

Call-Off Terms

↓
Date 12/3/2015

↓
Order
Reference

FROM:

Customer	Department for Communities and Local Government "Customer"
Customer's Address	Westminster, 2 Marsham Street, Westminster, London SW1P 4DF
Invoice Address	Accounts Payable, Finance Shared Services Division (FSSD) 2/08A Hempstead House 2 Selden Hill Hemel Hempstead Herts HP2 4XN
Principal Contact	Name: Address: Westminster, 2 Marsham Street, Westminster, London SW1P 4DF Phone: e-mail:

TO:

Supplier	HootSuite Media Inc "Supplier"
Supplier's Address	5 East 8th Avenue, Vancouver BC, Canada, V5T 4S8
Account Manager	Name: Address: Phone: e-mail: Fax:

This Call-Off Agreement is conditional upon the provision of a Guarantee to the Customer from the guarantor in respect of the Supplier.]

1. TERM
<p data-bbox="135 331 491 358">1.1 Commencement Date</p> <p data-bbox="135 387 715 414">This Call-Off Agreement commences on: 26/3/2015</p> <p data-bbox="135 443 368 470">1.2 Expiry Date</p> <p data-bbox="135 499 584 526">This Call-Off Agreement shall expire on:</p> <p data-bbox="135 555 384 582">1.2.1 25/03/2016 or</p> <p data-bbox="135 611 1428 683">1.2.2 the second (2) anniversary of the Commencement Date; whichever is the earlier, unless terminated earlier pursuant to Clause C0-9 of the Call-Off Agreement.</p> <p data-bbox="135 712 507 739">1.3 Services Requirements</p> <p data-bbox="135 768 1455 869">1.3.1 This Order is for the G-Cioud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cioud Services utilized by Customer may vary from time to time during the course of this Call-Off Agreement, subject always to the terms of the Call-Off Agreement.</p> <p data-bbox="135 898 424 925">1.3.2 G-Cioud Services</p> <p data-bbox="135 954 360 981">Hootsuite Platform</p> <div data-bbox="225 1010 831 1153"> <p>Hootsuite Enterprise Subscription for 50 users</p> <p>Unlimited search terms and unlimited social profiles</p> <p>Mobile app access</p> <p>Access to multi-channel Help Desk and online support</p> </div> <p data-bbox="135 1182 352 1209">Hootsuite training</p> <p data-bbox="135 1238 1206 1265">Access to Hootsuite university at learn.hootsuite.com for the same number of users listed above</p> <p data-bbox="135 1294 496 1321">Hootsuite Enhanced Analytics</p> <div data-bbox="225 1350 1437 1494"> <p>Unlimited Reporting Subscription</p> <p>Unrestricted access to advanced custom modules including but not limited to metrics on network slats, sentiment, reach, insights and site analytics</p> </div> <div data-bbox="135 1523 560 1550"> <p>1 Year Subscription Fee £</p> </div> <div data-bbox="135 1579 560 1606"> <p>Total Charge £</p> </div>
2. PRINCIPAL LOCATIONS
<p data-bbox="135 1930 935 1957">2.1 Principal locations where the services are being performed</p> <p data-bbox="135 1986 874 2013">Westminster, 2 Marsham Street, Westminster, London SW1P 4DF</p>

3. STANDARDS**3.1 Quality Standards**

As specified in the G-Cloud Service Definition and in the Framework Schedule 1.

3.2 Technical Standards

As specified in the G-Cloud Service Definition.

4. ONBOARDING**4.1 on boarding**

Service Start Date: 26th March, 2015

5. CUSTOMER RESPONSIBILITIES**5.1 Customer's Responsibilities**

Please refer to Framework Schedule 1

5.2 Customer's equipment

N/A

6. PAYMENT**6.1 Payment profile and method of payment**

Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS)

Total Charge of £ as set out in the Section 1.3. Payment by BACS or International Bank Transfer in GBP

Indicate preferred payment profile by selecting one from:

6.1.1 Annual upfront in advance, payable net 30 days from the Service Start Date

6.2 Invoice format

The Supplier shall issue electronic invoices. The Customer shall pay the Supplier thirty *30 calendar days of receipt of a valid invoice, submitted in accordance with this paragraph 6.2 the payment profile set out in paragraph 6.1 above and the provisions of this Call-Off Agreement.

7.	DISPUTE RESOLUTION

7.1 Level of Representative to whom disputes should be escalated to:

7. DISPUTE RESOLUTION
Level (Finance director or equivalent).

7.2 Mediation Provider

7. DISPUTE RESOLUTION

Centre for Effective Dispute Resolution.

7. DISPUTE RESOLUTION

7. DISPUTE RESOLUTION

8. LIABILITY

7. DISPUTE RESOLUTION

Subject to the provisions of C0-11 'Liability' of the Call-Off Agreement:

7. DISPUTE RESOLUTION

8.1 Notwithstanding the provisions of Clause C0-11.4 and 11.5 of the Call-Off Agreement, and Clauses FW 19.2,

7. DISPUTE RESOLUTION

FW 19.3, FW 19.4, FW 19.5 of the Framework Agreement, the annual aggregate liability of either Party for all

defaults resulting in direct loss of or damage to the property of the other Party under or in connection with this Call-

7. DISPUTE RESOLUTION

Off Agreement shall in no event exceed the Charges paid or payable by the Customer to the Supplier for services

hereunder during the twelve (12) month period preceding the date on which the cause of action arose.

7. DISPUTE RESOLUTION

8.2 Notwithstanding the provisions of Clause C0-11.4 and 11.5 of the Call-Off Agreement, and Clauses FW 19.2,

7. DISPUTE RESOLUTION

FW 19.3, FW 19.4, FW 19.5 of the Framework Agreement, the annual aggregate liability under this Call-Off

Agreement of either Party for all defaults shall in no event exceed the greater of one hundred and twenty .five

7. DISPUTE RESOLUTION

percent (125%) per cent of the Charges payable by the Customer to the Supplier in the Year in which the liability

arises or any anniversary thereof in which the liability arises

7. DISPUTE RESOLUTION

8.3 Clause CO- 11.5 of the Call-Off Agreement shall be subject to the limitations set forth in Sections 8.1 and 8.2

7. DISPUTE RESOLUTION
above.

7. DISPUTE RESOLUTION

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7. DISPUTE RESOLUTION

9. INSURANCE

7. DISPUTE RESOLUTION

9.1 Minimum Insurance Period

7. DISPUTE RESOLUTION

Six (6) Years following the expiration or earlier termination of this Call-Off Agreement

7. DISPUTE RESOLUTION

9.2 To comply with its obligations under this Call-Off Agreement and as a minimum, where requested

7. DISPUTE RESOLUTION

by the Customer in writing the Supplier shall ensure that:

7. DISPUTE RESOLUTION

professional indemnity insurance is held by the Supplier and by any agent, Sub-Contractor or consultant

involved in the supply of the G-Cloud Services and that such professional indemnity insurance has a

7. DISPUTE RESOLUTION

minimum limit of indemnity of two million Canadian dollars (\$2,000,000) for each individual claim or such

higher limit as the Customer may reasonably require (and as required by Law) from time to time;

7. DISPUTE RESOLUTION

errors and omission liability insurance with a minimum limit of five million Canadian dollars (\$5,000,000)

7. DISPUTE RESOLUTION
or such higher minimum limit as required by Law from time to time.

7. DISPUTE RESOLUTION

- 7. DISPUTE RESOLUTION
- 10. TERMINATION

- 7. DISPUTE RESOLUTION
- 10.1 Undisputed Sums Time Period

7. DISPUTE RESOLUTION

At least ninety (90) Working Days of the date of the written notice specified in C0-9.4 of the Call-Off Contract.

10.2 Termination Without Cause

7. DISPUTE RESOLUTION

7. DISPUTE RESOLUTION

- 11. AUDIT AND ACCESS
- 7. DISPUTE RESOLUTION

Twelve (12) Months after the expiry of the Call-Off Agreement Period or following termination of this Call-Off

7. DISPUTE RESOLUTION

For and on behalf of the Supplier:

Name and Title

Position

Signature

Date

For and on behalf of the Customer:

Name and Title ;2,) ('if{w.J

Position ? & """:r ;,2:."-<

Signature */d j/*

Date  20/11/20

CALL-OFF AGREEMENT TERMS AND CONDITIONS

BETWEEN

- (1) Department of Communities and Local Government of Westminster, 2 Marsham Street, Westminster, London SW1P 4DF (the "**Customer**"); and
- (2) HootSuite Media Inc, a company registered in Vancouver, Canada under company number and whose registered office is at 5th East 8th Avenue, Vancouver, V5T 1R6 (the "**Supplier**").

IT IS AGREED AS FOLLOWS:

C0-1 OVERRIDING PROVISIONS

- C0-1.1 The Supplier agrees to supply the G-Cloud Services in accordance with the Call-Off Terms, including Supplier's own terms and conditions as identified in Framework Schedule 1 (G-Cloud Services) and incorporated into any Call-Off Agreement.
- C0-1.2 In the event of and only to the extent of any conflict or ambiguity between the Clauses of this Call-Off Agreement, the provisions of the Schedules, any document referred to in the Clauses of this Call-Off Agreement (including Supplier's terms and conditions) and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
- C0-1.2.1 the Framework Agreement (excluding Framework Schedule 2)
 - C0-1.2.2 the Clauses of this Call-Off Agreement (excluding Supplier Terms);
 - C0-1.2.3 the completed Order Form;
 - C0-1.2.4 the Supplier's terms and conditions as set out in the Framework Schedule 1 (G-Cloud Services); and
 - C0-1.2.5 any other document referred to in the Clauses of this Call-Off Agreement.
- C0-1.3 The Supplier acknowledges and accepts that the order of prevailing provisions in this Call-Off Agreement is as set out in Clause C0-1.2 above.

C0-2 PREVENTION OF BRIBERY AND CORRUPTION

- C0-2.1 If the Supplier breaches
- C0-2.1.1 Clauses **Error! Reference source not found. or Error! Reference source not found.** of the Framework Agreement; or,
 - C0-2.1.2 the Bribery Act 2010 in relation to the Framework Agreement
- the Customer may terminate this Call-Off Agreement.
- C0-2.2 The Parties agree that the Management Charge payable in accordance with Clause **Error! Reference source not found.** does not constitute an offence under section 1 of the Bribery Act 2010.

C0-3 PROTECTION OF INFORMATION

- C0-3.1 The provisions of this Clause C0-3, shall apply during the Term and for such time as the Supplier holds the Customer Personal Data.

C0-3.2 The Supplier shall (and shall procure that Supplier's Staff) comply with' any notification requirements

C0-3.3 To the extent that the Supplier is Processing the Order Personal Data the Supplier shall:

C0-3.3.1 ensure that it has in place appropriate technical and organisational measures to ensure

C0-3.3.2 provide the Customer with such information as the Customer may reasonably request to

satisfy itself that the Supplier is complying with its obligations under the DPA;

C0-3.3.3 promptly notify the Customer of any breach of the security measures to be put in place

C0-3.3.4 ensure that it does not knowingly or negligently do or omit to do anything which places

the Customer in breach of its obligations under the DPA.

C0-3.4 To the extent that the Supplier Processes Service Personal Data the Supplier shall:

C0-3.4.1 Process Service Personal Data only in accordance with written instructions from the

destruction, damage, alteration or disclosure. These measures shall be appropriate to

the harm which might result from any unauthorised or unlawful Processing, accidental

C0-3.4.4 take reasonable steps to ensure the reliability of any Supplier Staff who have access to

the confidential nature of the Service Personal Data and comply with the obligations set -

any third party unless necessary for the provision of the G-Cloud Services under the Call-

C0-3.4.7 notify the Customer within five (5) Working Days if it receives:

C0-3.4.7.2 a complaint or request relating to the Customer's obligations under the Data

request made relating to Service Personal Data, including by:

C0-3.4.8.1 providing the Customer with full details of the complaint or request;

C0-3.4.8.2 complying with a data access request within the relevant timescales set out in

instructions;

C0-3.4.8.3 providing the Customer with any Service Personal Data it holds in relation to

a Data Subject (within the timescales required by the Customer); and

C0-3.4.8.4 providing the Customer with any information requested by the Data Subject.

C0-3.5.1 permit the Customer or the Customer's Representative (subject to the reasonable and

appropriate confidentiality undertakings), to inspect and audit the Supplier's data

provide to the Customer an independent third party inspection and audit certificate in lieu

of the same (unless otherwise agreed between the Parties, the option of providing a

certificate in lieu shall not be available at IL3 and above) and shall comply with all

reasonable requests or directions by the Customer to enable the Customer to verify

and/or procure that the Supplier is in full compliance with its obligations under this Call-

C0-3.5.2 appoint an independent auditor appointed by the Supplier but acceptable to the

Customer or Customer Representative (subject to the reasonable and appropriate

3.5.1 where the restrictions in Clause C0-3.6 allow.

C0-3.6.1 obtain prior written consent from the Customer in order to transfer Customer Personal

C0-3.6.2 not cause or permit to be Processed, stored, accessed or otherwise transferred outside

written consent of the Customer. Where the Customer consents to such processing,

storing, accessing or transfer outside the European Economic Area the Supplier shall:

Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by

providing an adequate level of protection to any Personal Data that is so

processed, stored, accessed or transferred;

C0-3.6.2.2 comply with any reasonable instructions notified to it by the Customer and

European Commission as offering adequate safeguards under the Data

Protection Legislation) or warrant that that the obligations set out in the

Supplier Terms provide Adequate protection for Personal Data.

C0-3.7 The Supplier shall not perform its obligations under this Call-Off Agreement in such a way as to cause

the Customer to breach any of its applicable obligations under the Data Protection Legislation.

C0-3.8 The Supplier acknowledges that, in the event that it breaches (or attempts or threatens to breach) its

obligations relating to Customer Personal Data that the Customer may be irreparably harmed

(including harm to its reputation). In such circumstances, the Customer may proceed directly to

court and seek injunctive or other equitable relief to remedy or prevent any further breach (or

C0-4.1 Except to the extent set out in this Clause or where disclosure is expressly permitted elsewhere in this

Call-Off Agreement, each Party shall:

C0-4.1.1 treat the other Party's Confidential Information as confidential and safeguard it

C0-4.1.2 not disclose any Confidential Information belonging to the other Party to any other person

without the prior written consent of the other Party, except to such persons and to such

extent as may be necessary for the performance of this Call-Off Agreement.

C0-4.2 The Supplier may only disclose the Customer's Confidential Information to the Supplier *Staff* who are

directly involved in the provision of the G-Cloud Services and who need to know the information, and

shall ensure that such Supplier Staff are aware of and shall comply with these obligations as to

C0-4.3 The Supplier shall not, and shall procure that the Supplier *Staff* do not, use any of the Customer's

C0-4.4 The provisions of Clauses C0-4.1 shall not apply to the extent that:

C0-4.4.1 such disclosure is a requirement of Law placed upon the Party making the disclosure,

including any requirements for disclosure under Clause C0-7 (Transparency) and the

C0-4.4.2 such information was in the possession of the Party making the disclosure without

C0-4.4.3 such information was obtained from a third party without obligation of confidentiality;

C0-4.4.4 such information was already in the public domain at the time of disclosure otherwise

than by a breach of this Call-Off Agreement; or

C0-4.4.5 it is independently developed without access to the other Party's Confidential Information.

C0-4.5 Nothing in this Call-Off Agreement shall prevent the Customer from disclosing the Supplier's

Reference source not found. (Provision of Management Information) of the Framework

C0-4.5.1 for the purpose of the examination and certification of the Customer's accounts;

economy, efficiency and effectiveness with which the Customer has used its resources;

C0-4.5.3 to any Crown body or any Other Contracting Body. All Crown bodies or Contracting

Bodies receiving such Supplier's Confidential Information shall be entitled to further

disclose the Supplier's Confidential Information to other Crown bodies or Other

disclosed to a third party which is not part of any Crown body or any Contracting Body; or

C0-4.5.4 to any consultant, contractor or other person engaged by the Customer (on the basis that

the information shall be held by such consultant, contractor or other person in confidence

and is not to be disclosed to any third party) or any Person conducting a Cabinet Office or

C0-4.6 In the event that the Supplier fails to comply with Clauses C0-4.1 to Clause C0-4.4, the Customer

reserves the right to terminate this Call-Off Agreement with immediate *effect* by notice in writing.

C0-4.7 In order to ensure that no unauthorised person gains access to any Confidential Information or any

data obtained in performance of this Call-Off Agreement, the Supplier undertakes to maintain

adequate security arrangements that meet the requirements of Good Industry Practice.

C0-4.8 The Supplier will immediately notify the Customer of any breach of security in relation to Customer

record of such breaches. The Supplier will use its best endeavours to recover such Customer

Confidential Information however it may be recorded. This obligation is in addition to the Supplier's

obligations under Clauses C0-4.1 to Clause C0-4.4. The Supplier will co-operate with the Customer

in any investigation that the Customer considers necessary to undertake as a result of any breach of

security in relation to Customer Confidential Information.

C0-4.9 Subject always to Clause C0-11.4 the Supplier shall, at all times during and after the Call-Off

Agreement Period, indemnify the Customer and keep the Customer indemnified against all losses,

damages, costs or expenses and other liabilities (including legal fees) incurred by, awarded against

the Customer arising from any breach of the Supplier's obligations under the DPA or this Clause

C0-4 (Confidentiality) except and to the extent that such liabilities have resulted directly from the

C0-5.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the

C0-5.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the

C0-5.3 The Supplier shall ensure that any system on which the Supplier holds any Customer Data, including

back-up data, is a secure system that complies with the Supplier security policy.

C0-6.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the

Environmental Information Regulations and shall assist and co-operate with the Customer to enable

C0-6.2.1 transfer to the Customer all Requests for Information that it receives as soon as

practicable and in any event within two (2) Working Days of receiving a Request for

C0-6.2.2 provide the Customer with a copy of all Information, relating to a Request for Information,

in its possession or control, in the form that the Customer requires within five (5) Working

Days (or such other period as the Customer may specify) of the Customer's request; and

C0-6.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the

Customer to respond to the Request for Information within the time for compliance set

C0-6.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any

Sensitive Information and/or any other Information (including Supplier's Confidential Information) is

writing to do so by the Customer.

C0-6.5 The Supplier acknowledges that the Customer may, acting in accordance with the Ministry of Justice Code, be obliged under the FOIA, or the Environmental Information Regulations to disclose Information concerning the Supplier or the G-Cioud Services:

C0-6.5.1 in certain circumstances without consulting the Supplier; or

C0-6.5.2 following consultation with the Supplier and having taken its views into account;

provided always that where Clause C0-6.5.1 applies the Customer shall, in accordance with any recommendations of the Ministry of Justice Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

C0-6.5.3 The Supplier acknowledges that the description of information as Commercially Sensitive Information in Framework Schedule 6 (Interpretations and Definitions) is of an indicative nature only and that the Customer may be obliged to disclose it in accordance with this Clause C0-6.

C0-7 TRANSPARENCY

C0-7.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Call-Off Agreement is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of this Call-Off Agreement is exempt from disclosure in accordance with the provisions of the FOIA.

C0-7.2 Notwithstanding any other term of this Call-Off Agreement, the Supplier hereby gives its consent for the Customer to publish this Call-Off Agreement in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time, agreed changes to this Call-Off Agreement, to the general public.

C0-7.3 The Customer may consult with the Supplier to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.

C0-7.4 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Call-Off Agreement.

C0-8 OFFICIAL SECRETS ACTS

C0-8.1 The Supplier shall comply with and shall ensure that the Supplier Staff comply with, the provisions of:

C0-8.1.1 the Official Secrets Act 1911 to 1989; and

C0-8.1.2 Section 182 of the Finance Act 1989.

C0-8.2 In the event that the Supplier or the Supplier Staff fails to comply with this Clause, the Customer reserves the right to terminate this Call-Off Agreement with immediate effect by giving notice in writing to the Supplier.

C0-9 TERM AND TERMINATION

C0-9.1 This Call-Off Agreement shall take effect on the Effective Date and shall expire on:

C0-9.1.1 the date specified in the Order Form; or

C0-9.1.2 twenty four (24) Months after the Effective Date, whichever is the earlier, unless terminated earlier pursuant to this Clause C0-9.

~~C0-9.2 Termination without Cause~~
C0-6.4 In no event shall the Supplier respond directly to a Request for Information unless authorised in

C0-9.2.1 The Customer shall have the right to terminate this Call-Off Agreement at any time by giving the length of written notice to the Supplier specified in the relevant paragraph of the Order Form.

C0-9.3 Termination on Change of Control

C0-9.3.1 The Supplier shall notify the Customer immediately if the Supplier undergoes a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 ("**Change of Control**") and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a change of Control is planned or in contemplation. The Customer may terminate the Call-Off Agreement by notice in writing with immediate effect within six (6) Months of:

C0-9.3.1.1 being notified in writing that a Change of Control has occurred or is planned or in contemplation; or

C0-9.3.1.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,

but shall not be permitted to terminate where a written approval was granted prior to the Change of Control.

C0-9.3.2 For the purposes of Clause C0-9.3.1, any transfer of shares or of any interest in shares by its affiliate company where such transfer forms part of a bona fide reorganisation or restructuring shall be disregarded.

C0-9.4 Termination by Supplier

If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Customer in writing of such failure to pay. If the Customer fails to pay such undisputed sums, the Supplier may terminate this Call-Off Agreement subject to giving the length of notice as specified in relevant paragraph of the Order Form.

C0-9.5 Termination on Insolvency

C0-9.5.1 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing where the Supplier:

C0-9.5.1.1 being an individual, or where the Supplier is a firm, any partner or partners in that firm who together are able to exercise direct or indirect control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, and:

C0-9.5.1.2 shall at any time become bankrupt or shall have a receiving order or administration order made against him or shall make any composition or arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport so to do, or appears unable to pay or to have no reasonable prospect of being able to pay a debt within the meaning of Section 268 of the Insolvency Act 1986, or any similar event occurs under the law of any other jurisdiction; or

C0-9.5.1.3 a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Supplier's assets and such attachment or process is not discharged within fourteen (14) calendar days; or

C0-9.5.1.4 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or

on all or a substantial part of his business.

C0-9.5.2 being a company, passes a resolution, or the Court makes an order that the Supplier or its Parent Company be wound up otherwise than for the purpose of a bona fide reconstruction or amalgamation, or a receiver, manager or administrator on behalf of a creditor is appointed in respect of the business or any part thereof of the Supplier or its Parent Company (or an application for the appointment of an administrator is made or notice to appoint an administrator is given in relation to the Supplier or its Parent Company), or circumstances arise which entitle the Court or a creditor to appoint a receiver, manager or administrator or which entitle the Court otherwise than for the purpose of a bona fide reconstruction or amalgamation to make a winding-up order, or the Supplier or its Parent Company is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986 (except where the claim is made under Section 123(1)(a) and is for an amount of less than ten thousand pounds (£10,000)) or any similar event occurs under the law of any other jurisdiction.

C0-9.6 Termination on Material Breach

C0-9.6.1 Without prejudice to the provisions of Clause C0-9.3.1 or Clause C0-9.5, the Customer may terminate this Call-Off Agreement with immediate effect by giving written notice to the Supplier if the Supplier commits a Material Breach of any obligation under this Call-Off Agreement and if:

C0-9.6.1.1 the Supplier has not remedied the Material Breach within thirty (30) Working Days (or such other longer period as may be specified by the Customer) of written notice to the Supplier specifying the Material Breach and requiring its remedy; or

C0-9.6.1.2 the Material Breach is not, in the opinion of the Customer capable of remedy.

C0-9.7 Termination for repeated Default

C0-9.7.1 If there are two or more defaults (of a similar nature) that will be deemed a breach for Material Breach. Where the Customer considers that the Supplier has committed a repeated Default in relation to this Call-Off Agreement or any part thereof (including any part of the G-Cloud Services) and believes that the Default is remediable, then the Customer shall be entitled to serve a notice on the Supplier:

C0-9.7.1.1 specifying that it is a formal warning notice;

C0-9.7.1.2 giving reasonable details of the breach; and

C0-9.7.1.3 stating that such breach is a breach which, if it recurs or continues, may result in a termination of this Call-Off Agreement or that part of the G-Cloud Services affected by such breach.

C0-9.7.2 If, thirty (30) Working Days after service of a formal warning notice as described in Clause C0-9.7, the Supplier has failed to demonstrate to the satisfaction of the Customer that the breach specified has not continued or recurred and that the Supplier has put in place measures to ensure that such breach does not recur, then the Customer may deem such failure to be a Material Breach not capable of remedy for the purposes of Clause C0-9.6.1.2.

C0-9.8 The termination (howsoever arising) or expiry of this Call-Off Agreement pursuant to this Clause 9 shall be without prejudice to any rights of either the Customer or the Supplier that shall have accrued before the date of such termination or expiry.

C0-9.9 Save as aforesaid, the Supplier shall not be entitled to any payment from the Customer after the termination (howsoever arising) or expiry of this Call-Off Agreement.

C0-10 CONSEQUENCES OF SUSPENSION, TERMINATION AND EXPIRY

- C0-10.1 Where a Customer has the right to terminate a Call-Off Agreement, it may elect to suspend this Call-Off Agreement and its performance.
- C0-10.2 Notwithstanding the service of a notice to terminate this Call-Off Agreement or any part thereof, the Supplier shall continue to provide the Ordered G-Cioud Services until the date of expiry or termination (howsoever arising) of this Call-Off Agreement (or any part thereof) or such other date as required under this Clause C0-10.
- C0-10.3 Within ten (10) Working Days of the earlier of the date of expiry or termination (howsoever arising) of this Call-Off Agreement, the Supplier shall return (or make available) to the Customer:
- C0-10.3.1 any data (including (if any) Customer Data), Customer Personal Data and Customer Confidential Information in the Supplier's possession, power or control, either in its then current format or in a format nominated by the Customer (in which event the Customer will reimburse the Supplier's pre-agreed and reasonable data conversion expenses), together with all training manuals, access keys and other related documentation, and any other information and all copies thereof owned by the Customer, save that it may keep one copy of any such data or information for a period of up to twelve (12) Months to comply with its obligations under the Framework Schedule **Error! Reference source not found.**, or such period as is necessary for such compliance (after which time the data must be deleted); and
- C0-10.3.2 any sums prepaid in respect of Ordered G-Cioud Services not provided by the date of expiry or termination (howsoever arising) of this Call-Off Agreement.
- C0-10.4 The Customer and the Supplier shall comply with the exit and service transfer arrangements as per the Supplier's terms and conditions identified in Framework Schedule 1 (G-Cioud Services).
- C0-10.5 Subject to Clause C0-11 (Liability), where the Customer terminates this Call-Off Agreement under Clause C0-9.2 (Termination without Cause), the Customer shall indemnify the Supplier against any reasonable and proven commitments, liabilities or expenditure which would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call-Off Agreement, provided that the Supplier takes all reasonable steps to mitigate such loss. Where the Supplier holds insurance, the Supplier shall reduce its unavoidable costs by any insurance sums available. The Supplier shall submit a fully itemised and costed list of such loss, with supporting evidence, of losses reasonably and actually incurred by the Supplier as a result of termination under Clause C0-9.2 (Termination without Cause).

C0-11 LIABILITY

- C0-11.1 Nothing in this Clause C0-11 shall affect a Party's general duty to mitigate its loss.
- C0-11.2 Nothing in this Call-Off Agreement shall be construed to limit or exclude either Party's liability for:
- C0-11.2.1' death or personal injury caused by its negligence or that of its staff;
- C0-11.2.2 bribery, Fraud or fraudulent misrepresentation by it or that of its staff;
- C0-11.2.3 any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982; or
- C0-11.2.4 any other matter which, by Law, may not be excluded or limited.
- C0-11.3 Nothing in the Call-Off Agreement shall impose any liability on the Customer in respect of any liability incurred by the Supplier to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Supplier that may arise by virtue of either a breach of the Call-Off Agreement or by negligence on the part of the Customer, or the Customer's employees, servants or agents.

- C0-11.4 Subject always to Clause C0-11.2, the aggregate liability of either Party under or in connection with each Year of this Call-Off Agreement (whether expressed as an indemnity or otherwise):
- C0-11.4.1 for all defaults resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to the Customer Personal Data) of the other Party, shall be subject to the financial limits set out in the relevant paragraph of the Order Form;
 - C0-11.4.2 and in respect of all other defaults, claims, losses or damages, whether arising from breach of contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall not exceed the greater of a sum equivalent to the financial limit set out in the relevant paragraph of the order form or a sum equivalent to [one hundred and twenty five per cent (125%)] of the Charges paid or payable to the Supplier in the Year of this Call-Off Agreement, as calculated as at the date of the event giving rise to the claim under consideration (or if such event occurs in the first twelve (12) Months of the Call-Off Agreement Period, the amount estimated to be paid in the first twelve (12) Months of the Call-Off Agreement Period).
- C0-11.5 Subject always to Clause C0-11.4 the Customer shall have the right to recover as a direct loss:
- C0-11.5.1 any additional operational and/or administrative expenses arising from the Supplier's Default;
 - C0-11.5.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Supplier's Default; and
 - C0-11.5.3 any losses, costs, damages, expenses or other liabilities suffered or incurred by the Customer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Customer Data by the Supplier.
- C0-11.6 The Supplier shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Call-Off Agreement.
- C0-11.7 Subject to Clauses C0-11.2 and Clause C0-11.5, in no event shall either Party be liable to the other for any:
- C0-11.7.1 loss of profits;
 - C0-11.7.2 loss of business;
 - C0-11.7.3 loss of revenue;
 - C0-11.7.4 loss of or damage to goodwill;
 - C0-11.7.5 loss of savings (whether anticipated or otherwise); and/or
 - C0-11.7.6 any indirect, special or consequential loss or damage.

C0-12 INSURANCE

- C0-12.1 The Supplier shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Supplier, arising out of the Supplier's performance of its obligations under this Call-Off Agreement, including death or personal injury, loss of or damage to property or any other loss (including the insurance policies specified in the relevant paragraph of the Order Form). Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Supplier. Such insurance shall be maintained for the Call-Off Agreement Period and for the minimum insurance period as set out in the relevant paragraph of the Order Form.

C0-12.2 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the Call-Off Agreement.

C0-13 PAYMENT, VAT AND CALL-OFF AGREEMENT CHARGES

C0-13.1 In consideration of the Supplier's performance of its obligations under this Call-Off Agreement, the Customer shall pay the Charges in accordance with the Clause C0-13.2 to 0.

C0-13.2 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within the time period specified in the relevant paragraph of the Order Form.

C0-13.3 The Supplier shall ensure that each invoice contains all appropriate references and a detailed breakdown of the G-Cioud Services supplied and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice.

C0-13.4 Where the Supplier enters into a Sub-Contract it shall ensure that a provision is included in such Sub-Contract which requires payment to be made of all sums due by the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) calendar days from the receipt of a validly issued invoice, in accordance with the terms of the Sub-Contract.

C0-13.5 The Supplier shall add VAT to the Charges at the prevailing rate as applicable.

C0-13.6 The Supplier shall indemnify the Customer on demand and on a continuing basis against any liability, including without limitation any interest, penalties or costs, which are suffered or incurred by or levied, demanded or assessed on the Customer at any time in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Contract. Any amounts due under this Clause C0-13 shall be paid by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

C0-13.7 The Supplier shall not suspend the supply of the G-Cioud Services unless the Supplier is entitled to terminate this Contract under Clause C0-9.4 for Customer's failure to pay undisputed sums of money. Interest shall be payable by the Customer on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time).

C0-13.8 In the event of a disputed invoice, the Customer shall make payment in respect of any undisputed amount in accordance with the provisions of Clause C0-13 of this Call-Off Agreement and return the invoice to the Supplier within ten (10) Working Days of receipt with a covering statement proposing amendments to the invoice and/or the reason for any non-payment. The Supplier shall respond within ten (10) Working Days of receipt of the returned invoice stating whether or not the Supplier accepts the Customer's proposed amendments. If it does then the Supplier shall supply with the response a replacement valid invoice.

C0-13.9 [The Supplier shall accept the Government Procurement Card as a means of payment for the G-Cioud Services where such card is agreed with the Customer to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Customer.]

C0-14 GUARANTEE

C0-14.1 Where the Customer has specified in the Order Form that this Call-Off Agreement shall be conditional upon receipt of a guarantee from the Guarantor, the Supplier shall deliver to the Customer an executed guarantee from the Guarantor, on or prior to the Commencement Date; and deliver to the Customer a certified copy of the passed resolution and/or board minutes of the Guarantor approving the execution of the guarantee.

C0-15 FORCE MAJEURE

C0-15.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under this Call-Off Agreement to the extent that such delay or failure is a result of Force Majeure.

C0-15.2 Notwithstanding Clause C0-15.1, each Party shall use all reasonable endeavours to continue to perform its obligations under the Call-Off Agreement for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under this Call-Off Agreement for a period in excess of one hundred and twenty (120) calendar days, either Party may terminate this Call-Off Agreement with immediate effect by notice in writing to the other Party.

C0-16 TRANSFER AND SUB-CONTRACTING

C0-16.1 The Supplier shall not assign, novate, sub-contract or in any other way dispose of this Call-Off Agreement or any part of it without the Customer's prior written approval which shall not be unreasonably withheld or delayed. Sub-Contracting any part of this Call-Off Agreement shall not relieve the Supplier of any obligation or duty attributable to the Supplier under this Call-Off Agreement.

C0-16.2 The Supplier shall be responsible for the acts and omissions of its Sub-Contractors as though they are its own.

C0-16.3 The Customer may assign, novate or otherwise dispose of its rights and obligations under the Call-Off Agreement or any part thereof to:

C0-16.3.1 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or

C0-16.3.2 any private sector body which substantially performs the functions of the Customer

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

C0-17 THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

C0-17.1 A person who is not party to this Call-Off Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Call-Off Agreement but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act. -

C0-18 LAW & JURISDICTION

C0-18.1 This Call-Off Agreement and/or any non-contractual obligations or matters arising out of or in connection with it, shall be governed by and construed in accordance with the Laws of England and Wales and without prejudice to the dispute resolution procedures set out in Clause C0-14 or C0-19 (Dispute Resolution) each Party agrees to submit to the exclusive jurisdiction of the courts of England and Wales and for all disputes to be conducted within England and Wales.

C0-19 DISPUTE RESOLUTION

C0-19.1 The Customer and the Supplier shall attempt in good faith to negotiate a settlement of any dispute between them arising out of or in connection with this Call-Off Agreement within twenty (20) Working Days of either party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the Customer representative and the Supplier representative.

C0-19.2 If the dispute cannot be resolved by the Parties pursuant to this clause, the Parties shall refer it to mediation unless the Customer considers that the dispute is not suitable for resolution by mediation.

C0-19.3 If the dispute cannot be resolved by mediation the Parties may refer it to arbitration.

The obligations of the Parties under this Call-Off Agreement shall not be suspended, cease or be delayed by the reference of a dispute to mediation or arbitration pursuant to this Clause and the Supplier and Supplier's Staff shall continue to comply fully with the requirements of this Call-Off Agreement at all times.