



# Crown 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

Buyers must use this template order form as the basis for all call-off contracts and must refrain from accepting a supplier's prepopulated version unless it has been carefully checked against template drafting.

<b>Digital Marketplace service ID number</b>	629392649349561
<b>Call-Off Contract reference</b>	CPD4124028
<b>Call-Off Contract title</b>	Electoral Management Systems Call-Off Contract
<b>Call-Off Contract description</b>	Contract for Electoral Management System (EMS)
<b>Start date</b>	29 June 2022
<b>Expiry date</b>	2 years from and including the Start date
<b>Call-Off Contract value</b>	£1,875,329 (" <b>Maximum Fee</b> ")
<b>Charging method</b>	Milestone payments and (for training) monthly in arrears.
<b>Purchase order number</b>	[REDACTED]

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>	The Secretary of State for Levelling Up, Housing and Communities 2 <sup>nd</sup> Floor NW Fry Building 2 Marsham Street London SW1P 3DF United Kingdom
<b>To the Supplier</b>	Civica +44 (0) 3333 214 914 Eighth Floor, Southbank Central 30 Stamford Street London SE1 9LQ UK Company number: 01628868
<b>Together the 'Parties'</b>	

## Principal contact details

### For the Buyer:

Title: [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

### For the Supplier:

Title: [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

## Call-Off Contract term

<b>Start date</b>	This Call-Off Contract starts on the Start date and is valid for <b>24 months</b> .
<b>Ending (termination)</b>	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least <b>90</b> 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 <b>30</b> 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 2 period(s) of up to 12 months each, by giving the Supplier 1 weeks' 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> <p>The extension period after 24 months should not exceed the maximum permitted under the Framework Agreement which is 2 periods of up to 12 months each.</p> <p>If a buyer is a central government department and the contract Term is intended to exceed 24 months, then under the Spend Controls process, prior approval must be obtained from the Government Digital Service (GDS). Further guidance: <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></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>	This Call-Off Contract is for the provision of Services under: <ul style="list-style-type: none"> <li>Lot 2: Cloud software</li> </ul>
<b>G-Cloud services required</b>	The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below: <ul style="list-style-type: none"> <li>Civica Express v3.14 (being the upgraded version of the Supplier's software) as is available on G-Cloud</li> <li></li> </ul> <p>The Services will be provided in accordance with the Specification and Implementation Plan.</p>
<b>Additional Services</b>	The Supplier will provide support services, including training and performance testing, in accordance with the Implementation Plan.
<b>Location</b>	The Services will be delivered remotely, unless and except to the extent agreed in writing by the Parties.
<b>Quality standards</b>	The quality standards required for this Call-Off Contract are set out in the Specification.
<b>Technical standards:</b>	The technical standards used as a requirement for this Call-Off Contract are set out in the Specification.
<b>Service level agreement:</b>	The performance levels required for this Call-Off Contract are set out in the Implementation Plan.
<b>Onboarding</b>	The onboarding information for this Call-Off Contract is set out in the Implementation Plan.
<b>Offboarding</b>	The offboarding information for this Call-Off Contract is set out in the Implementation Plan.
<b>Collaboration agreement</b>	Not applicable.
<b>Limit on Parties' liability</b>	The annual total liability in respect of any Buyer Data Defaults or any IPR claims under Clause 11.5 of Part B below will not exceed £5,000,000. The annual total liability for all other Defaults will not exceed 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term.

<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>	<p>A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than 10 consecutive days.</p>
<b>Audit</b>	<p>Clauses 7.4 to 7.13 of the Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits.</p>
<b>Buyer's responsibilities</b>	<p>The Buyer is responsible for performing the responsibilities placed on the Buyer under the Implementation Plan.</p>
<b>Buyer's equipment</b>	<p>All equipment and hardware which is to be provided or procured by the Buyer in connection with Services is set out in the Implementation Plan.</p>

### Supplier's information

<b>Subcontractors or partners</b>	<p>The following is a list of the Supplier's Subcontractors or Partners:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
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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>	As set out in Schedule 2, the Charges under this Call-Off Contract will be paid upon the Achievement of the relevant Milestone (or, in the case of training, monthly in arrears).
<b>Payment profile</b>	As further detailed in Schedule 2, the Buyer shall pay the Milestone Payments in arrears upon the achievement of the Milestones, subject to a reconciliation process upon the Achievement of the final Milestone.
<b>Invoice details</b>	The Supplier will issue electronic invoices in arrears within <b>30</b> days of the Achievement of a Milestone. The Buyer will pay the Supplier within <b>30</b> days of receipt of a valid invoice.
<b>Who and where to send invoices to</b>	Invoices will be sent to [REDACTED].
<b>Invoice information required</b>	All invoices must include a valid PO number, a full description of the services, applicable start/end dates, and any other supporting information that may be of relevance.
<b>Invoice frequency</b>	See invoice details above.
<b>Call-Off Contract value</b>	The total maximum value of this Call-Off Contract is the Maximum Fee.
<b>Call-Off Contract charges</b>	The breakdown of the Charges is set out in Schedule 2.

## Additional Buyer terms

<b>Performance of the Service and Deliverables</b>	The Supplier and Buyer agree that the Supplier shall provide the Services in accordance with the Specification and Implementation Plan.
<b>Guarantee</b>	Not applicable.
<b>Warranties, representations</b>	Not applicable.
<b>Supplemental requirements in addition to the Call-Off terms</b>	Not applicable.
<b>Alternative clauses</b>	Save for clauses which are stated to be not used, the clauses set out in Schedule 4 shall apply.
<b>Buyer specific amendments to/refinements of the Call-Off Contract terms</b>	<p>The Buyer understands that the Ordered Software will not be suitable for publication as open source.</p> <p>The Supplier shall: (i) notify the Buyer immediately upon becoming aware of any security incident, including attempted security breaches, in connection with or relevant to the Services; and (ii) respond without delay to all reasonable queries and requests for information from the Buyer about any such incidents.</p> <p>Except as necessary to fulfil its obligations and exercise its rights under this Call-Off Contract, the Supplier shall not, without the Buyer's prior written consent, disclose any information concerning the Services or the Call-Off Contract to any of the End Users.</p>
<b>Public Services Network (PSN)</b>	Not applicable.
<b>Personal Data and Data Subjects</b>	The details of any Processing of Personal Data under this Call-Off Contract is set out in Annex 1 of Schedule 7.

## 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]	[REDACTED]
<b>Title</b>	Managing Director	Commercial Manager
<b>Signature</b>	[REDACTED]	[REDACTED]
<b>Date</b>	29 <sup>th</sup> June 2022	30 <sup>th</sup> June 2022