available

	The following do not constitute a Force Majeure event: - any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain - any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure - the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into - any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans
Former Supplier	A supplier supplying services to the Buyer before the Start Date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
Framework Agreement	The clauses of framework agreement RM1557.11 together with the Framework Schedules.
Fraud	Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
Freedom of Information Act or FoIA	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department in relation to the legislation.
G-Cloud Services	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
GDPR	The General Data Protection Regulation (Regulation (EU) 2016/679).
Good Industry Practice	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
Government Procurement Card	The Government's preferred method of purchasing and payment for low value goods or services https://www.gov.uk/government/publications/government-procurement-card--2 .
Guarantee	The guarantee described in Schedule 5.
Guidance	Any current UK Government Guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK Government Guidance and the Crown Commercial Service Guidance, current UK Government Guidance will take precedence.

Implementation Plan	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.
Indicative Test	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
Information	Has the meaning given under section 84 of the Freedom of Information Act 2000.
Information Security Management System	The information security management system and process developed by the Supplier in accordance with clause 16.1.
Inside IR35	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
Insolvency Event	Can be: • a voluntary arrangement • a winding-up petition • the appointment of a receiver or administrator • an unresolved statutory demand • a Schedule A1 moratorium.
Intellectual Property Rights or IPR	Intellectual Property Rights are: • copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information • applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction • all other rights having equivalent or similar effect in any country or jurisdiction
Intermediary	For the purposes of the IR35 rules an intermediary can be: • the supplier's own limited company • a service or a personal service company • a partnership It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).
IPR Claim	As set out in clause 11.5.
IR35	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.

IR35 Assessment	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
Know-How	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start Date.
Law	Any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, judgment of a relevant court of law, or directives or requirements of any Regulatory Body.
LED	Law Enforcement Directive (EU) 2016/680.
Loss	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and ' Losses ' will be interpreted accordingly.
Lot	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
Malicious Software	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
Management Charge	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
Management Information	The management information specified in Framework Agreement section 6 (What you report to CCS).
Material Breach	Those breaches which have been expressly set out as a material breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
Ministry of Justice Code	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
New Fair Deal	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
Order	An order for G-Cloud Services placed by a Contracting Body with the Supplier in accordance with the Ordering Processes.
Order Form	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.

Ordered G-Cloud Services	G-Cloud Services which are the subject of an Order by the Buyer.
Outside IR35	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
Party	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
Personal Data	Takes the meaning given in the GDPR.
Personal Data Breach	Takes the meaning given in the GDPR.
Processing	Takes the meaning given in the GDPR
Processor	Takes the meaning given in the GDPR.
Prohibited Act	To directly or indirectly offer, promise or give any person working for or engaged by a Buyer or CCS a financial or other advantage to: • induce that person to perform improperly a relevant function or activity • reward that person for improper performance of a relevant function or activity • commit any offence: ○ under the Bribery Act 2010 ○ under legislation creating offences concerning Fraud ○ at common Law concerning Fraud ○ committing or attempting or conspiring to commit Fraud
Project Specific IPRs	Any intellectual property rights in items created or arising out of the performance by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract including databases, configurations, code, instructions, technical documentation and schema but not including the Supplier's Background IPRs.
Property	Assets and property including technical infrastructure, IPRs and equipment.
Protective Measures	Appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
PSN or Public Services Network	The Public Services Network (PSN) is the Government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
Regulatory Body or Bodies	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in this Call-Off Contract.

Relevant Person	Any employee, agent, servant, or representative of the Buyer, any other public body or person employed by or on behalf of the Buyer, or any other public body.
Relevant Transfer	A transfer of employment to which the Employment Regulations applies.
Replacement Services	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
Replacement Supplier	Any third-party service provider of Replacement Services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
Security Management Plan	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
Services	The services ordered by the Buyer as set out in the Order Form.
Service Data	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
Service Definition(s)	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
Service Description	The description of the Supplier service offering as published on the Digital Marketplace.
Service Personal Data	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
Spend Controls	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service
Start Date	The start date of this Call-Off Contract as set out in the Order Form.
Subcontract	Any contract or agreement or proposed agreement between the Supplier and a Subcontractor in which the Subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
Subcontractor	Any third party engaged by the Supplier under a Subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
Subprocessor	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
Supplier	The person, firm or company identified in the Order Form.

Supplier Representative	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
Supplier Staff	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and Subcontractors used in the performance of its obligations under this Call-Off Contract.
Supplier Terms	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
Term	The term of this Call-Off Contract as set out in the Order Form.
Variation	This has the meaning given to it in clause 32 (Variation process).
Working Days	Any day other than a Saturday, Sunday or public holiday in England and Wales.
Year	A contract year.

Schedule 7 - GDPR Information

This schedule reproduces the annexes to the GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract.

Annex 1 - Processing Personal Data

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

1.1 The contact details of the Buyer's Data Protection Officer are:

[REDACTED]

1.2 The contact details of the Supplier's Data Protection Officer are:

[REDACTED]

1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.

1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	The Buyer is Controller and the Supplier is Processor The Parties acknowledge that in accordance with paragraph 2-15 Framework Agreement Schedule 4 (Where the Party is a Controller and the other Party is Processor) and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data: <i>Full Name and Last Name</i> <i>Email address</i> <i>Personal Telephone number</i> <i>Address</i> <i>Date of Birth</i> <i>Sexual</i> <i>Ethnicity</i> <i>Medical Information</i> <i>Marital Status</i> <i>Family</i> <i>Physical Characteristics</i> <i>Online Identifiers</i> <i>Communications</i> <i>Mother ' s Maiden Name (indirectly - some relationship data is stored, and previous names are stored for some individuals)</i>

	<i>Criminal</i> <i>Race</i> <i>Ethnic Origin</i> <i>Religious Beliefs</i> <i>Health</i> <i>Business titles, emails, phone & office address for nominated customer contacts supplied to Civica by the customer.</i>
Duration of the Processing	<i>Personal Data will be processed for the duration of the contract, until the Contract End Date. In the event of the Exit Plan being triggered, and this Exit Plan requiring full delivery beyond the Contract End Date, this Personal Data will be processed until the Exit activities are completed by both Parties under this Exit Plan.</i>
Nature and purposes of the Processing	<i>The nature of the Processing by the Supplier will be that of organisation, structuring, adaptation or alteration, retrieval, consultation, erasure, and destruction of data.</i> <i>The purpose of data processing is to assist with investigation and resolution of software incidents and problems. Access may be required during software enhancement development, at the Controller's (the Authority's) discretion. All access by the Processor to this Data will be first agreed by the Controller. The Controller will authorise the Processor (the Supplier) of any change in this requirement. The Processor may take no actions unless authorised by the Controller.</i>
Type of Personal Data	<i>Full Name and Last Name</i> <i>Email address</i> <i>Personal Telephone number</i> <i>Address</i> <i>Date of Birth</i> <i>Sexual</i> <i>Ethnicity</i> <i>Medical Information</i> <i>Marital Status</i> <i>Family</i> <i>Physical Characteristics</i> <i>Online Identifiers</i> <i>Communications</i> <i>Mother's Maiden Name (indirectly - some relationship data is stored, and previous names are stored for some individuals)</i> <i>Criminal</i>

	<i>Race</i> <i>Ethnic Origin</i> <i>Religious Beliefs</i> <i>Health</i> <i>Business titles, emails, phone & office address for nominated customer contacts supplied to Civica by the customer.</i>
Categories of Data Subject	<i>Nominated members of HMPPS Staff.</i> <i>Members of the Victim Contact Scheme, the people they represent, and offenders in the crimes for which they are the victims.</i>
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	<i>The Supplier will not store any Personal Data under this contract. When Processing is finished, the Supplier's access to the data will be revoked by the Buyer. The Supplier access to the data will be revoked by the Buyer on the Contract End Date, or on the final day of any exit management activities under the Call-Off Contract Exit Plan, if any Exit Plan activities must take place after the Contract End Date.</i>

