



Crown
Commercial
Service

G-CLOUD 8 CALL-OFF CONTRACT

Technical Architecture Services in relation to the Digital Development Programme

This Call-Off Contract for the G-Cloud 8 Framework Agreement (RM1557viii) includes:

Part A - Order Form

Part B - The Schedules

Schedule 1a – Buyer's Requirements and Contract Deliverables

Schedule 1b- Supplier's response to Clarification of Understanding

Schedule 2 - Call-Off Contract Charges

Part C – Terms and conditions

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2. Overriding provisions
3. Transfer and sub-contracting
4. Supplier Staff
5. Due diligence
6. Warranties, representations and acceptance criteria
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17. Records and audit access
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Part A – Order Form

Buyer	Care Quality Commission
Service Reference	CQC DD 002 (a)
Supplier	Fuel Recruitment
Call-Off Contract Ref	CQC DD 002 (a)
Call-Off Contract Title	Technical Architecture Services in relation to the Digital Development Programme
G-Cloud Framework No	8
Call-Off Contract Description	The Authority requires the provision of Technical Architecture services to help it understand the possibilities and limitations of a Drupal PHP approach in relation to a planned portfolio of Digital work and functionality. In particular the Authority requires an evaluation of the merits and feasibility of progressing the planned portfolio to Drupal 8 and the transfer of Technical knowledge to the Authority Digital Development Team and wider functions. The Supplier will be expected to satisfy certain Service deliverables (also known throughout this Call-Off Agreement as Milestones) in delivering the Contract requirements.
Start Date	26/01/2017
End Date	04/05/2017 (option to extend for a further 8 working weeks)
Call-Off Contract Value	£56,520 (ex VAT)
Charging Method	Payment will be made in installments in-line with the payment milestones articulated within this Order Form and upon satisfactory completion of the deliverables.
Purchase Order No	To be confirmed

This Order Form is issued in accordance with the G-Cloud 8 Framework Agreement (RM1557viii).

This Order Form may be used by Buyers to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any supplementary terms that materially change the Deliverables offered by the Supplier and defined in the Tender documents, such as the Service Definition and the Supplier Terms.

There are terms within the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with the use of square brackets e.g. "[this is a term you can alter]".

Project reference: CQC DD 002 (a)
Buyer reference: CQC DD 002 (a)

Order date: 25/01/2017
Purchase order: Number to be confirmed

From: the Buyer Buyers Name: Care Quality Commission (CQC)
Buyers Address: Care Quality Commission, 3rd Floor 151
Buckingham Palace Road, London, SW1W 9AZ

To: the Supplier Supplier's Name: Fuel Recruitment
Supplier's address: 17 Waterloo Place, Warwick Street,
Leamington Spa, CV32 5LA or London Office at: Central
Court, 25 Southampton Buildings, London, WC2A 1AL
Company number: 04677878

Together: the "Parties"

Principle Service contact details

For the Buyer: Name & title: [REDACTED]
Email: [REDACTED]
Address: 3rd Floor, Buckingham Palace Road, London, SW1W
9AZ

or in relation to Contractual Matters:

Names & title: [REDACTED]
Email: [REDACTED]

For the supplier: Name & title: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]
Address: Central Court, 25 Southampton Buildings, London,
WC2A 1AL

Call-off contract term

Commencement date: This Call-Off Contract commences on 26/01/2017 and is
valid until 04/05/2017.

Termination:

In accordance with Call-Off Contract clause 23 the notice period required for Termination is at least 30 working days from the date of written notice for disputed sums or at least 30 days from the date of written notice for termination without cause.

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 utilized by Buyer may vary from time to time during the course of this Call- Off Contract, subject always to the terms of the Call-Off Contract.

G-Cloud 8 Lot

This Call-Off Contract is for the provision of Services under *Lot 4 Specialist Cloud Services*

G-Cloud 8 services required:

The Services to be provided by the Supplier under the above Lot are listed in Schedule 1 and outlined below:

In summary the Buyer requires the following services to be provided as part of this Agreement (Schedule 1 contains the full detail of the Services to be provided and Supplier's response):

- 1. Conduct an evaluation of the merits of developing and progressing the planned portfolio of digital work using Drupal 8, or web frameworks, this includes the following:**
 - a) Full review of current Drupal 7 system and feasibility of moving to Drupal 8.
 - b) Analysis of practicality of transitioning onto Drupal 8.
 - c) Analysis of whether Drupal 8 will deliver required functionality planned as part of Alpha and Beta work and review of how the system will integrate with existing CQC back-end systems e.g. CRM, OBIEE.
 - d) Recommendations of web-content management system for Alphas and Betas predominantly highlighting whether Drupal will integrate with CQC infrastructure and if not provide solutions for delivery through the use of web frameworks.

Estimated timeline: Weeks 1-2/3

2. Technical knowledge transfer to the Digital Development and wider functions and input into requirements drafting and planning for Digital Alpha and Beta Phases on:

- the Buyer's new intranet,
- digital health and social care provider transactions,
- public digital services to capture feedback on health and social care services- this will be delivered by the following:
 - a. Input into requirements and evaluation criteria for Alpha/Beta procurement.

- b. Devise strategy for implementation and prototype building from a Technical perspective and advise on back-end integration.
- c. Potential requirement to act as Technical Evaluator on Alpha/Beta procurement exercises from a Technical perspective in relation to findings from Part 1.
- d. Technical knowledge transfer on system implementation and interface with back-end to existing Digital Development and Infrastructure Teams.

Estimated timeline: weeks 3-Expiry

In addition to the above, the Supplier will be required to deliver the following Contract Service Deliverables outlined in Table 1 which comprise key Contract Milestones:

Table 1: Key Contract Milestones (Deliverables):

Description	Target Date (to be decided)	Action to Achieve Milestone	Review Date
Report of options/ recommendations for delivery of the 3 work streams and whether Drupal 8 can facilitate this. If not, whether we should explore using alternative frameworks	Week 3 (estimated completion by 14/02/2017)	Cross refer business needs with Drupal offering and alternative open source options	Weekly
Plan for integration with existing systems (back-end) and flexibility to integrate with planned CQC future systems	Week 6 (estimated completion by 07/03/2017)	Understanding of systems architecture. Engagement with key stakeholders and systems owners.	Weekly
Content migration plan	Week 8 (estimated completion by 21/03/2017)	Analysis of current services architecture and future state	Weekly
Future state hosting requirements	Week 12 (estimated completion by 18/04/2017)	Report on hosting requirements for digital services	18/04/2017
Support on move through Beta	Weeks 8-Contract End (estimated completion by 03/05/2017)	Technical assurance of development and build	Weekly

The Supplier will be expected to satisfy the following Key Performance Indicators (KPI's) detailed within Table 2 as part of Service Delivery:

Table 2: Key Performance Indicators (KPI's) to be satisfied by the Supplier and to be delivered to a standard deemed acceptable by the Buyer

Indicator	Measured by	Review Date
Provide a report of satisfactory and usable quality to the Buyer	Quality and content of report	End of Week 3 (14/02/2017)
Working with other teams and conducting a review of other systems	Continuous engagement and visibility with relevant teams. Adherence to agile working methods	Duration
Ability of CQC to make informed technology choices to take new services through alpha and beta	In-house technical assurance governance and progress of wider programme	Duration

Additional Services: The Buyer expects the Supplier to treat all data and information confidentially.

Location: Although it is anticipated that time will need to be spent by the Supplier co-located at the Buyer's Head Office (151 Buckingham Palace Road, London) in order to understand, support and work with the Buyer's Digital Development and wider teams, the Supplier is requested to ascertain how much time is required at the Buyer's premises in order to deliver the Services and off-site working will be possible.

On-boarding The on-boarding plan for this Call-Off Contract is that an initial implementation meeting will occur upon Contract commencement between the Buyer and the Supplier. The Supplier will be expected to deploy the appropriate resource to facilitate delivery of the Services Deliverables/ Milestones.

Off-boarding The off-boarding plan for this Call-Off Contract is that upon Contract expiry the Supplier will be expected to provide the Buyer with access to all information gathered and produced as part of the delivery of the Services including the deliverables outlined in Table 1 of this Order Form (the majority of deliverables however should be received in-line with the dates outlined in Table 1).

Limit on supplier's liability: In accordance with Call-Off Contract clause 31.5, the Limit on supplier's liability for direct loss, destruction, corruption, degradation or damage to the Buyer Data or the Buyer Personal Data or any copy of such Buyer Data is £1,000,000

Insurance: In accordance with Call-Off Contract clause 10, the insurance(s) required will be:
professional indemnity insurance cover to be held by the

Supplier and by any agent, Sub-Contractor 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 such higher limit as the Buyer may reasonably require (and as required by Law) and

employers' liability insurance with a minimum limit of £5,000,000 or such higher minimum limit as required by Law from time to time.

**Buyer's
Responsibilities**

The Buyer is responsible for the granting of access to the Buyer's Head Office at 151 Buckingham Palace Road and any other Buyer premises required for the delivery of the Services. The Buyer is additionally responsible for ensuring the Supplier has access to the appropriate systems, materials and stakeholders required to deliver the deliverables outlined within this Order Form and Schedule 1 of this Agreement.

Buyer's equipment

It is anticipated that the Supplier will provide their own Computer equipment in order to conduct the services unless they request otherwise.

**Supplier's
information**

**Commercially
sensitive
information:**

The following is a list of the Supplier's commercially sensitive Information:

- Supplier's Pricing and Break-down of the Cost of this Service

**Subcontractors /
Partners:**

The following is a list of the Supplier's Subcontractors/Partners:
Shining Web Ltd

Call-Off Contract Charges and payment

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

Payment method
(GPC or BACS): The method of payment for this Call-Off Contract is following receipt of a valid Invoice.

Payment profile: Payment is to be made in installments in-line with completion of the following Contract Service Deliverables/ Milestones (taken from Table 1 of the Order Form):

- 1.
- 2.
- 3.
- 4.

Payment for any work executed following the enforcement of the extension provision will be made upon completion of the extension period.

Invoice details: The Supplier shall issue an electronic invoice in-line with the above payment method in arrears. In accordance with Call-Off Contract clause 8, the Buyer will pay the Supplier within 30 calendar days of receipt of a valid invoice.

Who and where to send invoices to: Invoices shall be sent to CARE QUALITY COMMISSION
T70 PAYABLES F175, PHOENIX HOUSE, TOPCLIFFE LANE
WAKEFIELD, WEST YORKSHIRE, WF3 1WE

Invoice information required – eg PO, project ref, etc. All invoices must include a PO number (to be supplied by the Buyer), date and Contract reference number.

Invoice frequency Invoice will be sent to the Buyer upon satisfactory completion of the Service deliverables in-line with the payment milestones.

Call-Off Contract value: The value of this Call-Off Contract is £56,520 (ex VAT).

Call-off Charges: The total Call-Off Contract value of £56,520 (ex VAT) is to be paid in-line upon completion of the following payment milestones:

The sum of £56,520 (ex VAT) is calculated from a day rate of

Additional Buyer Terms

This Call-Off Contract will include the following Contract deliverables/milestone (also detailed within Table 1 of this Order Form):

Performance of the service deliverables

Description	Target Date (to be decided)	Action to Achieve Milestone	Review Date
Report of options/ recommendations for delivery of the 3 work streams and whether Drupal 8 can facilitate this. If not, whether we should explore using alternative frameworks	Week 3 (estimated completion by 14/02/2017)	Cross refer business needs with Drupal offering and alternative open source options	Weekly
Plan for integration with existing systems (back-end) and flexibility to integrate with planned CQC future systems	Week 6 (estimated completion by 07/03/2017)	Understanding of systems architecture. Engagement with key stakeholders and systems owners.	Weekly
Content migration plan	Week 8 (estimated completion by 21/03/2017)	Analysis of current services architecture and future state	Weekly
Future state hosting requirements	Week 12 (estimated completion by 18/04/2017)	Report on hosting requirements for digital services	
Support on move through Beta	Weeks 8-Contract End (estimated)	Technical assurance of development and	Weekly

	completion by 03/05/2017)	build	
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Collaboration agreement

The Buyer does not require the Supplier to enter into a Collaboration Agreement.

Public Services Network (PSN)

The Public Services Network (PSN) is the Government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.

If the required G-Cloud Services are to be delivered over the Public Services Network this should be detailed in the Call-Off Contract Order Form.

Delivery of PSN Compliant Services

If requested to do so by the Buyer, the Supplier shall ensure that the G-Cloud Services adhere to the conditions and obligations identified in the PSN Code of Practice at the Supplier's cost.

If any PSN Services are Sub-Contracted by the Supplier, the Supplier must ensure that services have the relevant PSN compliance certification, which includes:

- Buyer environments
- communications components
- compliant and certified

Role of the PSN authority

The Supplier will immediately disconnect its G-Cloud Services from the PSN if instructed to do so by the PSN Authority following an event affecting national security, or the security of the PSN. The Supplier agrees that the PSN Authority shall not be liable for any actions, damages, costs, and any other liabilities which may arise as a consequence.

- This clause may be enforced by the PSN Authority, notwithstanding the fact that the PSN Authority is not a party to this Call-Off Contract.

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 In accordance with the Buying process set out in the Framework Agreement, this Call-Off Contract will be formed when the Buyer acknowledges the receipt of the signed copy of the Order Form from the Supplier.

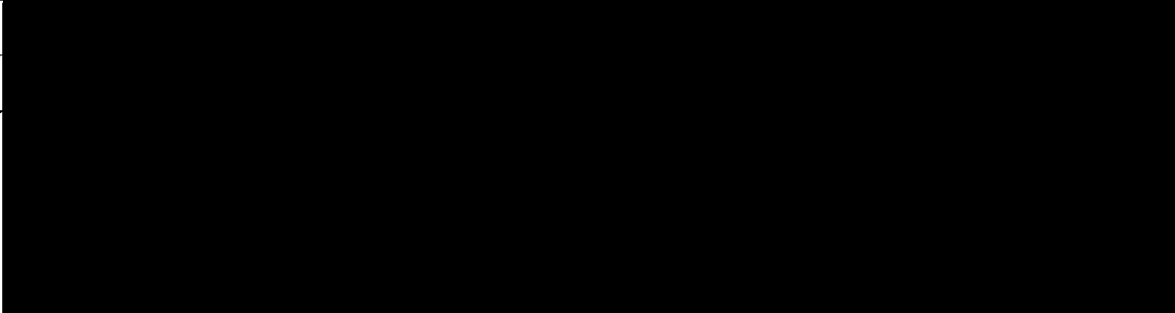
1.4 The terms and conditions of the Call-Off Contract and Order Form will supersede those of the Supplier Terms and Conditions.

2. Background to the agreement

(A) The Supplier is a provider of G-Cloud Services and undertook to provide such Services under the terms set out in Framework Agreement number RM1557viii (the "Framework Agreement").

(B) The Buyer served an Order Form for Services to the Supplier.

SIGNED:

	Supplier- Fuel Recruitment:	Buyer- Care Quality Commission (CQC) :
Name:		
Title:		
Signature:		
Date:	Click here to enter a date.	Click here to enter a date.

Part B - The Schedules

Schedule 1a – Buyer's Requirements and Contract Deliverables

The Buyer requires the following services to be provided by the Supplier (in-line with Clarification of Understanding Documentation issued following a longlisting and shortlisting exercise:

Requirements

Definitions

For the purposes of this Requirement document the following definitions apply:

- Authority: The Contracting Authority- the Care Quality Commission (CQC) also known in the Call-Off Contract as 'The Buyer'.
- Discovery: The research phase where the proposed requirement is tested against user needs and existing service provisions- as defined by GDS.
- Alpha: The development phase following discovery consisting of building and testing prototypes of the proposed service and demonstrating the service is technically possible- as defined by GDS.
- Beta: The building phase following alpha consisting of building a working version of the service based on alpha prototypes. The version built must handle real transactions and work at scale- as defined by GDS.
- GDS: Government Digital Service

Executive Summary

The Authority is the independent regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

As part of the Authority's strategy and programme for change, the Digital Development Team has identified three priority work streams each delivering a new or improved digital service which will deliver significant business efficiencies, cost-saving benefits and help enable the Authority to move to the digital future outlined in the Authority's Digital Strategy's Document for delivery up to 2020.

The three work streams are:

- Provider Information Returns (Register and Monitor)

- Share Your Experience and user information needs as part of the public website offer
- Intranet

Having successfully completed discoveries in the above areas the Authority is now moving into the Alpha and Beta phases.

The Authority requires technical architecture services to help us understand the possibilities and limitations of a Drupal PHP approach (we currently use Drupal 7 for our website and provider transactional digital services, while our intranet is SharePoint). This will include:

- A comparison of Drupal 7 and 8 against the functional capabilities the Authority will require as identified in the Discovery phase irrespective of design
- Detailed breakdown of out of the box library functionality for form building, surveys etc.
- Analysis of integration points for front-end digital services, notably CRM, ESB, data stores and identity management including OKTA
- Expected development and configuration costs for anticipated functions to give a sense of cost to scale - not actual costs but relative to alternatives such as .Net coding, Python and Ruby
- Transition and migration plans - approach for moving old content from current services , e.g. the current SharePoint intranet
- Advice regarding hosting on premise or cloud and the associated licensing costs of each in a multi-tiered environment

2. The Requirement

The Authority requires Technical Architecture services for a period of up to 16 weeks.

For clarity the Authority has split its requirements into two main parts:

1. Conduct an evaluation of the merits of developing and progressing the planned portfolio of digital work using Drupal 8, or web frameworks, this includes the following:
 - a. Full review of current Drupal 7 system and feasibility of moving to Drupal 8
 - b. Analysis of practicality of transitioning onto Drupal 8
 - c. Analysis of whether Drupal 8 will deliver required functionality planned as part of Alpha and Beta work and review of how the system will integrate with existing CQC back-end systems, e.g. CRM, OBIEE.
 - d. Recommendations of web-content management system for Alphas and Betas predominantly highlighting whether Drupal will integrate with CQC infrastructure and if not provide solutions for delivery through the use of web frameworks.

Estimated timeline: Weeks 1-2/3

2. Technical knowledge transfer to the Digital Development and wider functions and input into Requirements drafting and planning for Digital Alpha and Beta Phases on:
 - our new intranet,
 - digital health and social care provider transactions,

- public digital services to capture feedback on health and social care services. :
 - a. Input into requirements and evaluation criteria for Alpha/Beta procurement
 - b. Devise strategy for implementation and prototype building from a Technical perspective and advise on back-end integration
 - c. Potential requirement to act as Technical Evaluator on Alpha/Beta procurement exercises from a Technical perspective in relation to findings from Part 1.
 - d. Technical knowledge transfer on system implementation and interface with back-end to existing Digital Development and Infrastructure Teams.

Estimated timeline: weeks 3-16.

3. Cost Envelope

Cost Envelope

Suppliers will be required to provide a total Cost of providing the Services outlined excluding VAT.
Suppliers are required to highlight how these costs have been devised including a day rate if applicable.

4. Length of Contract

Start Date	End Date	Extension (If Applicable)
Week commencing 23/01/17	Approximately 02/05/17	Option to extend for further 8 weeks

5. Authority Responsibilities

Provide requisite equipment if required and access to systems for purpose of work

6. Contractor Responsibilities

Although it is anticipated that time will need to be spent by the Supplier co-located at the Buyer's Head Office (151 Buckingham Palace Road, London) in order to understand, support and work with the Buyer's Digital Development and wider teams, the Supplier is requested to ascertain how much time is required at the Buyer's premises in order to deliver the Services and off-site working will be possible.

Limited travel to other CQC premises in England may be required

Expected duration of 5 days a week for the first 14 weeks of contract and 2 days a week for final 2 weeks of contract

7. Contract Management Arrangements

The supplier will be expected to work in an agile way with the digital team and key senior stakeholders via daily stand-ups, weekly formal progress updates and regular show and tells of sprint outputs.

8. Key Performance Indicators

Indicator	Measured by	Review Date
Provide a report of satisfactory and usable quality to the Authority	Quality and content of report	Week 3
Working with other teams and conducting a review of other systems	Continuous engagement and visibility with relevant teams. Adherence to agile working methods	Duration
Ability of CQC to make informed technology choices to take new services through alpha and beta	In-house technical assurance governance and progress of wider programme	Duration

9. Contract Deliverables/ Milestones

Description	Target Date (to be decided)	Action to Achieve Milestone	Review Date
Report of options/ recommendations for delivery of the 3 work streams and whether Drupal 8 can facilitate this. If not, whether we should explore using alternative frameworks	Week 3	Cross refer business needs with Drupal offering and alternative open source options	Weekly
Plan for integration with existing systems (back-end) and flexibility to integrate with planned CQC future systems	Week 6	Understanding of systems architecture. Engagement with key stakeholders and systems owners.	Weekly
Content migration plan	Week 8	Analysis of current services architecture	Weekly

		and future state	
Future state hosting requirements	Week 12	Report on hosting requirements for digital services	
Support on move through Beta	Weeks 8-16	Technical assurance of development and build	Weekly

10. Skills and Knowledge Transfer

It is expected that the supplier will possess these core skillsets together with the ability to effectively and efficiently transfer knowledge to key technical and non-technical personnel within the organisation.

Skills

- Comprehensive and recent experience designing and implementing complex software systems, i.e. is an active software developer currently engaged in architecting and building high-volume digital services
- Proven capability in managing technology implementation projects and in presenting to / working with stakeholders at every level of seniority, with varying levels of technical understanding
- Demonstrable track record of successfully taking an evolutionary architecture approach to software architecture
- Focused on strategic alignment of technical design and architecture to meet business growth and direction
- Knowledge of Agile product management, in particular determination of vision, objectives, goals and success criteria
- Knowledge and experience of using Drupal 7, Drupal 8 and alternative CMS's and web frameworks
- Knowledge and experience of the following Back-end systems: (Siebel CRM, ESB, OBIEE..)
- Experience organising and performing prototyping and proof of concepts
- Experience with Agile methodologies (i.e. SCRUM etc.)
- Building and scaling high-traffic websites and/or high volume transaction processing and analysis platforms
- Experience designing and implementing scalable and robust approaches to caching, security and databases for the purpose of understanding integration with existing back-end systems (including relational, e.g. MySQL, PostgreSQL, and "NoSQL", e.g. Cassandra, MongoDB) Experience with automated configuration management, deployment and testing solutions
- Use and implementation of modern front end web programming techniques, such as HTML5, CSS3, AJAX, REST, JSON
- Experience with a web programming framework
- Experience developing and using web-based APIs (especially REST-based APIs)
- Experience with open source solutions and community

- Experience using and deploying on Cloud based platforms
- Experience sharing knowledge and working in a multi-disciplinary team
- Understanding and knowledge of GDS principles

Knowledge Transfer

- Provide hands-on technical leadership, in the development, operation and ongoing improvement of complex, transformational digital services serving millions of users
- Work with Digital product managers to understand user needs for new and existing services
- Act as the technical authority in prospective, information gathering and scene setting, evaluate technical proposals from external suppliers, and make implementation recommendations to senior stakeholders
- Work with delivery teams and partners to break technical requirements down into appropriate pieces, and to identify key API requirements for integration with internal (front-end and back-end) and external systems integration
- Lead the rapid development of user-driven prototypes to identify technical options and inform architectural approaches, working with colleagues and supplier team members to write tests, code and documentation for new and existing systems- to provide assurance that new prototypes planned following discovery will integrate with existing systems
- Work with external suppliers to ensure that their system architectures are robust, scalable, open and secure, with appropriate overall system design and integration points/APIs, to deliver a high quality user experience
- Provide guidance, mentoring and training in agile technical delivery and evolutionary software architecture to internal CQC personnel

Schedule 1b- Supplier's Response to Clarification of Understanding

The Supplier will deliver the services outlined in Schedule 1a in-line with the detail provided in Schedule 1b which outlines the Supplier's response to the Clarification of Understanding Documentation. In the event there is a discrepancy between Schedule 1a and 1b, Schedule 1a will take precedence.

Method Statement

Describe (with specific reference to the requirements and Milestones) how it is intended to deliver the requirements with particular focus on describing how you are going to deliver the review of Drupal 7 and Drupal 8 including and outline of sprint milestones and plan.

EVALUATION INTENTION

Seeks to establish that the Tenderer has understood the requirements and has a credible plan for delivering and meeting the deliverables and milestones.

Criteria for Evaluation:

The Suppliers' response shows that it:

- Provides a clear plan of how the review of Drupal 7 and 8 will be conducted.***
- Understands the aim of the Authority to receive a technical recommendation and decipher whether it should remain with Drupal 7 or move to a new solution such as Drupal 8 or consider an alternative solution***
- Provides an outline of sprint milestones and plan***

Fuel will approach the review of Drupal 7 and 8 from a user-centric perspective by exploring the key personas of typical site visitors. The review will then seek to identify the outcomes that are delivered to these users by means of user journeys.

It is estimated that this will take up the first week of this phase.

Weeks two and three will be spent investigating functionality and the production of the recommendation report. The user journeys will be mapped onto functionality exposed by either Drupal core modules, or Drupal contributed (i.e. community built) modules. This will expose risks where there are partial or full functional gaps or where contributed modules are not yet in a state ready for production. If there are any functional gaps then we shall identify any potential features from other web frameworks which can be used as an alternative solution.

The technical recommendation will consist of a clear set of recommendations for non-technical stakeholders as well as detailed, technical, findings on each of the user journeys. It will also contain suggestions on which tasks should be prioritised in order to minimise any technical or process risks to the delivery and to confirm the specific milestones for the remaining weeks of the engagement.

The activities proposed in subsequent weeks will be dependent upon the recommendations and extent of any functional gaps but we envisage working in weekly sprints each aligned with one of the milestone actions (i.e. integration, content migration, hosting, development support) in collaboration with the following teams:

- Digital Development to produce POCs for high-risk areas (eg integration with external systems)
- Infrastructure to identify any hosting requirements for a high-volume site
- other teams to produce high-quality requirements to support an iterative delivery in the Alpha and Beta stages.

Technical Ability

Describe how your technical experience and knowledge meets the Authority's specified requirements? Please provide detailed examples including evidence of knowledge of Drupal 7 and 8, wider open source options, integration of large, data driven websites with complex back end systems including CRMs.

EVALUATION INTENTION

Seeks to establish that the Tenderer has the technical ability and expertise to deliver the Authority's requirements.

Criteria for Evaluation:

The Supplier's response shows that it:

- ***Sufficient Technical experience to conduct the Authority's requirements;***
- ***Provides detailed examples highlighting knowledge in Drupal 7, Drupal 8, wider open source options and integration of large, data driven websites with complex back end systems including CRMs.***

Fuel will offer Andrew Larcombe as the named expert consultant:

Andrew has a wealth of experience at a senior level in the architecting and delivery of complex Drupal-based systems. Andrew has considerable experience in writing Drupal modules, integrating Drupal with numerous third-party systems (typically SOA), and replatforming mission-critical estates onto Drupal, including some of the largest Drupal projects that have been developed. A well connected and active member of the Drupal community, since 2009 Andrew has spoken at Drupal events across Europe, was a co-organiser for 2011's European Drupalcon, has contributed code to Drupal 8 and was involved in developing Drupal 8's Search API module. Andrew is also able to give a wider view on the merits of other platforms having commercial experience in a number of other languages including Ruby-on-Rails and NodeJS, and has recently presented on his experiences using Go.

Evidence:

Eurostar – Led a mixed team of on-shore and off-shore Drupal developers replatforming the

company's' mission-critical high traffic transactional ticket sales website at www.eurostar.com. As well as building key foundation components of the sites' functionality, and initiating best practice around testing and automation, Andrew was responsible for integrations with a number of external systems, including the company's internal ticketing system and financial reconciliation system via a Java-based ESB using the Stomp protocol, external systems such as Salesforce ServiceCloud for customer experience management and hotel and insurance service providers.

PwC – Andrew was asked by PwC to lead a co-located development team building a high volume Drupal-based platform for local government, designing and building key components including an SOA integration layer containing integration points with external systems including Microsoft Dynamics CRM for customer and case management, Forgerock for federated single-sign-ons, Booking Bug for appointment management, and Geoserver for querying of geospatial data. Andrew also mentored junior members of the team and led initiatives on improving performance of the web (Drupal), caching (Memcache, MongoDB) and database (MySQL) layers using tools such as NewRelic and Jmeter.

Times Higher Education – Andrew led a mixed on-shore and off-shore team replatforming and migrating the front-end website and mobile app and back-end publishing system of this mission-critical site from a windows-based system to Drupal 7 in a microservices-based estate. Andrew built out much of the migration tooling to migrate nearly twenty years of articles from the legacy Microsoft SQL Server database, configuration and integration with the Solr search engine, and code to integrate with the company's' app-publishing platform PugPig, and external jobs and careers provider Madgex. Andrew also worked closely with teams from AWS and Cloudfront to ensure a high-performance experience for users of the site.

Other examples:

- Royal Mail Group – Developer lead on the group's B2B site, integrating a number of backend systems for pricing and billing.
- British and Irish Archaeological Bibliography – Lead developer replatforming the organisation's website onto Ruby-on-Rails including the migration of 150,000 records.
- Ordnance Survey – Lead developer building an online system for the display and order of the multi-terabyte OS Mastermap Imagery Layer.

Understanding of Experience and Agile Delivery

Describe how you would provide your technical recommendations in a way which enables speed for the Authority's transition into Alpha, Beta and Live and provide examples including of previous successful similar projects.

EVALUATION INTENTION

Seeks to establish that the Supplier understands the workings and importance of agile delivery.

Criteria for Evaluation:

The Supplier's response shows that it:

- Will provide a technical review and recommendations in a way which enables agile delivery and speed for transition into alpha, beta and live.**
- Provides detailed examples of previous similar, successful projects**
- Clearly understands the principles of agile delivery.**

Fuel's named consultant for CQC, Andrew Larcombe, has been a Certified Scrum Master (CSM) for over four years and is a keen advocate for agile delivery methods. Andrew has led and mentored on both Scrum and Lean delivery and innovative techniques such as Impact/Effect mapping.

At Eurostar, Andrew acted as scrum master, running daily standups, demos and retrospectives for the development team. At Times Higher Education he ran the project-management aspect of the delivery using a lightweight Lean process using Kanban and Impact Mapping.

Andrew's key belief is that the main principle of agile delivery (the delivery of working software (as declared in The Agile Manifesto) should address two key principles:

- delivery should be focussed on specific outcomes enabling users to complete tasks that they currently cannot,
- delivery should be value-led, so that there is nothing in the backlog more important than the feature currently being delivered.

The technical review recommendations will be delivered as a report and in the form of Scrum epics or stories, the basis of a product backlog, to enable an agile delivery through the alpha, beta and into live. The stories will be focussed on either delivering outcomes for specific personas in order to add value to the overall delivery, or producing proof-of-concepts to prove the feasibility of approaches in order to de-risk the delivery. Working with wider stakeholders, this backlog will be prioritised by considering the overall value to the organisation of each story. As delivery progresses the backlog will be constantly re-evaluated to ensure alignment with the organisations strategic objectives and timelines.

Agile Delivery Teams, Evidence:

"Fuel have provided us with a good number of high quality consultants. We have always been highly impressed by their professionalism and responsiveness, frequently able to turn around requirements quickly."

Phil Disbury - Head of Digital | Valuation Office Agency

Deployment

Provide a plan of how you would deploy your services rapidly to meet the Authority's specified start date and how you will deliver the outputs and milestones to the timescales stipulated.

EVALUATION INTENTION

Seeks to establish that the Supplier has the ability to deploy services rapidly and meet the Authority's timescales for delivery.

Criteria for Evaluation:

The Supplier's response shows that it:

- Has a clear plan for delivery and understanding of the Authority's timescales;***
- Has the ability to deploy services rapidly and in-line with the anticipated Contract start date.***
- Describes how it will engage with the Authority once appointed services so that work can commence.***

Fuel will be offering a dedicated named expert, Andrew Larcombe, for the duration of the assignment. Unlike some suppliers who would offer a mixed resource model or change the make-up of the delivery team during the assignment, we believe there is greater value for money in a dedicated lead. Our approach offers consistency, understanding, knowledge transfer and naturally through building relationships with the business stakeholders and personal and professional commitment to delivering the best outcome for CQC.

Andrew has worked for Capgemini Consulting, Capgemini Digital and PWC successfully working to milestone and deadline driven projects. By offering a dedicated expert resource Fuel will ensure the outputs and milestones are met. This model doesn't not rely on availability of resource on a mixed-team resource model or impacted by competition from resource needs on other customer projects.

Once appointed, Fuel's account manager and named consultant, Andrew Larcombe, will be available week commencing 16th January for meetings with CQC stakeholders to agree the contract terms and finalise delivery plans. In particular set out clear timescales and expectations. A critical success factor will be availability of key CQC stakeholders and sponsors.

Fuel will work with the CQC to ensure on-boarding, including any basic security checks are in place.

Andrew will begin work on 23rd January as per CQC's requirements.

Andrew will reduce the number of days provided per week, if required, as outlined in the ITT;

during the final two weeks of delivery.

Fuel will offer CQC the option to extend Andrew's serviced beyond the initial engagement.

It is our intention for Andrew to be based on-site 151 Buckingham Palace Road. We believe it is important to integrate with the team and offer availability.

Client engagement: the CQC will have direct contact on-site with Andrew during the project. Andrew will provide weekly reporting. Simon Shobbrook, Head of IT and Consulting will be the point of contact for contract, commercial and extension of services.

In the unlikely event that Andrew is unable to complete the project (e.g. through illness), Fuel will offer three consultants with the same level of skills and experience for CQC to choose from. Fuel will offer three unchangeable days of handover to ensure continuity without additional cost. Fuel has over 300 consultants working on client sites and a track record in providing niche technical and business skills with 48hrs of request.

Knowledge Transfer

In-relation to the requirements, please outline how you will share information and effect knowledge transfer to key Authority senior stakeholders, the Digital Development Team and wider Authority functions such as Infrastructure. Please provide examples of your knowledge transfer strategy.

EVALUATION INTENTION

Seeks to establish that the Supplier understands the importance of knowledge transfer and has a credible plan for conducting such transfer of knowledge.

Criteria for Evaluation:

The Supplier's response shows that it:

- Has understood the knowledge Transfer requirements outlined by the Authority.***
- Understands the importance of knowledge transfer and provided examples in this domain.***
- Has a clear plan and strategy of how information and knowledge will be shared to the Authority including senior stakeholders, the Digital Development Team and wider Authority functions.***

Fuel's approach to knowledge transfer is that whilst there is no one-size-fits-all approach and a mix of techniques is required to reach different audiences, knowledge transfer and documentation is best carried in collaborative environments such as workshops, pairing or formal demonstrations, and that any documentation should be seen dynamic artefacts, rather than a final, authoritative document.

Examples of Knowledge Transfer techniques:

G-Cloud 8 (G8) Call-Off Contract – CQC DD 002 (a)- Technical Architecture Services in relation to the Digital Development Programme

- for Product Owners - Impact mapping and Persona generation to ensure that user needs are captured, that they align clearly with the organisations strategic aims, and that deliverables directly address these needs.
- for Product Owners – demonstrating and leading on a Specification by Example approach to requirements to ensure that acceptance tests act as the specification for any deliverables.
- for Product Owners and Delivery teams - ensuring requirements meet the INVEST criteria (ie they're Independent, Negotiable, Valuable, Estimable, Small and Testable)
- for Delivery teams – carrying out, and encouraging asymmetric pair programming so that knowledge is effectively shared amongst team members, thus reducing the risk that knowledge of any one part of the system lives with only one person.
- for Senior Stakeholders – providing high level overview of technical recommendations highlighting risks and benefits in the form of formal presentations and documents.
- for External Suppliers – working collaboratively to produce proof-of-concepts to determine the suitability and potential risks of any services.

Fuel can provide current examples of providing knowledge transfer and mentoring (e.g. VOA, LB of Camden, Bristol CC) from apprentice level technical staff , through to experienced stakeholders. Our goal is to build our value in the sector with the transfer of skills and an knowledge in-house for continuity of project and BAU activities.

Cultural Fit

Please provide examples of similar successful projects you have delivered and how you delivered them in a way which met the requirements and culture of the Contracting Organisation.

EVALUATION INTENTION

Seeks to establish that the Supplier has undertaken similar requirements.

Criteria for Evaluation:

The Supplier's response shows that it:

- ***Provides examples of previous, similar, successful projects and how they worked with the Contracting organisation and existing teams to deliver the requirements.***
- ***Recognizes the importance of understanding the strategic aims and workings of the Contracting organization.***

Unlike some consultancies, Fuel is offering the CQC an independent expert, Andrew

Larcombe, who will act as the CQC's champion.

In Andrew's career working as a consultant for Capgemini Consulting, Capgemini Digital and as a freelance consultant Andrew typically faces off to both technical delivery teams and non-technical product and management teams and is able to tailor his approach to match his audience's needs. Andrew has always sought to first understand an organisation's tactical and strategic aims in order to align any implementation with the organisation's wider goals.

- PwC - Andrew was asked directly by the Director of Digital Services to provide his experienced input into the build of a digital platform for local government. Andrew worked closely with internal teams including DevOps, to advise on measuring and tuning for high volume performance, Test to provide mentoring and support in building out an automated testing framework, and Product to advise on the most efficient solutions to deliver required outcomes for the platform's end users.
- Wellcome Foundation – Andrew was contracted directly by the interim CTO to produce a report assessing the fitness of the Drupal solution delivered by a third-party supplier after some quality issues had arisen internally. Working with the organisation's internal Drupal and Infrastructure teams he provided the organisation with approaches to resolve the issues.
- Eurostar – Worked closely with the organisation's non-technical Business Analysts producing guidance on how to produce small, testable requirements in order to facilitate iterative delivery.
- Times Higher Education – Worked closely with the non-technical in-house Editorial Team to understand their needs in producing a weekly online edition of their magazine. Also mentored the Product teams and Project Managers on Impact Mapping to facilitate a Lean delivery methodology

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) cannot be amended during the term of the Call-Off Contract. The detailed breakdown for the provision of Services during the term of will include (but will not be limited to):

- The Total Cost of this Call-Off Contract is **£56,520 (ex VAT)**.

The sum of £56,520 (ex VAT)

Part C – Terms and conditions

1. Call-Off Contract start date, length and methodology
 - 1.1 The Supplier will start providing the Services on the date specified in the Order Form.
 - 1.2 This Call-Off Contract will terminate on the End Date specified in the Order Form unless terminated earlier in accordance with Clause 23 and will be a maximum of 24 months from the Commencement Date.
2. Overriding provisions
 - 2.1 The Supplier agrees to supply the G-Cloud Services [and any Additional Services (Lot 4 only)] in accordance with this Call-Off Contract and the Supplier's Terms as identified in the Framework Agreement (G-Cloud Services) and incorporated into this Call-Off Contract.
 - 2.2 In the event of and only to the extent of any conflict or ambiguity between the Clauses of this Call-Off Contract, the provisions of the Schedules, any document referred to in the Clauses of this Call-Off Contract (including Supplier's Terms) and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
 - the Framework Agreement
 - the Clauses of this Call-Off Contract (excluding Supplier Terms)
 - the completed Order Form
 - the Supplier's Terms and Conditions, and
 - any other document referred to in the Clauses of this Call-Off Contract.

The Supplier accepts this is the order of prevailing provisions in this Call-Off Contract.
3. Transfer and sub-contracting
 - 3.1 The Supplier will not assign, novate or sub-contract any part of this Call-Off Contract without the Buyer's prior written approval which shall not be unreasonably withheld or delayed.
 - 3.2 The Supplier will be responsible for the performance of any Sub-Contractors and ensure that they adhere to the principals of this Call-Off Contract.
 - 3.3 The Buyer may assign, novate or otherwise dispose of its rights and obligations under this Call-Off Contract or any part thereof to:
 - any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Buyer, or
 - any private sector body which substantially performs the functions of the Buyer

provided that any such assignment, novation or other disposal shall not increase the burden of the Supplier's obligations under this Call-Off Contract.

4. Supplier Staff

4.1 The Supplier Staff will:

- fulfil all reasonable requests of the Buyer
- apply all due skill, care and diligence to the provisions of the Services
- be appropriately experienced, qualified and trained to supply the Services
- respond to any enquiries about the Services as soon as reasonably possible
- complete any necessary vetting procedures specified by the Buyer
- Comply with the provisions of the Official Secrets Act 1911 to 1989; and
- Section 182 of the Finance Act 1989.

5. Due diligence

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

5.2.1 having made their own enquiries are satisfied by the accuracy of any information supplied by the other Party

5.2.2 are confident that they can fulfil their obligations according to the terms of this Call-Off Contract

5.2.3 have entered into this Call-Off Contract relying on their own due diligence

6. Warranties, representations and acceptance criteria

6.1 The Supplier will perform its obligations under this Call-Off Contract with all reasonable care, skill and diligence, according to Good Industry Practice.

6.2 The Supplier will use all reasonable endeavours to prevent the introduction, creation or propagation of any disruptive elements into systems providing services to data, software or Authority Confidential Information held in electronic form.

6.3 The Supplier undertakes to the Buyer that each G-Cloud Service will meet the Buyer's acceptance criteria, as defined in the Call-Off Contract Order Form.

6.4 The Supplier warrants that it has full capacity and authority and all necessary authorisations, consents, licences and permissions and Intellectual Property Rights to perform this Call-Off Contract.

6.5 The Supplier represents that, in entering into this Call-Off Contract it has not committed any Fraud.

6.6 The Supplier undertakes to pay all taxes due from it to HMRC and will not indulge in "disguised employment" practices when delivering services under this Call-Off Contract, and

- 6.7 For the avoidance of doubt, the fact that any provision within this Call-Off Contract is expressed as a warranty shall not preclude any right of termination the Buyer may have in respect of breach of that provision by the Supplier.
7. Business continuity and disaster recovery
- 7.1 The Supplier will ensure a disaster recovery approach is captured in a clear disaster recovery plan contained within their service descriptions where appropriate and required by the Buyer.
8. Payment terms and VAT
- 8.1 The Buyer will pay the Supplier within 30 days of receipt of a valid invoice submitted by the Supplier in accordance with this Call-Off Contract.
- 8.2 The Call-Off Contract Charges are deemed to include all Charges for payment processing. All Invoices submitted to the Buyer for the Services shall be exclusive of any Management Charge.
- 8.3 All charges payable by the Buyer to the Supplier shall include VAT at the appropriate rate.
- 8.4 The Supplier will add VAT to the charges at the appropriate rate.
- 8.5 Where specified within 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 shall not recover this charge from the Buyer.
- 8.6 The Supplier will ensure that each invoice contains all appropriate references and a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 8.7 Supplier Sub-Contracts must oblige the Supplier to make payments to its Sub-Contractor within 30 calendar days from the receipt of a valid invoice.
- 8.8 The Supplier shall 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 shall pay all monies pursuant to this indemnity to the Buyer not less than 5 UK working days before the date upon which the tax or other liability is payable by the Buyer.
- 8.9 The Supplier shall not suspend the supply of the G-Cloud Services for Buyer's failure to pay undisputed sums of money unless the Supplier is entitled to suspend or terminate this Call-Off Contract. Interest shall be payable by the Buyer on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time).
- 8.10 In the event of a disputed invoice, the Buyer shall make payment in respect of any undisputed amount in accordance with the provisions of this Call-Off Contract and

return the invoice to the Supplier within 10 UK working days of receipt with a covering statement proposing amendments to the invoice and/or the reason for any non-payment. The Supplier shall respond within 10 UK working days of receipt of the returned invoice stating whether or not the Supplier accepts the Buyer's proposed amendments. If it does then the Supplier shall supply with the response a replacement valid invoice.

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

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

10. Insurance

The Supplier will maintain the insurances required by the Buyer including those set out in this clause.

10.1 Subcontractors

10.1.1 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 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.

10.2 Agents and professional consultants

10.2.1 The Supplier will also ensure that all agents and professional consultants involved in the supply of 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 termination or expiry date to this Call-Off Contract to which the insurance relates.

10.2.2 The Supplier will also ensure that all agents and professional consultants involved in the supply of Services hold employers liability insurance to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the termination or expiry date to this Call-Off Contract to which the insurance relates.

10.3 Additional or extended insurance

10.3.1 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing insurance policies procured under the Framework Agreement.

10.3.2 The Supplier will provide CCS and the Buyer with the following evidence that they have complied with clause 10.3.1 above:

- a broker's verification of insurance; or
- receipts in respect of the insurance premium; or
- other evidence of payment of the latest premiums due.

10.4 Supplier liabilities

10.4.1 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or this Call-Off Contract.

10.4.2 The Supplier will:

- take all risk control measures relating to the Services as it would be reasonable to expect of a contractor acting in accordance with 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 of which the Supplier is, or becomes, aware; and

- hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of placing cover representing any of the insurance to which it is a Party.

10.4.3 The Supplier will not do or omit to do anything, which would vitiate any of the insurances.

10.5 Indemnity to principals

10.5.1 Where specifically outlined in this Call-Off Contract, the Supplier will ensure that the third-party public and products liability policy will contain an 'indemnity to principals' clause under which the Buyer will be compensated for both of the following claims against the Buyer:

- death or bodily injury; and
- third-party Property damage arising from connection with the Services and for which the Supplier is legally liable.

10.6 Cancelled, suspended, terminated or unrenewed policies

10.6.1 The Supplier will notify CCS and any Buyers as soon as possible if the Supplier becomes aware that any of the insurance policies have been, or are due to be, cancelled, suspended, terminated or not renewed.

10.7 Premium, excess and deductible payments

10.7.1 Where any insurance requires payment of a premium, the Supplier will:

- be liable for the premium; and
- pay such premium promptly.

10.7.2 Where any insurance is subject to an excess or deductible below the Supplier will be liable for it. The Supplier will not be entitled to recover any sum paid for insurance excess or any deductible from CCS or the Buyer.

11. Confidentiality

11.1 Except where disclosure is clearly permitted by this Call-Off Contract, neither Party will disclose the other Party's Confidential Information without the relevant Party's prior written consent.

11.2 Disclosure of Confidential Information is permitted where information:

- must be disclosed to comply with legal obligations placed on the Party making the disclosure
- belongs to the Party making the disclosure (who is not under any obligation of confidentiality) before its disclosure by the information owner
- was obtained from a third party who is not under any obligation of confidentiality, before receiving it from the disclosing Party
- is, or becomes, public knowledge, other than by breach of this clause or Call-Off Contract

- is independently developed without access to the other Party's Confidential Information
- is disclosed to obtain confidential legal professional advice.

11.3 The Buyer may disclose the Supplier's Confidential Information:

- to any central government body on the basis that the information may only be further disclosed to central government bodies;
- to the UK Parliament, Scottish Parliament or Welsh or Northern Ireland Assemblies, including their committees;
- if the Buyer (acting reasonably) deems disclosure necessary or appropriate while carrying out its public functions;
- on a confidential basis to exercise its rights or comply with its obligations under this Call-Off Contract; or
- On a confidential basis to a proposed transferee, assignee or novatee of, or successor in title to, the Buyer.

11.4 References to disclosure on a confidential basis will mean disclosure subject to a confidentiality agreement or arrangement containing the same terms as those placed on the Buyer under this clause.

11.5 The Supplier may only disclose the Buyer's Confidential Information to Supplier Staff who are directly involved in the provision of the Services and who need to know the information to provide the Services. The Supplier will ensure that its Supplier Staff will comply with these obligations.

11.6 Either Party may use techniques, ideas or knowledge gained during this Call-Off Contract unless the use of these things results in them disclosing the other Party's Confidential Information where such disclosure is not permitted by the Framework Agreement, or is an infringement of Intellectual Property Rights.

11.7 Information about orders placed by a Buyer (including pricing information and the terms of any Call-Off Contract) may be published by CCS and may be shared with other Buyers. Where Confidential Information is shared with other Buyers, CCS will notify the recipient of the information that its contents are confidential.

12. Conflict of Interest

12.1 The Supplier will take all appropriate steps to ensure that Supplier Staff are not in a position where there is or may be an actual conflict between the financial or personal interests of the Supplier Staff and another Supplier where both are providing the Services to the Buyer under any Call-Off Contract in accordance with the Framework Agreement.

12.2 Any breach of this clause will be deemed to be a Material Breach.

12.3 A conflict of interest may arise in situations including where a member of the Supplier Staff:

- is related to someone in another Supplier team who both form part of the same team performing the Services under the Framework Agreement
- has a business interest in another Supplier who is part of the same team performing the Services under the Framework Agreement
- has been provided with, or had access to, information which would give the Supplier or an affiliated company an unfair advantage in the Tender process.

12.4 Where the Supplier identifies a risk of a conflict or potential conflict, they will (before starting work under this Call-Off Contract, unless otherwise agreed with the Buyer) inform the Buyer of such conflicts of interest and how they plan to mitigate the risk. Details of such mitigation arrangements are to be sent to the Buyer as soon as possible. On receiving this notification, the Buyer will, at its sole discretion, notify the Supplier if the mitigation arrangements are acceptable or whether the risk or conflict remains a Material Breach.

13. Intellectual Property Rights

13.1 The Supplier will have no rights to use any of the Buyer's names, logos or trademarks without the Buyer's prior written approval.

14. Data Protection and Disclosure

14.1 The Supplier shall comply with any notification requirements under the DPA and both Parties will duly observe all their obligations under the DPA which arise in connection with the Framework Agreement or under this Call-Off Contract.

14.2 Where the Supplier is processing Buyer Data or Other Contracting Bodies' Personal Data, the Supplier shall ensure that it has in place appropriate technical and organisational measures to ensure the security of the Authority and Other Contracting Bodies' Personal Data (and to guard against unauthorised or unlawful processing or accidental loss, destruction of or damage to the Buyer Data and the Other Contracting Bodies' Personal Data).

14.3 The Supplier shall provide the Buyer and/or Other Contracting Body with such information as the Buyer and/or Other Contracting Body may reasonably request to satisfy itself that the Supplier is complying with its obligations under the DPA including;

- to promptly notify the Buyer and/or Other Contracting Body of any breach of the security measures to be put in place pursuant to this Clause; and
- to ensure that it does not knowingly or negligently do or omit to do anything which places the Buyer and/or Other Contracting Body in breach of its obligations under the DPA and
- not to cause or permit to be processed, stored, accessed or otherwise transferred outside the European Economic Area any Buyer Data or Other Contracting Body Personal Data supplied to it by the Buyer or Other Contracting Body without approval.

15. Buyer Data

- 15.1 The Supplier will not remove any proprietary notices relating to the Buyer Data.
- 15.2 The Supplier will not store or use Buyer Data except where necessary to fulfill its obligations.
- 15.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested and in the format specified by the Buyer.
- 15.4 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
- 15.5 The Supplier will ensure that any system which holds any Buyer Data complies with the security requirements prescribed by the Buyer.
- 15.6 The Supplier will ensure that any system on which the Supplier holds any protectively marked Buyer Data will be accredited as specific to the Buyer and will comply with:
- the government security policy framework and information assurance policy;
 - guidance issued by the Centre for Protection of National Infrastructure on Risk Management and Accreditation of Information Systems; and
 - the relevant government information assurance standard(s).
- 15.7 Where the duration of this Call-Off Contract exceeds one year, the Supplier will review the accreditation status at least once a year to assess whether material changes have occurred which could alter the original accreditation decision in relation to Buyer Data. If any changes have occurred then the Supplier will re-submit such system for accreditation.
- 15.8 If at any time 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 where such corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier or its representatives) comply with any remedial action proposed by the Buyer.
- 15.9 The Supplier will provide at the request of CCS or the Buyer, any information relating to the Supplier's compliance with its obligations under the Data Protection Act (to the extent arising under and/or in connection with the Framework Agreement and this Call-Off Contract). The Supplier will also ensure that it does not knowingly or negligently fail to do something that places CCS or any Buyer in breach of its obligations of the Data Protection Act. This is an absolute obligation and is not qualified by any other provision of this Call-Off Contract.

- 15.10 The Supplier agrees to use the appropriate organisational, operational and technological processes and procedures to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 15.11 The provisions of this Clause 15 shall apply during the term of this Call-Off Contract and for such time as the Supplier holds the Buyer's Data.
16. Records and audit access
- 16.1 The Supplier will allow CCS (and CCS's external auditor) to access its information and conduct audits of the Services provided under this Call-Off Contract and the provision of Management Information (subject to reasonable and appropriate confidentiality undertakings).
17. Freedom of Information (FOI) requests
- 17.1 The Supplier will transfer any Request for Information to the Buyer within 2 UK working days of receipt.
- 17.2 The Supplier will provide all necessary help reasonably requested by the Buyer to enable the Buyer to respond to the Request for Information within the time for compliance set out in section 10 of the Freedom of Information Act or Regulation 5 of the Environmental Information Regulations.
- 17.3 To the extent it is permissible and reasonably practical for it to do so, CCS will make reasonable efforts to notify the Supplier when it receives a relevant FOIA or EIR request so that the Supplier may make appropriate representations.
18. Standards and quality
- 18.1 The Supplier will comply with any standards in this Call-Off Contract and Section 4 (How Services will be delivered) of the Framework Agreement.
19. Security
- 19.1 The Supplier will use software and the most up-to-date antivirus definitions available from an industry accepted antivirus software vendor to minimise the impact of Malicious Software.
- 19.2 If Malicious Software causes loss of operational efficiency or loss or corruption of Buyer Data, the Supplier will help the Buyer to mitigate any losses and will restore the Services to their desired operating efficiency as soon as possible.
- 19.3 Any costs arising from the actions of the Buyer or Supplier taken in compliance with the provisions of the above clause, will be dealt with by the Buyer and the Supplier as follows:
- by the Supplier, where the Malicious Software originates from the Supplier software or the Buyer Data while the Buyer Data was under the control of the Supplier, unless the Supplier can demonstrate that such Malicious Software

was present and not quarantined or otherwise identified by the Buyer when provided to the Supplier.

- by the Buyer if the Malicious Software originates from the Buyer software or the Buyer Data, while the Buyer Data was under the control of the Buyer.

19.4 The Supplier will immediately notify CCS of any breach of security in relation to CCS's Confidential Information (and the Buyer in relation to any breach regarding Buyer Confidential Information). The Supplier will recover such CCS and Buyer Confidential Information however it may be recorded:

19.5 Any system development by the Supplier must also comply with the government's '10 Steps to Cyber Security' guidance, available at:
<https://www.gov.uk/government/publications/cyber-risk-management-a-board-level-responsibility/10-steps-summary>

20. Guarantee

20.1 Where the Buyer has specified in the Order Form that this Call-Off Contract shall be conditional upon receipt of a Guarantee from the guarantor, the Supplier shall deliver to the Buyer a completed Guarantee in the form attached, on or prior to the Commencement Date; and deliver to the Buyer a certified copy of the passed resolution and/or board minutes of its guarantor approving the execution of the Guarantee.

21. Incorporation of terms

21.1 Upon the execution of an Order, the terms and conditions agreed in the Order Form will be incorporated into this Call-Off Contract.

22. Managing disputes

22.1 When either Party notifies the other of a dispute, both Parties will attempt in good faith to negotiate a settlement as soon as possible.

22.2 Nothing in this procedure will prevent a Party from seeking any interim order restraining the other Party from doing any act or compelling the other Party to do any act.

22.3 If the dispute cannot be resolved, either Party will be entitled to refer it to mediation in accordance with the procedures below, unless:

- the Buyer considers that the dispute is not suitable for resolution by mediation,
- the Supplier does not agree to mediation.

22.4 The procedure for mediation is as follows:

- A neutral adviser or mediator will be chosen by agreement between the Parties. If the Parties cannot agree on a mediator within 10 UK working days after a request by one Party to the other, either Party will as soon as possible, apply to the mediation provider or to the Centre for Effective Dispute

Resolution (CEDR) to appoint a mediator. This application to CEDR must take place within 12 UK working days from the date of the proposal to appoint a mediator, or within 3 UK working days of notice from the mediator to either Party that they are unable or unwilling to act.

- The Parties will meet with the mediator within 10 UK working days of the mediator's appointment to agree a programme for the exchange of all relevant information and the structure for negotiations to be held. The Parties may at any stage seek help from the mediation provider specified in this clause to provide guidance on a suitable procedure.
- Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it will be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.
- If the Parties reach agreement on the resolution of the dispute, the agreement will be reduced to writing and will be binding on the Parties once it is signed by their duly authorised representatives.
- Failing agreement, either Party may invite the mediator to provide a non-binding but informative opinion in writing. Such an opinion will be provided without prejudice and will not be used in evidence in any proceedings relating to this Call-Off Contract without the prior written consent of both Parties.
- If the Parties fail to reach agreement in the structured negotiations within 60 UK working days of the mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

22.5 Either Party may request by written notice that the dispute is referred to expert determination if the dispute relates to:

- any technical aspect of the delivery of the digital services;
- the underlying technology; or
- otherwise is of a financial or technical nature.

22.6 An expert will be appointed by written agreement between the Parties, but if there is a failure to agree within 10 UK working days, or if the person appointed is unable or unwilling to act, the expert will be appointed on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society).

22.7 The expert will act on the following basis:

- they will act as an expert and not as an arbitrator and will act fairly and impartially;
- the expert's determination will (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;
- the expert will decide the procedure to be followed in the determination and will be requested to make their determination within 30 UK working days of their appointment or as soon as reasonably practicable and the Parties will help and provide the documentation that the expert needs for the determination;

- any amount payable by one Party to another as a result of the expert's determination will be due and payable within 20 UK working days of the expert's determination being notified to the Parties
- the process will be conducted in private and will be confidential;
- the expert will determine how and by whom the costs of the determination, including their fees and expenses, are to be paid.

22.8 Without prejudice to any other rights of the Buyer under this Call-Off Contract, the obligations of the Parties under this Call-Off Contract will not be suspended, ceased or delayed by the reference of a dispute submitted to mediation or expert determination and the Supplier and the Supplier Staff will comply fully with the Requirements of this Call-Off Contract at all times.

23. Termination

23.1 The Buyer will have the right to terminate this Call-Off Contract at any time by giving the notice to the Supplier specified in Part A, the Order Form. The Supplier's obligation to provide the Services will end on the date set out in the Buyer's notice.

23.2 The Parties acknowledge and agree that:

- the Buyer's right to terminate under this clause is reasonable in view of the subject matter of this Call-Off Contract and the nature of the Service being provided.
- the Call-Off Contract Charges paid during the notice period given by the Buyer in accordance with this clause are a reasonable form of compensation and are deemed to fully cover any avoidable costs or losses incurred by the Supplier which may arise either directly or indirectly as a result of the Buyer exercising the right to terminate under this clause without cause.
- Subject to clause 31 (Liability), if the Buyer terminates this Call-Off Contract without cause, they 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 such Loss. If the Supplier holds insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of such Loss, with supporting evidence of unavoidable Losses incurred by the Supplier as a result of termination.
- Either Party will have the right to terminate this Call-Off Contract where clause 29.2 applies.

23.3 The Buyer will have the right to terminate this Call-Off Contract at any time with immediate effect by written notice to the Supplier if:

- the Supplier commits a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied, or
- the Supplier commits any fraud.

23.4 Either Party may terminate this Call-Off Contract at any time with immediate effect by written notice (of not more than 30 UK working days) if the other Party commits a

Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due under this Call-Off Contract) and, if such breach is remediable, fails to remedy that breach within a period of 15 UK working days of being notified in writing to do so.

23.5 If an Insolvency Event of either Party occurs, or the other Party ceases or threatens to cease to carry on the whole or any material part of its business, the other Party is entitled to terminate this Call-Off Contract with immediate effect.

23.5 If the Buyer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Buyer in writing of such failure to pay and allow the Buyer five (5) calendar days to settle the undisputed invoice. If the Buyer fails to pay such undisputed sums within the allotted additional 5 calendar days, the Supplier may terminate this Call-Off Contract subject to giving the length of notice specified in the Order Form (Termination)

24. Consequences of termination and expiry

24.1 Where the Buyer has the right to terminate this Call-Off Contract it may elect to suspend this Call-Off Contract and its performance.

24.2 If the Buyer contracts with another Supplier for the Deliverables under this Call-Off Contract, the Supplier will comply with clause 28.

24.3 The rights and obligations of the Parties in respect of this Call-Off Contract will automatically terminate upon the expiry or termination of this Call-Off Contract, except those rights and obligations set out in clause 24.7.

24.4 At the end of the Call-Off Contract period (howsoever arising), the Supplier must:

- promptly return to the Buyer:
 - all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under this Call-Off Contract;
 - any materials created by the Supplier under this Call-Off Contract where the IPRs are owned by the Buyer;
 - cease to use the Buyer Data and, at the direction of the Buyer, provide the Buyer and the replacement Supplier with a complete and uncorrupted version of the Buyer Data in electronic form in the formats and on media agreed with the Buyer and the replacement Supplier;
- destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 months after the date of expiry or termination, and provide written confirmation to the Buyer that the data has been securely destroyed, except where the retention of Buyer Data is required by Law;
- work with the Buyer on any work in progress and ensure an orderly transition of the Services to the replacement supplier;
- return any sums prepaid for Services which have not been delivered to the Buyer by the date of expiry or termination;

- provide all information requested by the Buyer on the provision of the Services so that:
 - the Buyer is able to understand how the Services have been provided; and
 - the Buyer and the replacement supplier can conduct due diligence.

24.5 Each Party will return all of the other Party's Confidential Information. Each Party will confirm that it does not retain the other Party's Confidential Information except where the information must be retained by the Party as a legal requirement or where this Call-Off Contract states otherwise.

24.6 All licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Services will be terminated at the end of the Call-Off Contract period (howsoever arising) without the need for the Buyer to serve notice except where this Call-Off Contract states otherwise.

24.7 Termination or expiry of this Call-Off Contract will not affect:

- any rights, remedies or obligations accrued under this Call-Off Contract prior to termination or expiration;
- the right of either Party to recover any amount outstanding at the time of such termination or expiry;
- the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses:
 - 8 - Payment Terms and VAT
 - 9 - Recovery of Sums Due and Right of Set-Off
 - 10 - Insurance
 - 11 - Confidentiality
 - 12 - Conflict of Interest
 - 13 - Intellectual Property Rights
 - 15 - Buyer Data
 - 24 - Consequences of Expiry or Termination
 - 31 - Liability
 - 32 - Waiver and cumulative remedies
- any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry will survive the termination or expiry of this Call-Off Contract.

25. Supplier's status

25.1 The Supplier is an independent Contractor and no contract of employment or partnership is created between the Supplier and the Buyer. Neither Party is authorised to act in the name of, or on behalf of, the other Party.

26. Notices

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

26.2 The following table sets out the method by which notices may be served under this Call-Off Contract and the respective deemed time and proof of Service:

Delivery type	Deemed delivery time	Proof of Service
Email	9am on the first Working Day after sending	Dispatched in a pdf form to the correct email address without any error message

26.3 The address and email address of each Party will be the address and email address in the Order Form.

27. Exit plan

27.1 The Supplier has provided details of their exit plan within the service description specified in the Order Form and the Buyer and Supplier will follow these arrangements as per Supplier Terms.

28. Handover to replacement supplier

28.1 Within 10 UK Working Days of the expiry or termination of this Call-Off Contract, the Supplier will make available to the Buyer:

- any data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control.
- any sums prepaid to the Supplier in respect of Ordered Deliverables not provided by the date of expiry or termination of this Call-Off Contract.

28.2 When requested, the Supplier will (at its own expense where the Call-Off Contract has been terminated before end of term due to Supplier cause) help the Buyer to migrate the Services to a replacement Supplier in line with the exit plan (clause 27) to ensure continuity of the Services.

29. Force Majeure

29.1 Neither Party will be liable to the other Party for any delay in performing, or failure to perform, its obligations under this Call-Off Contract (other than a payment of money) to the extent that such delay or failure is a result of a Force Majeure event. Each Party will use all reasonable endeavours to continue to perform its obligations under this Call-Off Contract for the length of a Force Majeure event.

29.2 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than 15 consecutive calendar days, the other Party may terminate this Call-Off Contract with immediate effect by notice in writing.

30. Entire agreement

30.1 This Call-Off Contract constitutes the entire agreement between the Parties relating to the matters dealt within it. It supersedes any previous agreement between the Parties relating to such matters.

- 30.2 Each Party agrees that in entering into this Call-Off Contract it does not rely on, and will have no remedy relating to, any agreement or representation (whether negligently or innocently made) other than as expressly described in this Call-Off Contract.
- 30.3 Nothing in this clause will exclude any liability for (or remedy relating to) fraudulent misrepresentation or fraud.
- 30.4 Each of the Parties agrees that in entering into this Call-Off Contract it does not rely on, and will have no remedy relating to, any agreement, statement, representation, warranty, understanding or undertaking (whether negligently or innocently made) other than as described in this Call-Off Contract.

31. Liability

31.1 Neither Party excludes or limits its liability for:

- death or personal injury;
- bribery or fraud by it or its employees;
- breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or sections 2 or 11B of the Supply of Goods and Services Act 1982; or
- any liability to the extent it cannot be excluded or limited by Law.

31.2 Subject to Clauses 31.1 and 31.10 and any lower limits specified in the Order Form, and notwithstanding Clause 31.4, each Party's total aggregate liability relating to all Losses due to a Default in connection with this Call-Off Contract::

- resulting in direct loss or damage to physical Property (including any technical infrastructure, assets or Equipment) of the other Party, will be limited to the sum of £1,000,000 in each Call-Off Contract year in which the Default occurs
- subject to the first bullet point in this clause 31.2 which occur in the first 6 months, will be limited to the greater of the sum of £500,000 or a sum equal to 200% of the estimated Call-Off Contract Charges for the first six months
- subject to the first bullet point in this clause 31.2 which occur during the remainder of the Call-Off Contract period, will be limited to the greater of the sum of £500,000 or an amount equal to 125% of the Call-Off Contract Charges paid, due or which would have been payable under this Call-Off Contract in the 6 months immediately preceding the event giving rise to the liability
- subject to the first bullet point in this clause 31.2 which occur after the end of the Call-Off Contract period, will be limited to the greater of the sum of £500,000 or an amount equal to 125% of the Call-Off Contract Charges paid, due or which would have been payable under this Call-Off Contract in the 6 months immediately before the end of the Call-Off Contract period.

31.3 Subject to clause 31.1, 31.4, in no event will either Party be liable to the other for any:

- loss of profits;
- loss of business;
- loss of revenue;

- loss of or damage to goodwill;
- loss of savings (whether anticipated or otherwise); or
- any indirect, special or consequential loss or damage.

- 31.4 Subject to Clause 31.2 the Supplier will be liable for the following types of loss which will be regarded as direct and will be recoverable by the Buyer:
- the additional operational or administrative costs and expenses arising from any Supplier Default; and
 - any wasted expenditure or charges rendered unnecessary and/or incurred by the Buyer arising from the Supplier's Default; and
 - any losses, costs, damages, expenses or other liabilities suffered or incurred by the Buyer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Buyer Data by the Supplier; and
 - any regulatory losses, fines, expenses or other losses arising from a breach by the Supplier of any Law.
- 31.5 The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Buyer Data or the Buyer Personal Data or any copy of such Buyer Data, caused by the Supplier's default under or in connection with a Call-Off Contract shall be subject to the financial limits set out in the Order Form.
- 31.6 No enquiry, inspection, approval, sanction, comment, consent, or decision at any time made or given by, or on behalf of, the Buyer to any document or information provided by the Supplier in its provision of the Services, and no failure of the Buyer to discern any defect in, or omission from, any such document or information will exclude or limit the obligation of the Supplier to carry out all the obligations of a professional Supplier employed in a client and Buyer relationship.
- 31.7 Unless otherwise expressly provided, the obligations of the Buyer under this Call-Off Contract are obligations of the Buyer in its capacity as a Contracting counterparty and nothing in this Call-Off Contract will be an obligation on, or in any other way constrain the Buyer in any other capacity, nor will the exercise by the Buyer of its duties and powers in any other capacity lead to any liability under this Call-Off Contract on the part of the Buyer to the Supplier.
- 31.8 Any liabilities which are unlimited will not be taken into account for the purposes of establishing whether any limits relating to direct loss or damage to physical Property within this clause have been reached.
- 31.9 The Supplier shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Buyer or by breach by the Buyer of its Call-Off Contract obligations.

31.10 The Supplier's liability to pay any Management Charges which are payable to the Authority shall not be limited.

32. Waiver and cumulative remedies

32.1 The rights and remedies provided by this agreement may be waived only in writing by the Buyer or the Supplier representatives in a way that expressly states that a waiver is intended, and such waiver will only be operative regarding the specific circumstances referred to.

32.2 Unless a right or remedy of the Buyer is expressed to be exclusive, the exercise of it by the Buyer is without prejudice to the Buyer's other rights and remedies. Any failure to exercise, or any delay in exercising, a right or remedy by either Party will not constitute a waiver of that right or remedy, or of any other rights or remedies.

33. Fraud

33.1 The Supplier will notify the Buyer if it suspects that any fraud has occurred, or is likely to occur. The exception to this is if while complying with this, it would cause the Supplier or its employees to commit an offence.

33.2 If the Supplier commits any fraud relating to a Framework Agreement, this Call-Off Contract or any other Contract with the government:

- the Buyer may terminate the Call-Off Contract
- CCS may terminate the Framework Agreement
- CCS and/or the Buyer may recover in full from the Supplier whether under Clause 33.3 below or by any other remedy available in law.

33.3 The Supplier will, on demand, compensate CCS and/or the Buyer, in full, for any loss sustained by CCS and/or the Buyer at any time (whether such loss is incurred before or after the making of a demand following the indemnity hereunder) in consequence of any breach of this clause.

34. Prevention of bribery and corruption

34.1 The Supplier will not commit any Prohibited Act.

34.2 The Buyer and CCS will be entitled to recover in full from the Supplier and the Supplier will, on demand, compensate CCS and/or the Buyer in full from and against:

- the amount of value of any such gift, consideration or commission; and
- any other loss sustained by CCS and/or the Buyer in consequence of any breach of this clause.

35. Legislative change

35.1 The Supplier will neither be relieved of its obligations under this Call-Off Contract nor be entitled to increase the Call-Off Contract prices as the result of a general change in Law or a Specific Change in Law without prior written approval from the Buyer.

36. Publicity, branding, media and official enquiries

36.1 The Supplier will take all reasonable steps to not do anything which may damage the public reputation of the Buyer. The Buyer may terminate this Call-Off Contract for Material Breach where the Supplier, by any act or omission, causes material adverse publicity relating to or affecting the Buyer or the Call-Off Contract. This is true whether or not the act or omission in question was done in connection with the performance by the Supplier of its obligations hereunder.

37. Non Discrimination

37.1 The Supplier will notify CCS and relevant Buyers immediately of any legal proceedings issued against it by any Supplier Staff on the grounds of discrimination.

38. Premises

38.1 Where either Party uses the other Party's premises, such Party is liable for all Loss or damage it causes to the premises. Such Party is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.

38.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.

38.3 The Supplier will vacate the Buyer's premises upon termination or expiry of the Call-Off Contract.

38.4 This clause does not create an tenancy or exclusive right of occupation.

38.5 While on the Buyer's premises, the Supplier will:

- ensure 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;
- comply with any instructions from the Buyer on any necessary associated safety measures ; and
- notify the Buyer immediately in the event of any incident occurring on the premises where that incident causes any personal injury or damage to Property which could give rise to personal injury.

38.6 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.

38.7 All Equipment brought onto the Buyer's premises will be at the Supplier's risk. Upon termination or expiry of the Call-Off Contract, the Supplier will remove such Equipment.

39. Equipment

39.1 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.

39.2 Upon termination or expiry of the Call-Off Contract, the Supplier will remove the Equipment, and any other materials, leaving the premises in a safe and clean condition.

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

40.1 A person who is not party to this Call-Off Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Call-Off Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

41. Law and jurisdiction

41.1 This Call-Off Contract will be governed by the Laws of England and Wales. Each Party agrees to submit to the exclusive jurisdiction of the courts of England and Wales and for all disputes to be conducted within England and Wales.

42. Environmental requirements

42.1 The Buyer will provide a copy of its environmental policy to the Supplier on request, which the Supplier will comply with.

42.2 The Supplier must support Buyers in their efforts to work in an environmentally-friendly way, eg by helping them engage in practices like recycling or lowering their carbon footprint.

43. Defined Terms

In this Call-Off Contract, the following expressions and defined terms have the following interpreted meaning:

'Additional Services'	The services in addition to the G-Cloud Services which are within the scope of the Framework Agreement which the Buyer may request from time to time.
'Application'	The response submitted by the Supplier to the Invitation to Tender (ITT).
'Assurance'	The verification process undertaken by CCS as described in this Framework Agreement.
'Background IPRs'	For each Party: <ul style="list-style-type: none">● IPRs owned by that Party before the date of this Call-Out Contract, including IPRs contained in any of the Party's know-how, documentation, processes and procedures,● IPRs created by the Party independently of this Call-Out Contract, and/or● For the Buyer, Crown Copyright which is not available to the Supplier otherwise than under this Call-Out Contract, but excluding IPRs owned by that Party subsisting in Buyer software or Supplier software.
'Buyer'	A UK public sector body, or Contracting Body, as described in

	the OJEU Contract Notice, that can execute a competition and a Call-Off Contract within this Framework Agreement and is identified in the Call-Off Order Form.
'Buyer's Confidential Information'	<p>All Buyer Data and any information that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Suppliers of the Buyer, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above</p> <p>Any other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').</p>
'Buyer Data'	Data that is owned or managed by the Buyers.
'Buyer Software'	Software owned by or licensed to the Buyer (other than under or pursuant to this Agreement), which is or will be used by the Supplier for the purposes of providing the Services.
'Call-Off Contract'	<p>The legally binding agreement (entered into following the provisions of this Framework Agreement) for the provision of Services made between a Buyer and the Supplier.</p> <p>This may include the Order Form detailing service requirements, term of Call-Off Order, start date and pricing.</p>
'Charges'	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under the Call-Off Contract.
'PSN Code of Practice'	Those obligations and requirements for PSN Service Providers wanting to participate in the PSN together with all documents annexed to it and referenced within it, as set out in the code template.
'Collaboration Agreement'	An agreement 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 an efficient end-to-end G-Cloud Services.
'Commencement Date'	<p>For the purposes of the Framework Agreement, commencement date shall be as outlined in Section 1 - The Appointment within this Framework Agreement.</p> <p>For the purposes of the Call-Off Contract, commencement date shall be as set in the Order Form.</p>
'Commercially Sensitive Information'	Information, which CCS has been notified about, (before the start date of the Framework Agreement) or the Buyer (before the Call-Off Contract start date) with full details of why the Information is deemed to be commercially sensitive.
'Comparable Supply'	The supply of services to another Buyer of the Supplier that are the same or similar to any of the Services

'Confidential Information'	<p>CCS's Confidential Information or the Supplier's Confidential Information, which may include (but is not limited to):</p> <ul style="list-style-type: none"> any information that relates to the 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 any other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential')
'Contracting Bodies'	The Buyer and any other person as listed in the OJEU Notice or Regulation 2 of the Public Contracts Regulations 2015, as amended from time to time, including CCS
'Control'	Control as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly
'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 government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf
'Data Protection Legislation or DPA'	The Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable legally binding guidance and codes of practice issued by the Information Commissioner.
'Data Subject'	Shall have the same meaning as set out in the Data Protection Act 1998, as amended from time to time.
'Default'	<ul style="list-style-type: none"> any breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) any other default, act, omission, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff in connection with or in relation to this Framework Agreement or this Call-Off Contract <p>Unless otherwise specified in this Call-Off Contract the Supplier</p>

	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'	Those G-Cloud Services which the Buyer contracts the Supplier to provide under the Call Off Contract.
'Digital Marketplace'	The government marketplace where Services will be made available to Buyers to enable them to be bought (https://www.digitalmarketplace.service.gov.uk/)
'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 the Call-Off Contract.
'Direct Award Criteria'	The award criteria to be applied for the award of Call-Off Contracts for G-Cloud Services set out in Section 3 'Buying Process'.
'Direct Ordering Procedure'	The ordering procedure set out in Framework Agreement.
'Effective Date'	The date on which the Call-Off Contract is signed and as set out in the Order Form.
'FoIA'	The Freedom of Information Act 2000 and any subordinate legislation made under the Act occasionally together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation.
'Framework Agreement'	The contractually-binding framework agreement between the Crown Commercial Service and the Supplier, reference number: RM1557viii, referred to in the Order Form.
'Framework Suppliers'	The suppliers (including the Supplier) appointed under this G-Cloud 8 Framework Agreement.
'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 Framework Agreement or defrauding or attempting to defraud or conspiring to defraud the Crown.
'G-Cloud Services'	The cloud services described in Framework Section 2 (G-Cloud Services) as defined by the Service Definition, the Supplier Terms and any related tender documentation, which the Supplier shall make available to the Authority and Other Contracting Bodies and those services which are deliverable by

	the Supplier under the Collaboration Agreement.
'Good Industry Practice'	Standards and procedures conforming to the Law and the application of skill, care and foresight which would be expected from a person or body who has previously been engaged in a similar type of undertaking under similar circumstances. The person or body must adhere to the technology code of practice (https://www.gov.uk/service-manual/technology/code-of-practice.html) and the government service design manual (https://www.gov.uk/service-manual).
'Group'	A company plus any subsidiary or Holding Company. 'Holding company' and 'Subsidiary' are defined in section 1159 of the Companies Act 2006.
'Group of Economic Operator'	A partnership or consortium not (yet) operating through a separate legal entity.
'Guarantee'	The deed of guarantee described in the Order Form (Parent Company Guarantee).
'Guidance'	Any current UK Government Guidance on the Public Contracts Regulations. In the event of a conflict between any current UK Government Guidance and the Crown Commercial Service Guidance, current UK Government Guidance shall take precedence.
'Holding Company'	As described in section 1159 and Schedule 6 of the Companies Act 2006.
'Information'	As described under section 84 of the Freedom of Information Act 2000, as amended from time to time.
'Insolvency Event'	Can be: <ul style="list-style-type: none"> ● 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'	means: <p>a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, service marks, logos, database rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, design rights (whether registerable or otherwise), know-how, trade secrets and moral rights and other similar rights or obligations whether registerable or not;</p> <p>b) applications for registration, and the right to apply for</p>

	<p>registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>c) all other rights whether registerable or not having equivalent or similar effect in any country or jurisdiction (including but not limited to the United Kingdom) and the right to sue for passing off.</p>
'Invitation to Tender or ITT'	The invitation to tender for this Framework.
'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.
'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'	A subdivision of the Services which are the subject of this procurement as described in the OJEU Contract Notice.
'Management Charge'	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.5% 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 termination of any Call-Off Contract.
'Management Information'	The management information (MI) specified in section 6 (What you report to CCS) of the Framework Agreement.
'Management Information (MI) Failure'	<p>If any of the below instances occur, CCS may treat this as an 'MI Failure':</p> <ul style="list-style-type: none"> ● there are omissions or errors in the Supplier's submission ● the Supplier uses the wrong template ● the Supplier's report is late ● the Supplier fails to submit a report
'Material Breach (Framework Agreement)'	<p>A breach by the Supplier of the following Clauses in this Framework Agreement:</p> <ul style="list-style-type: none"> ● Subcontracting ● Non-Discrimination ● Conflicts of Interest and Ethical Walls ● Warranties and Representations ● Provision of Management Information ● Management Charge

	<ul style="list-style-type: none"> ● Prevention of Bribery and Corruption ● Safeguarding against Fraud ● Data Protection and Disclosure ● Intellectual Property Rights and Indemnity ● Confidentiality ● Official Secrets Act ● Audit
'Material Breach (Call-Off Contract)'	A single serious breach of or persistent failure to perform as required in the Call-Off Contract.
'OJEU Contract Notice'	The advertisement for this procurement issued in the Official Journal of the European Union.
'Order Form'	An order set out in the Call-Off Contract for G-Cloud Services placed by a Buyer with the Supplier.
'Other Contracting Bodies'	All Contracting Bodies, or Buyers, except CCS.
'Parent Company'	Any company which is the ultimate Holding Company of the Supplier.
'Party'	<ul style="list-style-type: none"> ● for the purposes of the Framework Agreement, CCS or the Supplier ● for the purposes of the Call-Off Contract, the Supplier or the Buyer and 'Parties' will be interpreted
'Personal Data'	As described in the Data Protection Act 1998 (http://www.legislation.gov.uk/ukpga/1998/29/contents)
'Prohibited Act'	<p>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:</p> <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ○ under the Bribery Act 2010 ○ under legislation creating offences concerning Fraud ○ at common Law concerning Fraud ○ committing or attempting or conspiring to commit Fraud
'PSN'	The Public Services Network (PSN) is the Government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
'Regulations'	The Public Contracts Regulations 2015 (at http://www.legislation.gov.uk/uksi/2015/102/contents/made) and the Public Contracts (Scotland) Regulations 2012 (at http://www.legislation.gov.uk/ssi/2012/88/made).
'Regulatory 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 Framework Agreement.
'Reporting Date'	The seventh day of each month following the month to which the relevant MI relates. A different date can be chosen if agreed between the Parties.
'Request for Information'	A request for information or an apparent request under the Code of Practice on Access to Government Information, FOIA or the Environmental Information Regulations.
'Self Audit Certificate'	The certificate in the form as set out in Framework Schedule 1 - Self Audit Certificate, to be provided to CCS by the Supplier.
'Services'	Means G-Cloud Services and any/or Additional Services.
'Service Definition'	The definition of the Supplier's G-Cloud Services provided as part of their Tender that includes, but is not limited to, those items listed in Section 2 (G-Cloud Services) of this Framework Agreement.
'Service Description'	The description of the Supplier service offering as published on the Digital Marketplace.
'Standstill Period'	The term Standstill Period is set out in Regulation 87 (2). In summary, it is the 10 calendar days after CCS (in this instance by electronic means) sends its decision to conclude the Framework Agreement tendered via the Official Journal of the European Union, during which CCS must not conclude the Framework Agreement with the successful Supplier(s). Unsuccessful Applicants can raise any questions with CCS that relate to the decision to award before the Framework Agreement is concluded. CCS cannot advise unsuccessful Applicants on the steps they should take. Applicants should always seek independent legal advice, where appropriate.
'Specific Change in Law'	A change in the Law that relates specifically to the business of CCS and which would not affect a Comparable Supply.
'Subcontractor'	Each of the Supplier's Subcontractors or any person engaged by the Supplier in connection with the provision of the digital services as may be permitted by this Framework Agreement.
'Supplier'	A Supplier of G-Cloud Services who can bid for Call-Off Contracts as outlined in the Contract Notice within the Official Journal of the European Union (OJEU Contract Notice).
'Supplier Background IPRs'	Background IPRs of the Supplier.
'Supplier Insolvency Event'	Means the Supplier is unable to pay debts in Section 268 of Insolvency Act 1986.
'Supplier Staff'	All persons employed by the Supplier including the Supplier's agents and consultants used in the performance of its obligations under this Framework Agreement or any Call-Off

	Contracts.
'Supplier Terms'	means the terms and conditions pertaining to the G-Cloud Services and as set out in the Terms and Conditions document supplied as part of the Supplier's Tender.
'Tender'	The response submitted by the Supplier to the Invitation to Tender.
'Working Day'	Any day other than a Saturday, Sunday or public holiday in England and Wales , from 9am to 5pm unless otherwise agreed with the Buyer and the Supplier in the Call-Off Contract.

