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Commercial  
Service

## G-Cloud 12 Call-Off Contract

This Call-Off Contract for the G-Cloud 12 Framework Agreement (RM1557.12) includes:

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Part A: Order Form

<b>Digital Marketplace service ID number</b>	100391757735790
<b>Call-Off Contract reference</b>	DWP_GCloud12_Redesmere_1
<b>Call-Off Contract title</b>	Digital Delivery Management Services
<b>Call-Off Contract description</b>	Digital Delivery Management Services IT Operations and Infrastructure Services
<b>Start date</b>	1 <sup>st</sup> April 2021
<b>Expiry date</b>	31 <sup>st</sup> March 2022
<b>Call-Off Contract value</b>	Up to a maximum of <b>£1,800,000</b> (exclusive of VAT and expenses) subject to individually governed Statements of Work ("SoW").  The initial SoW set out in Appendix 1 to Schedule 1 is approved at a value of REDACTED – FOI SECTION 43. No expenses are anticipated for the initial SoW.
<b>Charging method</b>	Fixed Price, Outcome Based Services
<b>Purchase order number</b>	To be confirmed by Buyer post Call-Off Contract signature

This Order Form is issued under the G-Cloud 12 Framework Agreement (RM1557.12).

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

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

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

<b>From the Buyer</b>	Department for Work and Pensions DWP Commercial Directorate Finance Group 5th Floor 2 St Peter's Square Manchester M2 3AA
<b>To the Supplier</b>	Redesmere Limited Westminster House 10 Westminster House Macclesfield Cheshire SK10 1BX  Company number: <b>04653332</b>  Small Medium Enterprise: Yes
<b>Together the 'Parties'</b>	

#### Principal contact details

##### **For the Buyer:**

Title: REDACTED - FOI SECTION 40

Name: REDACTED - FOI SECTION 40

Email: REDACTED - FOI SECTION 40

Phone: REDACTED - FOI SECTION 40

##### **For the Supplier:**

Title: REDACTED - FOI SECTION 40

Name: REDACTED - FOI SECTION 40

Email: REDACTED - FOI SECTION 40

Phone: REDACTED - FOI SECTION 40


Call-Off Contract term

<b>Start date</b>	This Call-Off Contract Starts on 1 <sup>st</sup> April 2021 and is valid until 31 <sup>st</sup> March 2022 subject to the Ending and Extension provisions.
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<b>Ending (termination)</b>	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 10 days from the date of written notice for Ending without cause (as per clause 18.1).</p>
<b>Extension period</b>	<p>This Call-off Contract can be extended by the Buyer for two period(s) of up to 12 months each, by giving the Supplier one month's written notice before its expiry. The extension periods are subject to clauses 1.3 and 1.4 in Part B below.</p> <p>Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p>

#### Buyer contractual details

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

<b>G-Cloud lot</b>	<p>This Call-Off Contract is for the provision of Services under:</p> <ul style="list-style-type: none"> <li>• Lot 3: Cloud support</li> </ul>
<b>G-Cloud services required</b>	<p>It is acknowledged by the Parties that the volume of the G-Cloud Services utilised by the Buyer may vary from time to time during the course of this Call-Off Contract, subject always to the terms of this Call-Off Contract.</p> <p>The overarching Services which could be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below:</p> <ul style="list-style-type: none"> <li>• Cloud Transition: Agile Delivery &amp; Assurance</li> </ul> <p><b>Service ID:</b> 100391757735790</p> <p> 100391757735790-service-definition-do</p> <p>Specifically, the Services being delivered by the Supplier to the Buyer and its Affiliate are from individual Statements of Work set out in Schedule 1.</p>

	<p>Future / additional services, where required, will be added as Variations to Schedule 1.</p> <p>“Affiliate” for the purposes of this Call Off Contract means BPDTS Limited.</p>
<b>Additional Services</b>	Additional Services are not applicable to this Call-Off Contract unless this Call-Off Contract is subsequently varied post the Start Date through the Variation process set out in clause 32 of this Call-Off Contract.
<b>Location</b>	<p>The base location(s) of the Services shall be as identified in each Statement of Work and shall typically be Buyer Digital Hub locations in Manchester and/or Peel Park Blackpool. Attendance by the Supplier at such base location(s) shall not incur expenses chargeable to the Buyer.</p> <p>To the extent that the Supplier is not permitted to attend the base location(s) due to COVID 19 restrictions, the Services may be delivered remotely.</p>
<b>Quality standards</b>	The quality standards required for this Call-Off Contract are as per the G Cloud framework standards and ISO27001 and as set out within each individual Statement of Work.
<b>Technical standards:</b>	Specified technical standards required for this Call-Off Contract shall be set out within each individual Statement of Work.
<b>Service level agreement:</b>	Not relevant for the purpose of this Call-Off Contract.
<b>Onboarding</b>	The Supplier shall ensure that Supplier resources are onboarded in a timely manner to deliver the Services.
<b>Offboarding</b>	In addition to any offboarding requirements set out in each Statement of Work, the Supplier shall as part of offboarding (i) handover all relevant artefacts produced in the course of the services to the Department and (ii) unless agreed otherwise in writing by the Buyer, promptly return Buyer equipment and any access passes provided to the Supplier by the Buyer.
<b>Collaboration agreement</b>	Not applicable.

<b>Limit on Parties' liability</b>	<p>The annual total liability of either Party for all Property Defaults will not exceed £1m.</p> <p>The annual total liability for Buyer Data Defaults will not exceed £500,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The annual total liability for all other Defaults will not exceed the greater of £100,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The limit on Parties' liabilities set out in this section is an aggregate limitation and not a per Affiliate limitation.</p>
<b>Insurance</b>	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> <li>• a minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract</li> <li>• professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law)</li> <li>• employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law</li> </ul>
<b>Force majeure</b>	Not relevant for the purpose of this Call-Off Contract.
<b>Audit</b>	Not relevant for the purpose of this Call-Off Contract.
<b>Buyer's responsibilities</b>	The Buyer's responsibilities shall be set out in each individual Statement of Work.
<b>Buyer's equipment</b>	Where the Supplier is required to use Buyer's equipment for information governance and/or security reasons, the Buyer's equipment to be used with this Call-Off Contract includes Buyer supplied Laptop devices, smartcard/dongles and access to Buyer files and email.


## Supplier's information

<b>Subcontractors or partners</b>	REDACTED – FOI SECTION 43
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## Call-Off Contract charges and payment

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

<b>Payment method</b>	The payment method for this Call-Off Contract is BACS (Bankers Automated Clearance Service). The Buyer shall make BACS payments after submission of a valid deliverable milestone invoice by the Supplier.
<b>Payment profile</b>	<p>The payment profile for this Call-Off Contract is milestone based as set out in each individually governed Statement of Work.</p> <p>The payment profile for the initial Statement of Work is set out in Appendix 1 to Schedule 2.</p>
<b>Invoice details</b>	The Supplier will e-invoice SSCL. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice at SSCL.
<b>Who and where to send invoices to</b>	<p>Where electronic invoices are emailed, they shall be emailed to the following SSCL shared inbox:</p> <p>REDACTED - FOI SECTION 40</p>
<b>Invoice information required</b>	<p>All invoices must include purchase order number, contract reference and Buyer's reference details.</p> <p>The invoice format will follow the standard Supplier invoice format mirroring the necessary information as described in Part B, clause 7.5 of the Call Off Contract. The Buyer will pay the Supplier within thirty (30) calendar days of receipt of a valid invoice, submitted in accordance with this paragraph, the payment profile set out in Schedule 2 and the provisions of this Call-Off Contract.</p>
<b>Invoice frequency</b>	Invoice(s) will be sent to the Buyer in arrears for milestones achieved in accordance with the criteria within the relevant Statement of Work for approval.
<b>Call-Off Contract value</b>	Up to a maximum of <b>£1,800,000</b> (exclusive of VAT) subject to individually governed Variations.

	The Services set out in Appendix 1 to Schedule 1 are approved at a maximum value of REDACTED – FOI SECTION 43 exclusive of VAT.
<b>Call-Off Contract charges</b>	<p>The detailed Charges breakdown for the provision of Services during the Term shall be as set out in each individually governed Statement of Work.</p> <p>Where Supplier expenses are applicable to a Statement of Work, Supplier expenses for each Statement of Work are capped at the value stated in such Statement of Work; may not be transferred or carried forward into other Statements of Work; and are to be charged in accordance with the Buyer's expense policy as attached:</p> <div style="text-align: center;">   Expenses Policy.docx </div>

#### Additional Buyer terms

<b>Performance of the Service and Deliverables</b>	<p>The Services to be performed by the Supplier and associated deliverables and milestones are as set out in each individually governed Statement of Work.</p> <p>The Supplier shall at all times perform the Services in accordance with Good Industry Practice (including without limitation with regards to delivery governance).</p>
<b>Guarantee</b>	Not applicable.
<b>Warranties, representations</b>	Not applicable.
<b>Supplemental requirements in addition to the Call-Off terms</b>	<p><b>Good Security Practice"</b></p> <p>shall mean:</p> <ul style="list-style-type: none"> <li>a) the technical and organisational measures and practices that are required by, or recommended in, nationally or internationally accepted management standards and codes of practice relating to Information Security (such as published by the International Organization for Standardization or the National Institute of Standards and Technology);</li> <li>b) security standards and guidelines relating to Information Security (including generally accepted principles regarding the segregation of the duties of governance, implementation and control) provided to the</li> </ul>



	<p>general public or Information Security practitioners and stakeholders by generally recognised authorities and organisations; and</p> <p>c) the Government's security policies, frameworks, standards and guidelines relating to Information Security.</p> <p><b>"Information Security Questionnaire"</b> shall mean the Buyer's set of questions used to audit and on an ongoing basis assure the Supplier's compliance with the Buyer's Security Requirements.</p> <p><b>"Security Test"</b> shall include, but not be limited to, Penetration Test, Vulnerability Scan, Availability Test and any other security related test and audit.</p> <p><b>1. Principles of Security</b></p> <p>The Supplier shall at all times comply with the Buyer's Security Requirements and provide a level of security which is in accordance with the Security Policies and Standards, Good Security Practice and Law.</p> <p><b>2. Cyber Essentials</b></p> <p>The Supplier shall obtain and maintain certification to Cyber Essentials (the "Cyber Essentials Certificate") in relation to the Services during the Term of this Call-Off Contract.</p> <p><b>3. Risk Management</b></p> <p>3.1 The Supplier shall operate and maintain policies and processes for risk management (the <b>Risk Management Policy</b>) during the Term of the Call-Off Contract which includes standards and processes for the assessment of any potential risks in relation to the Services and processes to ensure that the Buyer's Security Requirements are met (the <b>Risk Assessment</b>). The Supplier shall provide the Risk Management Policy to the Buyer upon request within 10 Working Days of such request. The Buyer may, at its absolute discretion, require changes to the Risk Management Policy to comply with the Buyer's Security Requirements. The Supplier shall, at its own expense, undertake those actions required in order to implement the changes required by the Buyer within one calendar month of such request or on a date as agreed by the Parties.</p> <p>3.2 The Supplier shall carry out a Risk Assessment (i) at least annually, (ii) in the event of a material change in the Supplier's Systems Environment or in the threat landscape or (iii) at the request of the Buyer. The Supplier shall provide the report of the Risk Assessment to the Buyer, in the case of at least annual Risk Assessments, within 5 Working Days of completion of the Risk Assessment or, in the case of all other Risk Assessments, within one calendar month after completion of the Risk Assessment or on a date as agreed by the Parties. The Supplier shall notify the Buyer within 5 Work-</p>
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ing Days if the Risk Profile in relation to the Services has changed materially, for example, but not limited to, from one risk rating to another risk rating.

3.3 If the Buyer decides, at its absolute discretion, that any Risk Assessment does not meet the Buyer's Security Requirements, the Supplier shall repeat the Risk Assessment within one calendar month of such request or as agreed by the Parties.

3.4 The Supplier shall, and shall procure that any Sub-contractor (as applicable) shall, co-operate with the Buyer in relation to the Buyer's own risk management processes regarding the Services.

3.5 For the avoidance of doubt, the Supplier shall pay all costs in relation to undertaking any action required to meet the requirements stipulated in this paragraph 3. Any failure by the Supplier to comply with any requirement of this paragraph 3 (regardless of whether such failure is capable of remedy), shall constitute a Material Breach entitling the Buyer to exercise its rights under clause 18.5.

#### **4. Information Security Questionnaire**

The Supplier shall complete the information security questionnaire in the format stipulated by the Buyer (the "**Information Security Questionnaire**") at least annually or at the request by the Buyer. The Supplier shall provide the completed Information Security Questionnaire to the Buyer within one calendar month from the date of request.

#### **5. Security Tests**

5.1 The Buyer, or an agent appointed by it, may undertake Security Tests in respect of the Supplier's Systems Environment after providing advance notice to the Supplier. If any Security Test identifies any non-compliance with the Supplier's Security Requirements, the Supplier shall, at its own expense, undertake those actions required in order to rectify such identified non-compliance in the manner and timeframe as stipulated by the Buyer at its absolute discretion. The Supplier shall provide all such co-operation and assistance in relation to any Security Test conducted by the Buyer as the Buyer may reasonably require.

5.2 The Supplier shall conduct Security Tests to assess the Information Security of the Supplier's Systems Environment and, if requested, the Buyer's Systems Environment. In relation to such Security Tests, the Supplier shall appoint a third party which in respect of any Penetration Test, is duly accredited by CHECK, CREST (International), or Tigerscheme. Such Security Test shall be carried out (i) at least annually, (ii) in the event of a material change in the Supplier's Systems Environment or in the Buyer's System Environment or (iii) at the request of the Buyer which request may include, but is not limited to, a repeat of a previous Security Test. The content, and

format of any report of such Security Tests shall be approved in advance of the Security Test by the Buyer. The Supplier shall provide any report of such Security Tests within one calendar month following the completion of such Security Test or on a date agreed by the Parties. The Supplier shall, at its own expense, undertake those actions required to rectify any risks identified by any Security Test in the manner and within the timeframe required by the Buyer in its absolute discretion.

5.3 The Buyer shall be entitled to send the Buyer's Representative to witness the conduct of any Security Test. The Supplier shall provide to the Buyer notice of any Security Test at least one month prior to the relevant Security Test.

## **6. Security Governance Review Meetings**

The Buyer may schedule regular security governance review meetings which the Supplier shall, and shall procure that any Sub-contractor (as applicable) shall, attend.

## **7. Security Policies and Standards**

7.1 The Supplier shall, and shall procure that any Sub-contractor (as applicable) shall, comply with the Buyer Security Policies and Standards set out below.

7.2 Notwithstanding the foregoing, the Buyer's Security Requirements applicable to the Services may be subject to change following certain events including, but not limited to, any relevant change in the delivery of the Services. Where any such change constitutes a Variation to this Call-Off Contract, any change in the Buyer's Security Requirements resulting from such Variation (if any) shall be agreed by the Parties in accordance with the Variation process.

7.3 The Supplier shall, and shall procure that any Sub-contractor (as applicable) shall, maintain appropriate records and is otherwise able to demonstrate compliance with the Security Policies and Standards.

## **8. Buyer Security Policies and Standards**

The Security Policies are published on:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards> unless specified otherwise:

- a) Acceptable Use Policy
- b) Information Security Policy
- c) Physical Security Policy

- d) Information Management Policy
- e) Email Policy
- f) Technical Vulnerability Management Policy
- g) Remote Working Policy
- h) Social Media Policy
- i) Forensic Readiness Policy
- j) SMS Text Policy
- k) Privileged Users Security Policy
- l) User Access Control Policy
- m) Security Classification Policy
- n) Cryptographic Key Management Policy
- o) HMG Personnel Security Controls – May 2018  
(published on <https://www.gov.uk/government/publications/hmg-personnel-security-controls>)
- p) NCSC Secure Sanitisation of Storage Media (published on <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>)

## **9. Cyber Security Information Sharing Partnership**

9.1 The Supplier may become a member of the Cyber Security Information Sharing Partnership in accordance with the recommendations by the NCSC during the Term of this Call-Off Contract. The Supplier may participate in the Cyber Security Information Sharing Partnership for the exchange of cyber threat information.

9.2 Where the Supplier becomes a member of the Cyber Security Information Sharing Partnership, it shall review the NCSC weekly threat reports on a weekly basis and implement recommendations in line with the Supplier's Risk Management Policy.

## **10. Security Clearance**

The Supplier and its Subcontractors shall comply with HMG Baseline Personnel Security Standard (BPSS)/ Government Staff Vetting Procedures Version 6.08/01/2015 in respect of all persons who are employed or engaged by the Supplier and its Subcontractors in provision of Services under this Call-Off Contract, unless alternative agreement of Personnel Security is already in place between the Buyer and the Supplier

and its Subcontractors. The HMG Baseline Personnel Security Standard / Government Staff Vetting Procedures Version 6.08/01/2015 do not require a security check as such but a package of pre-employment checks covering identity, employment history, nationality/immigration status and criminal records designed to provide a level of assurance. A Guide for DWP Suppliers has been prepared and attached below.



guide-for-dwp-contractors-bpss.pdf

The Supplier confirms that all Supplier Staff shall hold BPSS clearance at the Start Date and for the Term of the Call Off Contract. For Supplier Staff requiring privileged access, SC clearance will be provided through an agreed process with the Buyer.

#### **11. Right to cancel**

In addition to the Buyer's right to terminate for convenience in accordance with clause 18 of the Call Off Contract, it is acknowledged and agreed by the Supplier that the Buyer is entitled to cancel in writing any milestone(s) and/or Services under any Statement of Work(s) at any time, without prior notice and without incurring additional charges. In the event of any such cancellation the Supplier shall, where applicable, be able to invoice the Buyer for the pro-rata number of days properly completed in respect of such milestone(s) and/or Services to the date of cancellation of such milestone(s).

#### **12. Offshoring**

The Supplier has confirmed that the Services do not fall within the definition of Offshoring as stated in the Buyer's Offshoring Policy.

The Supplier shall at all times comply with the Buyer's Offshoring Policy. In the event that Offshoring is envisaged at any point during the Term of this Call-Off Contract, the Supplier shall immediately notify the Buyer and the Parties shall discuss and the Buyer shall agree the appropriate requirements for the Supplier to satisfy its obligations under this clause and the Buyer's Offshoring Policy (which will require an Enterprise Security Risk Management assessment being undertaken by the Buyer) prior to any Offshoring taking place.



## **DWP OFFSHORING POLICY V4.0**

### **A GUIDE FOR DWP CONTRACTORS**

v4 March 2016

#### **13. Prohibited Acts**

The Supplier shall not, and shall ensure that any staff shall not, commit any Prohibited Act. If the Supplier, its staff or anyone acting on the Supplier's behalf engages in a Prohibited Act, the Buyer may terminate the Call-Off Contract and recover from the Supplier the amount of any Loss suffered by the Buyer as a result.

Any termination under this clause of the Call-Off Contract will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Buyer.

#### **14. TUPE**

Application of TUPE on the Start date and termination – for the purposes of this Call-Off Contract the Parties have agreed this Call-Off Contract on the basis that TUPE should not apply. The Supplier shall indemnify the Buyer from the Start date of this Call-Off Contract for any Loss as a result of any claims arising from non-transferring staff of the Supplier or Supplier Subcontractors.

#### **15. Social Value**

The Supplier shall provide a monthly update at governance review meetings on the steps the Supplier is taking to ensure delivery of this Call-Off Contract supports the Buyer's theme of "Equal Opportunities" with the required policy outcome being "Tackle workforce inequality".

<b>Alternative clauses</b>	Not applicable.
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<b>Buyer specific amendments to/refinements of the Call-Off Contract terms</b>	The Supplier shall not include restrictive covenant(s) in its contract(s) with its Subcontractor(s) that would prevent or impede any such Subcontractor(s) from contracting directly or indirectly with the Buyer in the event the Buyer Ends the Call Off Contract and/or any individual Statement of Work (in whole or in part) for any reason. This clause shall survive termination of the Call Off Contract.
<b>Public Services Network (PSN)</b>	Not applicable.
<b>Personal Data and Data Subjects</b>	See Schedule 7: Annex 1

1. Formation of contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
- 1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.
- 1.4 In cases of any ambiguity or conflict, the terms and conditions of the Call-Off Contract (Part B) and Order Form (Part A) will supersede those of the Supplier Terms and Conditions as per the order of precedence set out in clause 8.3 of the Framework Agreement.

2. Background to the agreement

- 2.1 The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.12.
- 2.2 The Buyer provided an Order Form for Services to the Supplier.

<b>Signed</b>	Supplier	Buyer
<b>Name</b>	REDACTED - FOI SECTION 40	REDACTED - FOI SECTION 40
<b>Title</b>	REDACTED - FOI SECTION 40	REDACTED - FOI SECTION 40
<b>Signature</b>	<u>X</u>	<u>X</u>
<b>Date</b>	REDACTED - FOI SECTION 40	REDACTED - FOI SECTION 40

## **Schedule 1: Services**

The Services to be performed by the Supplier and associated deliverables and milestones shall be as set out in each individual Statement of Work. The initial Statement of Work is set out in Appendix 1 to this Schedule 1.



## **Appendix 1 to Schedule 1 – Digital Delivery Management Statement of Work**

### **1. Delivery**

#### **1.1. Scope Definitions**

##### *IT Operations (ITO): Service Reporting*

The Department for Work & Pensions (“DWP” or “the Department”) is introducing enhanced performance monitoring and reporting capabilities into Technology Services IT Operations for its major applications and services. To support this process, the Department has a requirement for an independent delivery management and discovery service to oversee, drive and coordinate the work that is needed to achieve the following outcomes in relation to the IT Operations performance monitoring and reporting capabilities:

- Identification of the data layers within performance monitoring that are required by service (or major application) to aggregate into reports
- Deliver outputs as agreed at sprint planning within the relevant Programme of Work (e.g. (but not limited to) Service Performance Reporting and Patching Report Definition)
- Build an efficient, reusable, monthly service performance reporting pack based on service performance output from the desired monitoring capabilities
- Analysis of the gaps between the current tool capabilities, and the performance monitoring and reporting requirements
- Build an incremental product set to define standard service performance reporting across all critical Digital services

##### *IT Operations: Residual VMER*

DWP established the VME Replacement (VMER) Programme to deliver the range of technology changes required to replatform the DWP VME mainframe systems onto a modernised platform (the VMER Platform). The overarching objective of the VMER Programme was to allow the Department to reduce its reliance upon the legacy mainframe platform, thereby mitigating operational support risks, reducing costs and increasing flexibility. The VMER Programme will be completed on 31 March 2021.

A number of activities, including risk management activities, now need to be undertaken in respect of the VMER Platform. Accordingly, DWP has a requirement for an independent delivery management service to oversee, drive and coordinate the work that is needed to achieve the following outcomes in relation to the VMER Platform:

## REDACTED - FOI SECTION 43

### *Network Services: Continuous Improvement (NSCI) Programme*

The Department's Network Services Continuous Improvement (NSCI) Programme continues to deliver a number of people, process and technology change initiatives that are required to improve Network Services' cost profile, service offerings and compliance position. The overarching objective of the NSCI Programme is to allow the Department to reduce its reliance upon 3<sup>rd</sup> party maintenance resources, thereby mitigating operational support risks, reducing costs and increasing flexibility.

There is a requirement for an independent delivery management service to drive and coordinate the work of the internal and supplier teams (Delivery Teams) working on the NSCI Programme to support them in the achievement of the Continuous Improvement Programme outcomes by:

- Driving the full project lifecycle of all raised NSCI initiatives to the agreed plans
- Coordinating and managing project management and business analysis capabilities so they support the NSCI initiatives and projects

*Network Services:* REDACTED – FOI SECTION 43 DWP has recently undertaken a number of large projects encompassing:

### REDACTED – FOI SECTION 43

The Department is currently delivering a number of projects involving Delivery Teams from across DWP Digital to extend the Department's REDACTED – FOI SECTION 43 capabilities, including:

### REDACTED – FOI SECTION 43

Accordingly, there is a requirement for a delivery management service to drive and coordinate the work of the DWP internal teams and supplier teams that are working on REDACTED – FOI SECTION 43, the various services that are to be integrated with REDACTED – FOI SECTION 43 and the projects that are underway to expand the Department's remote working capabilities to achieve this overall aim.

It is noted that many of the requirements in respect of the expansion of the Department's remote working capabilities are high priority and need to be addressed at short notice as urgent, high-priority issues in preference to other planned work items. The delivery management service therefore needs to be flexible to accommodate these requirements.

### *Potential Additional Services*

The Department may have a future requirement for additional delivery management services in respect of patching and other programmes which may be added to the scope of the overarching G Cloud 12 Call-Off Contract following agreement via the Variations process.

### *General*

The Department's internal and supplier teams ("Delivery Teams") will be responsible for scheduling and performing any technical, configuration and deployment activities that are needed to implement the tools and to deliver the projects that support the achievement of the outcomes in each area.

The Delivery Management Team assigned to the Delivery Management Services will be responsible for driving these Delivery Teams in accordance with agreed plans, contracts and timescales, some of which have not yet been finalised or resourced.

Because of this inherent reliance on other teams which are not directly under the control of the Delivery Management Team to achieve the outcomes in each area, and in particular the nature of urgent requirements that are raised at short notice within the REDACTED – FOI SECTION 43 service, it has been necessary to design the commercial model on which this SoW is based to provide both DWP and Redesmere with the flexibility that is needed to maximise the value that is delivered within the constraints that exist at the time.

In order to deliver the required service outcomes, the Delivery Management Service shall for each of the major workstreams included as areas of scope above:

- Drive planning and discovery processes to maintain an up to date delivery plan for each workstream that is in scope (Planning Epic)
- Drive reporting processes to provide regular updates on the status of each workstream (Reporting Epic)
- Drive issue escalation and resolution processes in respect of the agreed delivery plans for each workstream (Issue Resolution Epic)
- Develop and execute a delivery assurance plan across the delivery activities for each workstream (Delivery Assurance Epic)
- Complete an orderly handover of the service (or part) to DWP through a structured transition plan for each workstream (Transition Epic)

The scope of the initial Delivery Management Services provided under this SoW may be added to or varied at the Department's discretion subject to mutually agreed change control during the term of any G-Cloud Call Off Contract that is established.

## **1.2. Scope Delivery**

The services need to be flexible due to their reliance on other Delivery Teams to complete the work. Accordingly, the Department is adopting an agile approach to delivering its programmes so that delivery activities may be planned, sequenced and re-prioritised quickly and easily when blockers occur, external dependencies slip or resources are not available. The priority activities that need to be performed during each sprint within selected epics will be aligned to the external suppliers' and internal teams' plans, which will be reviewed and updated on an ongoing basis.

To accommodate this requirement for flexibility:

- Sprint plans will be scoped relative to the capacity of the Delivery Management Service that is being provided
- It is acknowledged that a proportion of the available service capacity within each sprint will be needed to respond to unplanned activities or escalated issues that require urgent resolution
- Delivery Management Service activities will be moved between sprints as Delivery Teams' detailed plans are confirmed and updated

The handover of responsibility for the service, or a specific part of the service, to the Department will be performed through a structured transition process on the following basis:

- The scope of the service that is to be handed over will be identified and agreed between the parties, following which the service transition and handover objectives that are to be achieved will be documented and agreed as Transition Epic items within the sprint plan
- The Department will provide suitably qualified and experienced resources who are able to work alongside the Delivery Management Team so that they are able to take over responsibility for performing the service or part thereof
- The transition and handover activities will be performed on the basis that the Departmental resources who are to take on responsibility for the service possess the underlying skills needed to perform the services
- The approach to handing over the service is based on the Departmental resources working closely alongside the Delivery Management Team to understand, then help to perform the service and finally take on responsibility for the service over a series of sprints. As such, transition and handover activities are an integral part of the service
- It is acknowledged that the Department is seeking to build its own delivery management capabilities and may be in a position to take over responsibility for performing the services (in whole or in part) described within this SoW during the course of this engagement. Should the Department be in a position to take on responsibility for the services (in whole or in part) earlier than the end of this engagement, then the transition activities would be performed in accordance with an agreed transition plan, the engagement would be varied or curtailed and the fees adjusted accordingly to take account of any services that are no longer required.

### 1.3. Governance

Governance of the Delivery Management Service will be aligned with existing governance across the programme, with the key governance meetings taking place as set out in the table below.

Timing	Governance Group	Description	Supplier Reporting	Key Members
Estimated dates: <ul style="list-style-type: none"> <li>• 30-Apr-2021</li> <li>• 28-May-2021</li> <li>• 25-Jun-2021</li> <li>• 30-Jul-2021</li> </ul>	Delivery Management milestone review	Review of outcomes from previous sprints, escalation of any risks or issues, re-prioritisation and re-planning of Delivery Management Service	Delivery report in a format to be agreed with DWP	Head of UXCC Head of Operations DWP Commercial Lead Redesmere Partner

<ul style="list-style-type: none"> <li>• 27-Aug-2021</li> <li>• 30-Sep-2021</li> </ul>		Approval of milestone payments		Redesmere Lead
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In addition:

- Sprint plans in respect of the relevant epics will be maintained and reviewed with the relevant functional Head
- Sprint plans will be used to document the required outcomes for each epic
- Where there is underperformance by a Delivery Team, Redesmere will be able to escalate the issues to the relevant functional Head to seek assistance

## **Critical Path Delivery**

The services will commence on 1 April 2021 and will conclude on 30 September 2021, except where terminated earlier by DWP.

### **2.1. Charges Summary**

As set out in Appendix 1 to Schedule 2.

### **2.2. Milestone Payment Schedule**

As set out in Appendix 1 to Schedule 2.

## **2. Milestone Evaluation / Acceptance / Approvals process**

Immediately before each milestone, a short delivery report will be issued to each of the relevant functional Heads which evidences the progress that has been made towards each required outcome during the relevant sprints and identifies the associated deliverables that have been produced to support the approval of payments to the supplier. Each such report will be subject to formal certification by DWP for both delivery and acceptance and accordingly each shall require a approval and formal certification by the relevant functional Head (or nominated deputies) as applicable.

As described in section 1.2 above, it will be essential to plan and manage the Delivery Management Service in a way which provides the flexibility the Department requires to respond to delivery issues as they arise. Accordingly, the Delivery Management Milestone Review meetings will be used to agree:

- i. The deliverables which have been progressed satisfactorily
- ii. The deliverables which are to be modified, re-planned or rescheduled for future sprints or cancelled altogether
- iii. The deliverables which require further work before the Milestone payment for the relevant sprints will be released

In situations where further work is required, as is anticipated in scenario iii. above:

- Redesmere will produce a remediation plan for the affected area of the service and a new acceptance date will be agreed

Invoices will be raised for the milestone payment that is due at the conclusion of the relevant sprint and these will be paid in accordance with the G-Cloud Call Off Contract once the corresponding delivery report and associated milestone certificate(s) has(have) been approved by the relevant functional Head.

## **3. Redesmere Team**

The services will be directed and managed by the Redesmere team lead. The team is to comprise REDACTED – FOI SECTION 43 practitioners any of whom may be substituted subject to Redesmere's compliance with the terms of the G-Cloud 12 Call Off Contract. All practitioners are BPSS cleared and the practitioner(s) who will be performing the REDACTED – FOI SECTION 43 delivery management service are SC cleared.

REDACTED – FOI SECTION 43

Redesmere is accredited through the Cyber Essentials scheme and is therefore able to operate independently from the DWP's infrastructure to perform the services. However, during the Covid-19 crisis, the expectation is that DWP will also provide access to its infrastructure as an additional means of facilitating remote working.

#### 4. DWP Obligations

In light of the current Covid-19 crisis, Redesmere recognises that there may be some delay and/or disruption to the delivery of DWP's responsibilities set out in this SoW. Where such delay and/or disruption occurs, Redesmere agrees to work with DWP in good faith to mitigate the impact of such delay and/or disruption upon this SoW.

In addition to sprint planning, Redesmere shall inform DWP promptly where milestones are at risk for reasons due to delay and/or disruption to the delivery of DWP's responsibilities

DWP's responsibilities during the course of this engagement include those set out in the table below.

#	DWP Responsibility	Date
AR1	Suitable hot desks and access to the relevant information, facilities, infrastructure and tools for up to REDACTED FOI SECTION 43 people will be provided in Peel Park and Manchester Hubs (to the extent available during the Covid-19 crisis), and for accessing DWP's infrastructure remotely when necessary.	Ongoing
AR2	DWP will endeavour to provide its acceptance or rejection with comments on each delivery report in writing within three working days following receipt of such delivery report.	Ongoing
AR3	DWP will engage services from external suppliers or mobilise internal teams to deliver the programme activities in accordance with planned timescales	Ongoing

#### 5. Declared Risks

#	Description	Mitigation Action	Date
R1	Suppliers and internal teams do not collaborate with the Delivery Management Team which prevents satisfactory progress being made in respect of the key outcomes identified above.	DWP will take the relevant actions to ensure that suppliers and internal teams collaborate with the Delivery Management Team to enable the relevant programme delivery activities, such as the deployment of the tools across the environments, in accordance with planned timescales. Where suppliers and internal teams do not collaborate, escalations will be made promptly by Redesmere in the event that the risk materialises and the parties will re-plan the delivery services as required.	Ongoing
R2	Suppliers and DWP staff to resource the supplier and internal delivery teams are not mobilised in timescales that meet the achievement of the delivery management milestones.	Issues will be escalated promptly to the relevant functional Head so that the scope of each sprint may be adjusted to balance priorities with resource availability.	Ongoing
R3	The suppliers delivering the tools and business requirements (with the exception of Redesmere) do not deliver the required services to the requisite standards or timescales.	A robust supplier performance management process will be used to manage the suppliers and internal teams, and issues will be escalated promptly when exceptions occur so that the necessary remedial action may be taken. Where this impacts timescales and deliverables, the delivery milestones and deliverables will be re-planned by the parties.	Ongoing
R4	The DWP resources that are to take on responsibility for the service are not available or do not possess the requisite skills to complete the transition and handover activities effectively.	Two options are available. First, DWP may decide to reassign and enable resources from other activities or projects so they may take on the service on an interim basis as a more permanent solution is established. Second, DWP may choose to extend length of this service.	Ongoing



## Schedule 2: Call-Off Contract charges

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

All Charges are stated exclusive of VAT. All Charges are not subject to indexation or other inflationary increase during the Term (including any Extension period).

The detailed Charges breakdown for the provision of Services during the Term shall be as set out in each individually governed Statement of Work. The detailed Charges for the initial Statement of Work are set out in Appendix 1 to this Schedule 2.

### Appendix 1 to Schedule 2 – Charges - Digital Delivery Management Statement of Work

The total Charges for the Digital Delivery Management Statement of Work set out in Appendix 1 of Schedule 1 are REDACTED – FOI SECTION 43 exclusive of VAT and expenses, broken down as follows:

REDACTED – FOI SECTION 43

The base locations for the Redesmere team members will be Manchester and Peel Park, Blackpool, although it is anticipated that a significant proportion of the work will be performed remotely during the Covid-19 crisis.

No expenses are anticipated

The table below lists the payment milestones for the workstreams comprising this engagement. (subject to the acceptance and approvals process set out in the Digital Delivery Management Statement of Work set out in Appendix 1 of Schedule 1):

Workstream	Deliverables	Epics	Milestone Acceptance Criteria	Milestone Date	Milestone Ref	Payment (Ex. VAT)	Charges
ITO	ITO Delivery Report and achievement of key deliverable(s) due in the sprints	Progress in agreed priorities in the epics identified in Section 1	Delivery report reviewed with Head of IT Operations or Head of UXCC to confirm satisfactory progress has been made towards the required outcomes, with work being re-prioritised and re-planned as necessary. Certification to be provided by the Head of IT Operations or Head of UXCC	30 April 2021	DMS 4-1-I	RE-DACTED – FOI SECTION 43	RE-DACTED – FOI SECTION 43
				28 May 2021	DMS 4-2-I	RE-DACTED – FOI SECTION 43	
				25 June 2021	DMS 4-3-I	RE-DACTED – FOI	

Workstream	Deliverables	Epics	Milestone Acceptance Criteria	Milestone Date	Milestone Ref	Payment (Ex. VAT)	Charges
						SECTION 43	
				30 July 2021	DMS 4-4-I	RE-DACTED – FOI SECTION 43	
				27 August 2021	DMS 4-5-I	RE-DACTED – FOI SECTION 43	
				30 September 2021	DMS 4-6-I	RE-DACTED – FOI SECTION 43	
VMER	VMER Delivery Report and achievement of key deliverable(s) due in the sprints	Progress in agreed priorities in the epics identified in Section 1	Delivery report reviewed with Head of UXCC to confirm satisfactory progress has been made towards the required outcomes, with work being re-prioritised and re-planned as necessary. Certification to be provided by the Head of UXCC	30 April 2021	DMS 4-1-V	RE-DACTED – FOI SECTION 43	RE-DACTED – FOI SECTION 43
				28 May 2021	DMS 4-2-V	RE-DACTED – FOI SECTION 43	
				25 June 2021	DMS 4-3-V	RE-DACTED – FOI SECTION 43	
				30 July 2021	DMS 4-4-V	RE-DACTED – FOI SECTION 43	
				27 August 2021	DMS 4-5-V	RE-DACTED – FOI SECTION 43	

Workstr eam	Delivera- bles	Epics	Milestone Acceptance Criteria	Milestone Date	Milestone Ref	Payment (Ex. VAT)	Charges
				30 Septem- ber 2021	DMS 4-6-V	RE- DACTED – FOI SEC- TION 43	
<b>NSCI</b>	NSCI De- livery Re- port and achieve- ment of key deliv- erable(s) due in the sprints	Progress in agreed pri- orities in the epics identified in Section 1	Delivery report reviewed with Head of Infrastruc- ture Services to confirm satisfactory progress has been made towards the required outcomes, with work being re-prioritised and re-planned as neces- sary. Certification to be provided by the Head of Infrastructure Services	30 April 2021	DMS 4-1-N	RE- DACTED – FOI SEC- TION 43	RE- DACTED – FOI SEC- TION 43
				28 May 2021	DMS 4-2-N	RE- DACTED – FOI SEC- TION 43	
				25 June 2021	DMS 4-3-N	RE- DACTED – FOI SEC- TION 43	
				30 July 2021	DMS 4-4-N	RE- DACTED – FOI SEC- TION 43	
				27 August 2021	DMS 4-5-N	RE- DACTED – FOI SEC- TION 43	
				30 Septem- ber 2021	DMS 4-6-N	RE- DACTED – FOI SEC- TION 43	
<b>RE- DACTED – FOI SEC- TION 43</b>	<b>RE- DACTED – FOI SEC- TION 43</b> Delivery Report and	Progress in agreed pri- orities in the epics identified in Section 1	Delivery report reviewed with Head of Infrastruc- ture Services to confirm satisfactory progress has been made towards the required outcomes, with work being re-prioritised	30 April 2021	DMS 4-1-S	RE- DACTED – FOI SEC- TION 43	RE- DACTED – FOI SEC- TION 43
				28 May 2021	DMS 4-2-S	RE- DACTED – FOI	

Workstream	Deliverables	Epics	Milestone Acceptance Criteria	Milestone Date	Milestone Ref	Payment (Ex. VAT)	Charges
	achievement of key deliverable(s) due in the sprints		and re-planned as necessary. Certification to be provided by the Head of Infrastructure Services			SECTION 43	
				25 June 2021	DMS 4-3-S	REDACTED – FOI SECTION 43	
				30 July 2021	DMS 4-4-S	REDACTED – FOI SECTION 43	
				27 August 2021	DMS 4-5-S	REDACTED – FOI SECTION 43	
				30 September 2021	DMS 4-6-S	REDACTED – FOI SECTION 43	
Total Contract Charges:							REDACTED – FOI SECTION 43

## Part B: Terms and conditions

### 1. Call-Off Contract Start date and length

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

### 2. Incorporation of terms

- 2.1 The following Framework Agreement clauses (including clauses and defined terms referenced by them) as modified under clause 2.2 are incorporated as separate Call-Off Contract obligations and apply between the Supplier and the Buyer:

- 4.1 (Warranties and representations)
- 4.2 to 4.7 (Liability)
- 4.11 to 4.12 (IR35)
- 5.4 to 5.5 (Force majeure)
- 5.8 (Continuing rights)
- 5.9 to 5.11 (Change of control)
- 5.12 (Fraud)
- 5.13 (Notice of fraud)
- 7.1 to 7.2 (Transparency)
- 8.3 (Order of precedence)
- 8.6 (Relationship)
- 8.9 to 8.11 (Entire agreement)
- 8.12 (Law and jurisdiction)
- 8.13 to 8.14 (Legislative change)
- 8.15 to 8.19 (Bribery and corruption)
- 8.20 to 8.29 (Freedom of Information Act)
- 8.30 to 8.31 (Promoting tax compliance)
- 8.32 to 8.33 (Official Secrets Act)
- 8.34 to 8.37 (Transfer and subcontracting)
- 8.40 to 8.43 (Complaints handling and resolution)
- 8.44 to 8.50 (Conflicts of interest and ethical walls)
- 8.51 to 8.53 (Publicity and branding)
- 8.54 to 8.56 (Equality and diversity)
- 8.59 to 8.60 (Data protection)
- 8.64 to 8.65 (Severability)
- 8.66 to 8.69 (Managing disputes and Mediation)

- 8.80 to 8.88 (Confidentiality)
- 8.89 to 8.90 (Waiver and cumulative remedies)
- 8.91 to 8.101 (Corporate Social Responsibility)
- paragraphs 1 to 10 of the Framework Agreement glossary and interpretation
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

2.2 The Framework Agreement provisions in clause 2.1 will be modified as follows:

2.2.1 a reference to the 'Framework Agreement' will be a reference to the 'Call-Off Contract'

2.2.2 a reference to 'CCS' will be a reference to 'the Buyer'

2.2.3 a reference to the 'Parties' and a 'Party' will be a reference to the Buyer and Supplier as Parties under this Call-Off Contract

2.3 The Parties acknowledge that they are required to complete the applicable Annexes contained in Schedule 4 (Processing Data) of the Framework Agreement for the purposes of this Call-Off Contract. The applicable Annexes being reproduced at Schedule 7 of this Call-Off Contract.

2.4 The Framework Agreement incorporated clauses will be referred to as incorporated Framework clause 'XX', where 'XX' is the Framework Agreement clause number.

2.5 When an Order Form is signed, the terms and conditions agreed in it will be incorporated into this Call-Off Contract.

3. Supply of services

3.1 The Supplier agrees to supply the G-Cloud Services and any Additional Services under the terms of the Call-Off Contract and the Supplier's Application.

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

4. Supplier staff

4.1 The Supplier Staff must:

4.1.1 be appropriately experienced, qualified and trained to supply the Services

4.1.2 apply all due skill, care and diligence in faithfully performing those duties

4.1.3 obey all lawful instructions and reasonable directions of the Buyer and provide the Services to the reasonable satisfaction of the Buyer

4.1.4 respond to any enquiries about the Services as soon as reasonably possible

4.1.5 complete any necessary Supplier Staff vetting as specified by the Buyer

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

- 4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.
- 4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.
- 4.5 The Buyer may End this Call-Off Contract for Material Breach as per clause 18.5 hereunder if the Supplier is delivering the Services Inside IR35.
- 4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14-digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.
- 4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.
- 4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.
- 5. Due diligence
  - 5.1 Both Parties agree that when entering into a Call-Off Contract they:
    - 5.1.1 have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party
    - 5.1.2 are confident that they can fulfil their obligations according to the Call-Off Contract terms
    - 5.1.3 have raised all due diligence questions before signing the Call-Off Contract
    - 5.1.4 have entered into the Call-Off Contract relying on its own due diligence
- 6. Business continuity and disaster recovery
  - 6.1 The Supplier will have a clear business continuity and disaster recovery plan in their service descriptions.
  - 6.2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier when required.
  - 6.3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.

## 7. Payment, VAT and Call-Off Contract charges

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

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

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



9. Insurance

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

9.2 The Supplier will ensure that:

9.2.1 during this Call-Off Contract, Subcontractors hold third party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000

9.2.2 the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit

9.2.3 all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date

9.2.4 all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date

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

9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:

9.4.1 a broker's verification of insurance

9.4.2 receipts for the insurance premium

9.4.3 evidence of payment of the latest premiums due

9.5 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or this Call-Off Contract and the Supplier will:

9.5.1 take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers

9.5.2 promptly notify the insurers in writing of any relevant material fact under any Insurances

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

9.6 The Supplier will not do or omit to do anything, which would destroy or impair the legal validity of the insurance.

- 9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.
- 9.8 The Supplier will be liable for the payment of any:
  - 9.8.1 premiums, which it will pay promptly
  - 9.8.2 excess or deductibles and will not be entitled to recover this from the Buyer
- 10. Confidentiality
  - 10.1 Subject to clause 24.1 the Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.80 to 8.88. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.
- 11. Intellectual Property Rights
  - 11.1 Unless otherwise specified in this Call-Off Contract, a Party will not acquire any right, title or interest in or to the Intellectual Property Rights (IPRs) of the other Party or its Licensors.
  - 11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.
  - 11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.
  - 11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.
  - 11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
    - 11.5.1 rights granted to the Buyer under this Call-Off Contract
    - 11.5.2 Supplier's performance of the Services
    - 11.5.3 use by the Buyer of the Services
  - 11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
    - 11.6.1 modify the relevant part of the Services without reducing its functionality or performance

- 11.6.2 substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
  - 11.6.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.7 Clause 11.5 will not apply if the IPR Claim is from:
  - 11.7.2 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
  - 11.7.3 other material provided by the Buyer necessary for the Services
- 11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.
- 12. Protection of information
- 12.1 The Supplier must:
  - 12.1.1 comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data
  - 12.1.2 only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
  - 12.1.3 take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes
- 12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:
  - 12.2.1 providing the Buyer with full details of the complaint or request
  - 12.2.2 complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions
  - 12.2.3 providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)
  - 12.2.4 providing the Buyer with any information requested by the Data Subject
- 12.3 The Supplier must get prior written consent from the Buyer to transfer Buyer Personal Data to any other person (including any Subcontractors) for the provision of the G-Cloud Services.

- 13. Buyer data
  - 13.1 The Supplier must not remove any proprietary notices in the Buyer Data.
  - 13.2 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.
  - 13.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.
  - 13.4 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policies and all Buyer requirements in the Order Form.
  - 13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
  - 13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
    - 13.6.1 the principles in the Security Policy Framework:  
<https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy:  
<https://www.gov.uk/government/publications/government-security-classifications>
    - 13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management:  
<https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Protection of Sensitive Information and Assets:  
<https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
    - 13.6.3 the National Cyber Security Centre's (NCSC) information risk management guidance:  
<https://www.ncsc.gov.uk/collection/risk-management-collection>
    - 13.6.4 government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint:  
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
    - 13.6.5 the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance:  
<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
    - 13.6.6 buyer requirements in respect of AI ethical standards
  - 13.7 The Buyer will specify any security requirements for this project in the Order Form.
  - 13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer

immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.

- 13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.
- 14. Standards and quality
  - 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
  - 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:  
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
  - 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.
  - 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the services have the relevant PSN compliance certification.
  - 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.
- 15. Open source
  - 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.
  - 15.2 If software needs to be converted before publication as open source, the Supplier must also provide the converted format unless otherwise agreed by the Buyer.
- 16. Security
  - 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both

plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.

16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.

16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.

16.4 Responsibility for costs will be at the:

16.4.1 Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided

16.4.2 Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control

16.5 The Supplier will immediately notify the Buyer of any breach of security of Buyer's Confidential Information (and the Buyer of any Buyer Confidential Information breach). Where the breach occurred because of a Supplier Default, the Supplier will recover the Buyer's Confidential Information however it may be recorded.

16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance:  
<https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>

16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or equivalent) required for the Services before the Start date.

17. Guarantee

17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start date:

17.1.1 an executed Guarantee in the form at Schedule 5

17.1.2 a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee

18. Ending the Call-Off Contract

18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier, unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.

18.2 The Parties agree that the:

18.2.1 Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided

18.2.2 Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses

18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.

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

18.4.1 a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied

18.4.2 any fraud

18.5 A Party can End this Call-Off Contract at any time with immediate effect by written notice if:

18.5.1 the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so

18.5.2 an Insolvency Event of the other Party happens

18.5.3 the other Party ceases or threatens to cease to carry on the whole or any material part of its business

18.6 If the Buyer fails to pay the Supplier undisputed sums of money when due, the Supplier must notify the Buyer and allow the Buyer 5 Working Days to pay. If the Buyer doesn't pay within 5 Working Days, the Supplier may End this Call-Off Contract by giving the length of notice in the Order Form.

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

19. Consequences of suspension, ending and expiry

19.1 If a Buyer has the right to End a Call-Off Contract, it may elect to suspend this Call-Off Contract or any part of it.

19.2 Even if a notice has been served to End this Call-Off Contract or any part of it, the Supplier must continue to provide the Ordered G-Cloud Services until the dates set out in the notice.

- 19.3 The rights and obligations of the Parties will cease on the Expiry Date or End Date whichever applies) of this Call-Off Contract, except those continuing provisions described in clause 19.4.
- 19.4 Ending or expiry of this Call-Off Contract will not affect:
- 19.4.1 any rights, remedies or obligations accrued before its Ending or expiration
- 19.4.2 the right of either Party to recover any amount outstanding at the time of Ending or expiry
- 19.4.3 the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses
- 7 (Payment, VAT and Call-Off Contract charges)
  - 8 (Recovery of sums due and right of set-off)
  - 9 (Insurance)
  - 10 (Confidentiality)
  - 11 (Intellectual property rights)
  - 12 (Protection of information)
  - 13 (Buyer data)
  - 19 (Consequences of suspension, ending and expiry)
  - 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability)
  - 8.44 to 8.50 (Conflicts of interest and ethical walls)
  - 8.89 to 8.90 (Waiver and cumulative remedies)
- 19.4.4 any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is in force even if it Ends or expires
- 19.5 At the end of the Call-Off Contract Term, the Supplier must promptly:
- 19.5.1 return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it
- 19.5.2 return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer
- 19.5.3 stop using the Buyer Data and, at the direction of the Buyer, provide the Buyer with a complete and uncorrupted version in electronic form in the formats and on media agreed with the Buyer
- 19.5.4 destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 calendar months after the End or Expiry Date, and provide written confirmation to the Buyer that the data has been securely destroyed, except if the retention of Buyer Data is required by Law
- 19.5.5 work with the Buyer on any ongoing work
- 19.5.6 return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date



- 19.6 Each Party will return all of the other Party's Confidential Information and confirm this has been done, unless there is a legal requirement to keep it or this Call-Off Contract states otherwise.
- 19.7 All licences, leases and authorisations granted by the Buyer to the Supplier will cease at the end of the Call-Off Contract Term without the need for the Buyer to serve notice except if this Call-Off Contract states otherwise.
20. Notices
- 20.1 Any notices sent must be in writing. For the purpose of this clause, an email is accepted as being 'in writing'.
- Manner of delivery: email
  - Deemed time of delivery: 9am on the first Working Day after sending
  - Proof of service: Sent in an emailed letter in PDF format to the correct email address without any error message
- 20.2 This clause does not apply to any legal action or other method of dispute resolution which should be sent to the addresses in the Order Form (other than a dispute notice under this Call-Off Contract).
21. Exit plan
- 21.1 The Supplier must provide an exit plan in its Application which ensures continuity of service and the Supplier will follow it.
- 21.2 When requested, the Supplier will help the Buyer to migrate the Services to a replacement supplier in line with the exit plan. This will be at the Supplier's own expense if the Call-Off Contract Ended before the Expiry Date due to Supplier cause.
- 21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start date.
- 21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.
- 21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.
- 21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls

process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:

21.6.1 the Buyer will be able to transfer the Services to a replacement supplier before the expiry or Ending of the extension period on terms that are commercially reasonable and acceptable to the Buyer

21.6.2 there will be no adverse impact on service continuity

21.6.3 there is no vendor lock-in to the Supplier's Service at exit

21.6.4 it enables the Buyer to meet its obligations under the Technology Code Of Practice

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

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

21.8.1 the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier

21.8.2 the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer

21.8.3 the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier

21.8.4 the testing and assurance strategy for exported Buyer Data

21.8.5 if relevant, TUPE-related activity to comply with the TUPE regulations

21.8.6 any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. Handover to replacement supplier

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

22.1.1 data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control

22.1.2 other information reasonably requested by the Buyer

22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This

will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.

- 22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.
23. Force majeure
- 23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than the number of consecutive days set out in the Order Form, the other Party may End this Call-Off Contract with immediate effect by written notice.
24. Liability
- 24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:
- 24.1.1 Property: for all Defaults by either party resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party, will not exceed the amount in the Order Form
- 24.1.2 Buyer Data: for all Defaults by the Supplier resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data, will not exceed the amount in the Order Form
- 24.1.3 Other Defaults: for all other Defaults by either party, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form.
25. Premises
- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.
- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.
- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.
- 25.4 This clause does not create a tenancy or exclusive right of occupation.
- 25.5 While on the Buyer's premises, the Supplier will:

25.5.1 comply with any security requirements at the premises and not do anything to weaken the security of the premises

25.5.2 comply with Buyer requirements for the conduct of personnel

25.5.3 comply with any health and safety measures implemented by the Buyer

25.5.4 immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury

25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

## 26. Equipment

26.1 The Supplier is responsible for providing any Equipment which the Supplier requires to provide the Services.

26.2 Any Equipment brought onto the premises will be at the Supplier's own risk and the Buyer will have no liability for any loss of, or damage to, any Equipment.

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

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

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

## 28. Environmental requirements

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

28.2 The Supplier must provide reasonable support to enable Buyers to work in an environmentally friendly way, for example by helping them recycle or lower their carbon footprint.

## 29. The Employment Regulations (TUPE)

29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start date then it must comply with its obligations under the Employment Regulations and (if applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.

- 29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:
- 29.2.1 the activities they perform
  - 29.2.2 age
  - 29.2.3 start date
  - 29.2.4 place of work
  - 29.2.5 notice period
  - 29.2.6 redundancy payment entitlement
  - 29.2.7 salary, benefits and pension entitlements
  - 29.2.8 employment status
  - 29.2.9 identity of employer
  - 29.2.10 working arrangements
  - 29.2.11 outstanding liabilities
  - 29.2.12 sickness absence
  - 29.2.13 copies of all relevant employment contracts and related documents
  - 29.2.14 all information required under regulation 11 of TUPE or as reasonably requested by the Buyer
- 29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.
- 29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.
- 29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their representatives.
- 29.6 The Supplier will indemnify the Buyer or any Replacement Supplier for all Loss arising from both:
- 29.6.1 its failure to comply with the provisions of this clause
  - 29.6.2 any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer
- 29.7 The provisions of this clause apply during the Term of this Call-Off Contract and indefinitely after it Ends or expires.

- 29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.
30. Additional G-Cloud services
- 30.1 The Buyer may require the Supplier to provide Additional Services. The Buyer doesn't have to buy any Additional Services from the Supplier and can buy services that are the same as or similar to the Additional Services from any third party.
- 30.2 If reasonably requested to do so by the Buyer in the Order Form, the Supplier must provide and monitor performance of the Additional Services using an Implementation Plan.
31. Collaboration
- 31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start date.
- 31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:
- 31.2.1 work proactively and in good faith with each of the Buyer's contractors
- 31.2.2 co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services
32. Variation process
- 32.1 The Buyer can request in writing a change to this Call-Off Contract if it isn't a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.
- 32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.
- 32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation, or End this Call-Off Contract by giving 30 days notice to the Supplier.
33. Data Protection Legislation (GDPR)
- 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clauses 8.59 and 8.60 of the Framework Agreement are incorporated into this Call-Off Contract. For reference, the appropriate GDPR templates which are required to be completed in accordance with clauses 8.59 and 8.60 are reproduced in this Call-Off Contract document at schedule 7.

Schedule 3: Collaboration agreement

Not applicable to this Call-Off Contract.

Schedule 4: Alternative clauses

Not applicable to this Call-Off Contract.



#### Schedule 5: Guarantee

Not applicable to this Call-Off Contract.

#### Schedule 6: Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
<b>Additional Services</b>	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Section 2 (Services Offered) which a Buyer may request.
<b>Admission Agreement</b>	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
<b>Application</b>	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Digital Marketplace).
<b>Audit</b>	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
<b>Background IPRs</b>	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"><li>• owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes</li><li>• created by the Party independently of this Call-Off Contract, or</li></ul> <p>For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.</p>
<b>Buyer</b>	The contracting authority ordering services as set out in the Order Form.

<b>Buyer Data</b>	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
<b>Buyer Personal Data</b>	The Personal Data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
<b>Buyer Representative</b>	The representative appointed by the Buyer under this Call-Off Contract.
<b>Buyer Software</b>	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.
<b>Call-Off Contract</b>	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form, the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
<b>Charges</b>	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
<b>Collaboration Agreement</b>	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.
<b>Commercially Sensitive Information</b>	Information, which the Buyer has been notified about by the Supplier in writing before the Start date with full details of why the Information is deemed to be commercially sensitive.
<b>Confidential Information</b>	<p>Data, Personal Data and any information, which may include (but isn't limited to) any:</p> <ul style="list-style-type: none"> <li>information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above</li> <li>other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').</li> </ul>

<b>Control</b>	<p>'Control' as defined in section 1124 and 450 of the Corporation Tax</p> <p>Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.</p>
<b>Controller</b>	Takes the meaning given in the GDPR.
<b>Crown</b>	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
<b>Data Loss Event</b>	Event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Framework Agreement and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.
<b>Data Protection Impact Assessment (DPIA)</b>	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
<b>Data Protection Legislation (DPL)</b>	<p>Data Protection Legislation means:</p> <ul style="list-style-type: none"> <li>(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time</li> <li>(ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy</li> <li>(iii) all applicable Law about the Processing of Personal Data and privacy including if applicable legally binding guidance and codes of practice issued by the Information Commissioner</li> </ul>
<b>Data Subject</b>	Takes the meaning given in the GDPR

<b>Default</b>	<p>Default is any:</p> <ul style="list-style-type: none"> <li>• breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term)</li> <li>• other Default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract</li> </ul> <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.</p>
<b>Deliverable(s)</b>	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
<b>Digital Marketplace</b>	<p>The government marketplace where Services are available for Buyers to buy.</p> <p>(<a href="https://www.digitalmarketplace.service.gov.uk/">https://www.digitalmarketplace.service.gov.uk/</a>)</p>
<b>DPA 2018</b>	Data Protection Act 2018.
<b>Employment Regulations</b>	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE') which implements the Acquired Rights Directive.
<b>End</b>	Means to terminate; and Ended and Ending are construed accordingly.
<b>Environmental Information Regulations or EIR</b>	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant government department about the regulations.
<b>Equipment</b>	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.
<b>ESI Reference Number</b>	The 14 digit ESI reference number from the summary of the outcome screen of the ESI tool.

<b>Employment Status Indicator test tool or ESI tool</b>	<p>The HMRC Employment Status Indicator test tool. The most up-to-date version must be used. At the time of drafting the tool may be found here:  <a href="https://www.gov.uk/guidance/check-employment-status-for-tax">https://www.gov.uk/guidance/check-employment-status-for-tax</a></p>
<b>Expiry Date</b>	The expiry date of this Call-Off Contract in the Order Form.
<b>Force Majeure</b>	<p>A force Majeure event means anything affecting either Party's performance of their obligations arising from any:</p> <ul style="list-style-type: none"> <li>• acts, events or omissions beyond the reasonable control of the affected Party</li> <li>• riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare</li> <li>• acts of government, local government or Regulatory Bodies</li> <li>• fire, flood or disaster and any failure or shortage of power or fuel</li> <li>• industrial dispute affecting a third party for which a substitute third party isn't reasonably available</li> </ul> <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> <li>• any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain</li> <li>• any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure</li> <li>• the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into</li> <li>• any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans</li> </ul>
<b>Former Supplier</b>	A supplier supplying services to the Buyer before the Start date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
<b>Framework Agreement</b>	The clauses of framework agreement RM1557.12 together with the Framework Schedules.
<b>Fraud</b>	Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this

	Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
<b>Freedom of Information Act or FoIA</b>	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant government department in relation to the legislation.
<b>G-Cloud Services</b>	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
<b>GDPR</b>	General Data Protection Regulation (Regulation (EU) 2016/679)
<b>Good Industry Practice</b>	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
<b>Government Procurement Card</b>	The government's preferred method of purchasing and payment for low value goods or services.
<b>Guarantee</b>	The guarantee described in Schedule 5.
<b>Guidance</b>	Any current UK government guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK government guidance and the Crown Commercial Service guidance, current UK government guidance will take precedence.
<b>Implementation Plan</b>	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.

<b>Indicative test</b>	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
<b>Information</b>	Has the meaning given under section 84 of the Freedom of Information Act 2000.
<b>Information security management system</b>	The information security management system and process developed by the Supplier in accordance with clause 16.1.
<b>Inside IR35</b>	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
<b>Insolvency event</b>	<p>Can be:</p> <ul style="list-style-type: none"> <li>• a voluntary arrangement</li> <li>• a winding-up petition</li> <li>• the appointment of a receiver or administrator</li> <li>• an unresolved statutory demand</li> <li>• a Schedule A1 moratorium</li> </ul>
<b>Intellectual Property Rights or IPR</b>	<p>Intellectual Property Rights are:</p> <ul style="list-style-type: none"> <li>• copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information</li> <li>• applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction</li> <li>• all other rights having equivalent or similar effect in any country or jurisdiction</li> </ul>
<b>Intermediary</b>	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> <li>• the supplier's own limited company</li> <li>• a service or a personal service company</li> <li>• a partnership</li> </ul> <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
<b>IPR claim</b>	As set out in clause 11.5.

<b>IR35</b>	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
<b>IR35 assessment</b>	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
<b>Know-How</b>	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start date.
<b>Law</b>	Any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply.
<b>LED</b>	Law Enforcement Directive (EU) 2016/680.
<b>Loss</b>	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 ' <b>Losses</b> ' will be interpreted accordingly.
<b>Lot</b>	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
<b>Malicious Software</b>	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
<b>Management Charge</b>	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.



<b>Management Information</b>	The management information specified in Framework Agreement section 6 (What you report to CCS).
<b>Material Breach</b>	Those breaches which have been expressly set out as a Material Breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
<b>Ministry of Justice Code</b>	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
<b>New Fair Deal</b>	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
<b>Order</b>	An order for G-Cloud Services placed by a contracting body with the Supplier in accordance with the ordering processes.
<b>Order Form</b>	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
<b>Ordered G-Cloud Services</b>	G-Cloud Services which are the subject of an order by the Buyer.
<b>Outside IR35</b>	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
<b>Party</b>	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
<b>Personal Data</b>	Takes the meaning given in the GDPR.
<b>Personal Data Breach</b>	Takes the meaning given in the GDPR.
<b>Processing</b>	Takes the meaning given in the GDPR.
<b>Processor</b>	Takes the meaning given in the GDPR.

<b>Prohibited act</b>	<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"> <li>• induce that person to perform improperly a relevant function or activity</li> <li>• reward that person for improper performance of a relevant function or activity</li> <li>• commit any offence: <ul style="list-style-type: none"> <li>○ under the Bribery Act 2010</li> <li>○ under legislation creating offences concerning Fraud</li> <li>○ at common Law concerning Fraud</li> <li>○ committing or attempting or conspiring to commit Fraud</li> </ul> </li> </ul>
<b>Project Specific IPRs</b>	Any intellectual property rights in items created or arising out of the performance by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract including databases, configurations, code, instructions, technical documentation and schema but not including the Supplier's Background IPRs.
<b>Property</b>	Assets and property including technical infrastructure, IPRs and equipment.
<b>Protective Measures</b>	Appropriate technical and organisational measures which may include: pseudonymisation and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
<b>PSN or Public Services Network</b>	The Public Services Network (PSN) is the government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
<b>Regulatory body or bodies</b>	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in this Call-Off Contract.
<b>Relevant person</b>	Any employee, agent, servant, or representative of the Buyer, any other public body or person employed by or on behalf of the Buyer, or any other public body.

<b>Relevant Transfer</b>	A transfer of employment to which the employment regulations applies.
<b>Replacement Services</b>	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
<b>Replacement supplier</b>	Any third-party service provider of replacement services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
<b>Security management plan</b>	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
<b>Services</b>	The services ordered by the Buyer as set out in the Order Form.
<b>Service data</b>	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
<b>Service definition(s)</b>	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
<b>Service description</b>	The description of the Supplier service offering as published on the Digital Marketplace.
<b>Service Personal Data</b>	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
<b>Spend controls</b>	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see <a href="https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service">https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</a>
<b>Start date</b>	The Start date of this Call-Off Contract as set out in the Order Form.

<b>Subcontract</b>	Any contract or agreement or proposed agreement between the Supplier and a subcontractor in which the subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
<b>Subcontractor</b>	Any third party engaged by the Supplier under a subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
<b>Subprocessor</b>	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
<b>Supplier</b>	The person, firm or company identified in the Order Form.
<b>Supplier Representative</b>	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
<b>Supplier staff</b>	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and subcontractors used in the performance of its obligations under this Call-Off Contract.
<b>Supplier terms</b>	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
<b>Term</b>	The term of this Call-Off Contract as set out in the Order Form.
<b>Variation</b>	This has the meaning given to it in clause 32 (Variation process).
<b>Working Days</b>	Any day other than a Saturday, Sunday or public holiday in England and Wales.
<b>Year</b>	A contract year.

## Schedule 7: GDPR Information

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

### Annex 1: Processing Personal Data

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

- 1.1 The contact details of the Buyer's Data Protection Officer are: REDACTED – FOI SECTION 40
- 1.2 The contact details of the Supplier's Data Protection Officer are: REDACTED – FOI SECTION 40
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Descriptions	Details
Identity of Controller for each Category of Personal Data	<p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"><li>• Business contact details of Supplier Staff for which the Supplier is the Controller,</li><li>• Business contact details of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller</li></ul>
Duration of the Processing	The duration of the Call-Off Contract.
Nature and purposes of the Processing	<p><b>Supplier Processing</b></p> <p>The Supplier is not engaged to Process Buyer Personal Data, however, the Supplier may (i) have the ability to access Buyer Personal Data by virtue of access to Buyer systems and/or (ii) receive Buyer Personal Data by virtue of correspondence between the Parties.</p> <p>In respect of (i), all such Buyer Personal Data will remain within the Buyer estate and the Buyer will remain responsible for all data handling controls. The Supplier will follow the</p>

	<p>Buyer's direction and guidelines on staff security clearance and processes for access to Buyer systems, including role-based access controls and security standards. Where the Supplier is required to grant user access, this will be undertaken at the Buyer's direction.</p> <p>Access for the Supplier to Buyer systems will be limited to Buyer provisioned laptops and approved USB devices.</p> <p>Any requirement to share data externally, such as with third parties for diagnostic purposes, is not to be undertaken by the Supplier and will remain the responsibility of the Buyer.</p> <p>In respect of (ii), the nature of the Processing by the Supplier shall be limited to the storage and retrieval of Buyer Personal Data as is necessary for the Supplier to contact and communicate with the Buyer in order to properly perform this Call Off Contract.</p> <p><b>Buyer Processing</b></p> <p>The nature of the Processing by the Buyer shall be for the recording, storage and retrieval of Supplier Staff business contact details and images. The purpose of such Processing by the Buyer is in order to receive the Services under this Call Off Contract and will include such Processing as is required in accordance with Buyer standard practice in order to permit access to Buyer data, information technology systems and premises.</p>
Type of Personal Data	Name, business e-mail address, business telephone number, and in respect of Supplier Staff image
Categories of Data Subject	<p>Any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Staff) for which the Buyer is the Controller</p> <p>Supplier Staff engaged in the performance of the Supplier's duties under the Contract for which the Supplier is the Controller</p>
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	Erase or destroy appropriately



Annex 2: Joint Controller Agreement

Not applicable