

**Call-Off Terms**

<b>Date</b>	8 March 2015	<b>Order Reference</b>	Redcentric1_GCloud_PaaS_IES Hosting
-------------	--------------	------------------------	-------------------------------------

**FROM:**

<b>Customer</b>	Department for Work and Pensions (DWP) <b>"Customer"</b>
<b>Customer's Address</b>	Department for Work and Pensions DWP Finance and Commercial Commercial Directorate 301 Bridgewater Place Birchwood Park Warrington WA3 6XF
<b>Invoice Address</b>	SSCL Accounts Payable Team Room 6124 Tomlinson House Norcross Blackpool FY5 3TA
<b>Principal Contact</b>	Xxxxxxxxxxxx IT Project Manager  IES Re-hosting IT Projects Directorate Level 2 South, Kings Court Hanover Way Sheffield S3 7UF  0114 209 xxxx / Mobile xxxxxxxxxxxxxx XXXXXXXXXX@dwp.gsi.gov.uk

**TO:**

<b>Supplier</b>	Redcentric Solutions Limited (company number 08322856) <b>"Supplier"</b>
<b>Supplier's Address</b>	Central House Beckwith Knowle Harrogate HG3 1UG.
<b>Account Manager</b>	Xxxxxxxxxxxx  Redcentric Central House Beckwith Knowle Harrogate HG3 1UG  XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX

**1. TERM**

**1.1 Commencement Date**

This Call-Off Agreement commences on: 29/04/15

**1.2 Expiry Date**

This Call-Off Agreement shall expire on:

1.2.1 28/04/17 ; or

1.2.2 the second (2) anniversary of the Commencement Date; whichever is the earlier, unless terminated earlier pursuant to Clause CO-9 of the Call-Off Agreement.

**1.3 Services Requirements**

1.3.1 This Order is for the G-Cloud Services outlined below.

1.3.2 G-Cloud Services the Supplier will be delivering:

(a) Redcentric Oracle Database Platform as a Service as (PaaS) described within the overall G-Cloud Redcentric service definition document below (service ID 5.G5.1873.007 under Lot 2 PaaS) including the High Level Overview of Secure PaaS Connectivity for DWP v2.



Redcentric-Oracle  
Database As A Service



High Level  
Overview-Secure PaaS (REDACTED)

and (b) Redcentric Infrastructure as a Service (IaaS) as described within the overall G-Cloud Redcentric Service definition document below (service ID 5.G5.1873.002 under Lot 1 IaaS)



Redcentric-IaaS G5  
Service Definition.pdf

- For the purpose of this Call-Off Agreement, in respect of the section of page 13 of the IaaS Service Definition headed:

"DETAILS OF THE LEVEL OF BACKUP/RESTORE AND DISASTER RECOVERY THAT WILL BE PROVIDED;"

the Customer has only selected an offsite backup/restore service. The disaster recovery service has not been included for the purpose of this Call-Off Agreement.

The G-Cloud Services shall also include and be performed in accordance with:

(1) Redcentric Professional Services, as described in the below attachment.



DWP\_Professional  
Services Scope of Work (REDACTED)

And (2) the Redcentric Secure Oracle PaaS Scope of Work v4 24 April 2015.



Redcentric Secure  
Oracle PaaS for IES (REDACTED)

Additionally, by way of clarification to the Supplier Terms:

- The Supplier shall comply with Baseline Personnel Security Standard / Government Staff Vetting Procedures in respect of all persons who are employed or engaged by the supplier in provision of this Call-Off Agreement. This is not 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-contr  
actors-bpss.pdf

- In order to facilitate a smooth and orderly re-tendering process, the Supplier agrees to provide to the Customer within twenty (20) working days of receipt of a written request from the Customer at any time, the Supplier's staff list and staffing information in an anonymised format (for all staff who are engaged in or wholly or mainly assigned to the provision of the ordered G Cloud Services or any part of the ordered G Cloud Services as at the date of such list) including:
  - a) their ages, dates of commencement of employment or engagement and gender;
  - b) details of whether they be employed, self-employed contractors or consultants, agency workers or otherwise;
  - c) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
  - d) the wages, salaries, profit sharing;
  - e) details of other employment related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;

The Customer shall be permitted to use and disclose this information for the purposes of informing any tenderer or other prospective replacement supplier provided that the Customer imposes on such third party obligations of confidence that are no less onerous than the Customer has to the Supplier in relation to that information.

- Clause 3 'Regulated Services' / paragraphs 3.1 to 3.6 of the Supplier Terms are not relevant for the purpose of this Call-Off Agreement.
- Clause 6 'Revenue Share Payments' / paragraphs 6.1 to 6.3 of the Supplier Terms are not relevant for the purpose of this Call-Off Agreement.
- Clause 7 'Telephone Services and Internet Protocol Addresses' / paragraphs 7.1 to 7.7 of the Supplier Terms are not relevant for the purpose of this Call-Off Agreement.
- Clause 8 'Customer Technical Summary' paragraph 8.1 of the Supplier Terms. The Customer Technical Summary used to inform the Supplier Technical Specification is the DWP High Level Design version 0.5
- Clause 14.1 'Term and Termination' of the Supplier Terms. Following the Expiry Date stated in this Agreement, there will be no automatic renewal.
- Any reference to PhonepayPlus in the Supplier Terms is not relevant for the purpose of this Call-Off Agreement.

1.3.2.1 Lot 1 IaaS	5.G5.1873.002
1.3.2.2 Lot 2 PaaS	5.G5.1873.007

<b>2. PRINCIPAL LOCATIONS</b>
<b>2.1 Principal locations where the services are being performed</b>
<p><b>Customer Data Warehouse site (Legacy Data Migration) – Newcastle Upon Tyne</b>  <b>Supplier Data Centre Harrogate</b>  <b>Supplier Back-up Centre Reading</b>  <b>Supplier Live Support Service Harrogate</b></p>

**3. STANDARDS****3.1 Quality Standards**

See Section 1.3.2 (G-Cloud Services)

**3.2 Technical Standards**

See Section 1.3.2 (G-Cloud Services)

**4. ONBOARDING****4.1 On-boarding:**

4.1.1 High level Customer discovery work indicates that the majority of the Customer's existing IES services are inter-dependent but where practicable, the dependency will be broken to enable delivery of as many individual services as possible in a phased migration.

The Supplier in conjunction with the Customer will endeavour to identify any service which can be delivered in isolation such that the Supplier can move the services onto the new platform as soon as possible.

The identification of such services will be a task for the detailed design work and a phased migration plan will be agreed between both parties at this point.

4.1.2 It is anticipated that the on-boarding of all existing Customer IES services will need to accommodate a flexibility agreed timeline between the Supplier and Customer due to the outcome of other DWP third party dependencies.

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

5.1.1 The Customer must provide to the Supplier requested expertise and documentation wherever possible and on a timely basis particularly in the areas of:

- Current IES environment platform specification, performance, configuration
- Application audit, customisations and bespokeing
- Application Test outcomes

5.1.2 The Customer will be required to manage:

- Effective management of and notification of change so as to meet project timescales
- Liaison with the Customers Business sponsors and IES service user community
- Liaison with other third parties (that are not the Suppliers sub-contractors) as needed

5.1.3 In addition to the responsibilities referred to in paragraphs 5.1.1 and 5.1.2, any obligation upon the Customer in this Call-Off Agreement (including any document referred to in and/or forming part of this Call-Off Agreement, and any obligation otherwise agreed and issued by the authorised Customer Representatives in writing to provide specified resources and/or take specified steps shall be deemed to be a Customer responsibility, irrespective of whether it is expressly entitled a Customer responsibility in the relevant document (including obligations described as "pre-requisites" and/or "dependencies").



authorised Customer  
Representatives

(REDACTED)

5.1.4 Customer responsibilities shall include the provision or procurement of all out of scope activities (as defined in the Supplier's Scope of Work v4 23 April 2015) to the extent that such provision or procurement is identified and agreed in writing between both parties as being necessary during the Term to enable the Supplier to perform the G-

Cloud Services.

**5.2 Customer's equipment**

5.2.1 No customer equipment is required for the delivery of this Call-Off Agreement.

**6. PAYMENT**

**6.1 Payment profile and method of payment**

The Supplier PaaS Call-Off Agreement total Charges are £4,224,498.83  
Monthly Supplier discounts have been apportioned in the above cost.



Section 6\_Supplier  
OPaaS cost.xlsx

(REDACTED)

The Call-Off Agreement encompasses xxxx;

- xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

6.1.1 (REDACTED)

6.1.2 (REDACTED)

6.1.2.1 (REDACTED)

6.1.2.2 (REDACTED)

**6.1.3 In order to reconcile the monthly supplier charges;**

The Supplier will commence the reconciliation action at the first month end in which the G-Cloud Services have been deployed during that month for the Customer; entering their first (1st) billing window.

During the agreed 10 working day 'billing window' following the end of each calendar month; the Supplier will issue an 'auditable document' (including weekly timesheets) that clearly identifies all individual Charges incurred for the G-Cloud Services.

Billing windows will commence on the first (1st) working day of every month and continue for a period of ten (10) working days. By the end of the second (2nd) working day the Supplier will e-mail the auditable document to the identified e-mail addresses below;

XXXXXXXXXXXXXXXXXXXXXXXXXXXXX(REDACTED)

XXXXXXXXXXXXXXXXXXXXXXXXXXXXX(REDACTED)

XXXXXXXXXXXXXXXXXXXXXXXXXXXXX(REDACTED)

The Customer will reconcile the auditable document and confirm their agreement / report issues with the Supplier by close of the fourth (4th) working day. The Supplier will receipt their acceptance / report issues within 24 hours back to Customer on the fifth (5th) working day.

On both parties' acceptance, the Supplier will raise their paper invoice within the next five (5) working days and send it by post to Customer Shared Services - SSCL Accounts Payable Team, Room 6124, Tomlinson House, Norcross, Blackpool, FY5 3TA clearly indicating charges that do/do not attract VAT.

**6.2 Invoice format**

The Invoice format will follow the standard Supplier invoice format, mirroring the necessary information required of the Customer purchase order. The Customer will pay the Supplier within thirty (30) calendar days of receipt of a valid posted invoice, submitted in accordance with this paragraph 6.2, the payment profile and process set out in paragraph 6.1 above and the provisions of this Call-Off Agreement.

**6.3 Service Credits**

6.3.1 The Customer and Supplier agree that the payment of service credits is a reduction in Charges for the receipt of a deficient service ('Service Credits') and that Service Credits are the only remedy for failure to meet a Service Availability Level as calculated below ('Service Level'). The Service Credits are calculated by reference to the Charges for the element of the G-Cloud Services affected.

Availability measurement

- "Available" means that the core database hosting platform is operational in accordance with its specifications, and "Availability" shall be interpreted accordingly.

The Service Availability level will be measured from when the Service Unavailability (as defined below) is logged by the Customer with the Supplier or identified by the Supplier (whichever is earlier) to the time when Availability is restored ('Service Availability Level').

The Service Availability Level is calculated at the end of each Measurement Period and is calculated as follows:

$$\text{Percentage Availability} = \frac{(\text{MP}-\text{SU}) \times 100}{\text{Measurement Period}}$$

MP = Measurement Period. This is the total number of minutes in the calendar month.  
 SU = Service Unavailability. This is the total number of minutes in the calendar month when the G-Cloud Services are not Available for use by the Customer for reasons other than those set out below.

6.3.2 The following events shall be excluded from any assessment of Service Unavailability:

- Service Unavailability due to planned maintenance in order for the Supplier to undertake vital remedial, maintenance or upgrade work. Controlled outages will always be notified to the Customer as detailed in the Supplier's Customer Services Plan set out in the Redcentric Secure Oracle PaaS Scope of Work v3 referred to in paragraph 1.3.2 above.
- Service Unavailability due to emergency maintenance required as a result of identifying a problem through ongoing monitoring and management that could potentially cause an outage or failure of the G-Cloud Services. Such emergency maintenance will be notified to the Customer at the earliest possible time and be managed in such a way as to have minimum impact on the Customer's operations.
- Service Unavailability due to the acts or omissions of the Customer or its employees, agents or subcontractor (excluding the Supplier).
- Service Unavailability due to the configuration or performance of the Customer's applications.

Any Service Credits will be confirmed by credit note issued by the Supplier to the Customer, confirming the adjustment to be made to the following monthly charge. The maximum Service Credit available in respect of any element of the G-Cloud services will be equal to no more than the Charges over the measurement period for the element affected.

<b>7. DISPUTE RESOLUTION</b>
<p><b>7.1 Level of Representative to whom disputes should be escalated:</b></p> <p>Supplier: Chief Financial Officer</p> <p><b>7.2 Mediation Provider</b></p> <p>Centre for Effective Dispute Resolution.</p>

<b>8. LIABILITY</b>
<b>Subject to the provisions of Clause CO 11 'Liability' of the Call-Off Agreement:</b>
<p>8.1 The annual aggregate liability of either Party for all defaults resulting in direct loss of or damage to the property of the other Party (including technical infrastructure, assets, equipment or IPR but excluding any loss or damage to the Customer Data or Customer Personal Data) under or in connection with this Call-Off Agreement shall in no event exceed one million pounds sterling (£1,000,000).</p> <p>8.2 The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Customer Data or the Customer Personal Data or any copy of such Customer Data, caused by the Supplier's default under or in connection with this Call-Off Agreement shall in no event exceed two million, one hundred thousand pounds sterling (£2,100,000).</p> <p>8.3 The annual aggregate liability under this Call-Off Agreement of either Party for all defaults shall in no event exceed five million, two hundred and fifty thousand pounds sterling (£5,250,000).</p>

<b>9. INSURANCE</b>
<p><b>9.1 Minimum Insurance Period</b></p> <p>Six (6) years following the expiration or earlier termination of the Call-Off Agreement</p> <p><b>9.2 To comply with its obligations under this Call-Off Agreement and as a minimum, where requested by the Customer in writing the Supplier shall ensure that:</b></p> <ul style="list-style-type: none"> <li>- <b>professional indemnity insurance</b> 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 minimum limit of indemnity of one million pounds sterling (£1,000,000) for each individual claim or such higher limit as the Customer may reasonably require (and as required by Law) from time to time;</li> <li>- <b>employers' liability insurance</b> with a minimum limit of five million pounds sterling (£5,000,000) or such higher minimum limit as required by Law from time to time.</li> </ul>

<b>10. TERMINATION</b>
<p><b>10.1 Undisputed Sums Time Period</b></p> <p>At least ninety (90) Working Days of the date of the written notice specified in Clause CO 9.4 of the Call-Off Agreement.</p>

**10.2 Termination Without Cause**

At least thirty (30) Working Days in accordance with Clause CO9.2 of the Call-Off Agreement.

**11. AUDIT AND ACCESS**

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

**12. PERFORMANCE OF THE SERVICES AND DELIVERABLES**

**12.1 Performance of the Service**

12.1.1 With effect from the commencement date the Supplier shall meet the Service Levels set out below. If the Supplier fails to meet a Service Level, then the Customer is entitled to Service Credits. (See section 6.3). The Service Availability Level is as defined in paragraph 6.3 above.

The calculation that the Supplier uses for calculating the Service Credits is as follows:

$$\text{Service Credit} = \frac{(\text{Monthly Service Charge}) \times \text{Full completed minutes in excess of Service Availability Level}}{\text{Number of minutes in a month}}$$

12.1.2 The Supplier will provide the required Service Availability Level for the G-Cloud Services

Redcentric Service	Service element	Measurement parameters	% Service Level	Measurement Period	Service Credit Value
Database as a Service	% core system Availability	Pro-active fault detection by the Supplier service management centre or when the Supplier acknowledges the Customer's reported fault.	99.99%	Calendar Month	Sum equal to one hour's Service Charge (exclusive of VAT) for each fully-completed hour in excess of the Service Level based on the following calculation:  Service Credit = (Monthly Service Charge) x Full completed hr(s) in excess of Service Level/number of hours in a month

**12.1.3 Live Service Support Hours**

The Customer Service operation is available 24x7x365 except for Platform Database Administration (DBA) support, and can be contacted by telephone, email or via the Customer Portal. The Customer's call is routed directly to the Supplier Service Management Centre (SMC) who will log the Customer's Service Call, agree the call priority and assign a customer interaction number which will allow the Customer's request to be identified efficiently and tracked at all times. Platform Database Administration (System DBA) Support will be provided during Business Hours (8.30am – 5.30pm, Monday – Friday, excluding UK Public Holidays).

**12.1.4 Severity Definitions**

The following table defines the priorities to be used by the Customer and Supplier when logging calls. The Supplier shall respond to all requests for support in accordance with the table below.

Priority 4 (Low)	Classification: Monitoring of an open Incident.
Priority 3 (Medium)	Classification: Single user issue but not a VIP • Call Logging: 24hr x 7 day x 365 days

	<ul style="list-style-type: none"> <li>• Response: Within 1 business day</li> </ul>
Priority 2 (High)	Classification: Error or fault with the installed product or service but which has no critical effect. Operational but degraded product or service. Temporary work-around may be available <ul style="list-style-type: none"> <li>• Call Logging: 24hr x 7 day x 365 days • Response: Within 4 Hours - 24x7x365</li> </ul>
Priority 1 (Critical)	Classification: Error or fault with the installed product or service, which is causing severe impact to Customer operations. Product or Service unusable. Major incidents. <ul style="list-style-type: none"> <li>• Call Logging: 24hr x 7 day x 365 days • Response: Within 1 hour - 24x7x365</li> </ul>

**12.2 The Implementation Plan as at the Commencement Date is set out below:**

12.2.1 The Supplier shall produce within thirty (30) calendar days of the Commencement Date an Implementation Plan in such detail as the Customer may reasonably require covering delivery of the implementation and migration service and, delivery of the live service. The Supplier shall ensure that each version of the Implementation Plan is subject to Customer's written approval. The Supplier shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation transition and/or transformation of the G-Cloud Services.

12.2.2 The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan

12.2.3 The Supplier shall perform its obligations so as to achieve each milestone by the milestone date.

12.2.4 Changes to the milestones shall only be made in accordance with the Variation procedure and provided that the Supplier shall not attempt to postpone any of the milestones using the Variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a milestone by the relevant milestone date).

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide the G-Cloud Services. The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

**For and on behalf of the Supplier:**

Name and Title	
Position	
Signature	
Date	

**For and on behalf of the Customer:**

Name and Title	
Position	
Signature	

Date	
------	--

and/or transformation of the G-Cloud Services.

12.2.2 The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan

12.2.3 The Supplier shall perform its obligations so as to achieve each milestone by the milestone date.

12.2.4 Changes to the milestones shall only be made in accordance with the Variation procedure and provided that the Supplier shall not attempt to postpone any of the milestones using the Variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a milestone by the relevant milestone date).

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide the G-Cloud Services. The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

**For and on behalf of the Supplier:**

Name and Title		- STRATEGIC SALES DIRECTOR
Position	DIRECTOR	
Signature		
Date	28 / 4 / 2015	

**For and on behalf of the Customer:**

Name and Title		
Position	SENIOR COMMERCIAL LEAD	
Signature		
Date	29 / 4 / 15	



---

**G-CLOUD SERVICES CALL-OFF TERMS**

Department for Work and Pensions

- and -

Redcentric Solutions Ltd

relating to

the provision of G-Cloud Services.

**CALL-OFF AGREEMENT TERMS AND CONDITIONS**

**THIS CONTRACT** is made on the 01 day of April 2015

**BETWEEN**

- (1) Department for Work and Pensions of Department for Work and Pensions, DWP Finance and Commercial, Commercial Directorate, 301 Bridgewater Place Birchwood Park, Warrington, WA3 6XF (the "Customer"); and
- (2) Redcentric Solutions Limited, a company registered in England and Wales under company number 083222856 and whose registered office is at Central House, Beckwith Knowle, Harrogate, HG3 1UG (the "Supplier").

**IT IS AGREED AS FOLLOWS:****CO-1 OVERRIDING PROVISIONS**

- CO-1.1 The Supplier agrees to supply the G-Cloud Services and any G-Cloud Additional 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 this Call-Off Agreement.
- CO-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:
- CO-1.2.1 the Framework Agreement (excluding Framework Schedule 2)
  - CO-1.2.2 the Clauses of this Call-Off Agreement (excluding Supplier Terms);
  - CO-1.2.3 the completed Order Form;
  - CO-1.2.4 the Collaboration Agreement (Framework Schedule 7);
  - CO-1.2.5 the Supplier's terms and conditions as set out in the Framework Schedule 1 (G-Cloud Services); and
  - CO-1.2.6 any other document referred to in the Clauses of this Call-Off Agreement.
- CO-1.3 The Supplier acknowledges and accepts that the order of prevailing provisions as set out in Clause CO-1.2 above.

**CO-2 PREVENTION OF BRIBERY AND CORRUPTION**

- CO-2.1 If the Supplier breaches
- CO-2.1.1 Clauses FW-22.1 or FW-22.2 of the Framework Agreement; or,
  - CO-2.1.2 the Bribery Act 2010 in relation to the Framework Agreement
- the Customer may terminate this Call-Off Agreement.
- CO-2.2 The Parties agree that the Management Charge payable in accordance with Clause FW-9 does not constitute an offence under section 1 of the Bribery Act 2010.

**CO-3 PROTECTION OF INFORMATION**

- CO-3.1 The provisions of this Clause CO-3, shall apply during the Call-Off Agreement Period and for such time as the Supplier holds the Customer Personal Data.

- CO-3.2 The Supplier shall and shall procure that Supplier's Staff comply with any notification requirements under the DPA and both Parties undertake to duly observe all their obligations under the DPA which arise in connection with the Call-Off Agreement.
- CO-3.3 To the extent that the Supplier is Processing the Order Personal Data the Supplier shall:
- CO-3.3.1 ensure that it has in place appropriate technical and organisational measures to ensure the security of the Order Personal Data (and to guard against unauthorised or unlawful Processing of the Order Personal Data and against accidental loss or destruction of, or damage to, the Order Personal Data; and
  - CO-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;
  - CO-3.3.3 promptly notify the Customer of any breach of the security measures to be put in place pursuant to this Clause; and
  - CO-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.
- CO-3.4 To the extent that the Supplier Processes Service Personal Data the Supplier shall:
- CO-3.4.1 Process Service Personal Data only in accordance with written instructions from the Customer as set out in this Call-Off Agreement;
  - CO-3.4.2 Process the Service Personal Data only to the extent, and in such manner, as is necessary for the provision of the G-Cloud Services or as is required by Law or any Regulatory Body;
  - CO-3.4.3 implement appropriate technical and organisational measures to protect Service Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to Service Personal Data and having regard to the nature of the Service Personal Data which is to be protected;
  - CO-3.4.4 take reasonable steps to ensure the reliability of any Supplier Staff who have access to Service Personal Data;
  - CO-3.4.5 ensure that all Supplier Staff required to access Service Personal Data are informed of the confidential nature of the Service Personal Data and comply with the obligations set out in this Clause;
  - CO-3.4.6 ensure that none of the Supplier Staff publish, disclose or divulge Customer's Personal Data to any third party unless necessary for the provision of the G-Cloud Services under the Call-Off Agreement and/or directed in writing to do so by the Customer;
  - CO-3.4.7 notify the Customer within five (5) Working Days if it receives:
    - CO-3.4.7.1 a request from a Data Subject to have access to Service Personal Data relating to that person; or
    - CO-3.4.7.2 a complaint or request relating to the Customer's obligations under the Data Protection Legislation;
  - CO-3.4.8 provide the Customer with full cooperation and assistance in relation to any complaint or request made relating to Service Personal Data, including by:
    - CO-3.4.8.1 providing the Customer with full details of the complaint or request;

- CO-3.4.8.2 complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Customer's instructions;
  - CO-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
  - CO-3.4.8.4 providing the Customer with any information requested by the Data Subject.
- CO-3.5 The Supplier shall:
- CO-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 Processing activities (and/or those of its agents, subsidiaries and Sub-Contractors) or 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-Off Agreement; and/or
  - CO-3.5.2 subject to Clause CO-3.6 agree to an appointment of an independent auditor selected by the Supplier to undertake the activities in Clause CO-3.5.1 provided such selection is acceptable to the Customer or Customer Representative (subject to such independent auditor complying with the reasonable and appropriate confidentiality undertakings).
- CO-3.6 The Supplier Shall:
- CO-3.6.1 obtain prior written consent from the Customer in order to transfer Customer Personal Data to any other person (including for the avoidance of doubt any Sub-Contractors) for the provision of the G-Cloud Services;
  - CO-3.6.2 not cause or permit to be Processed, stored, accessed or otherwise transferred outside the EEA any Customer Personal Data supplied to it by the Customer without the prior written consent of the Customer. Where the Customer consents to such Processing, storing, accessing or transfer outside the European Economic Area the Supplier shall:
    - CO-3.6.2.1 comply with the obligations of a Data Controller under the Eighth Data 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;
    - CO-3.6.2.2 comply with any reasonable instructions notified to it by the Customer and either:
      - CO-3.6.2.3 incorporate standard and/or model clauses (which are approved by the 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.
- CO-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.
- CO-3.8 The Supplier acknowledges that, in the event that it breaches (or attempts or threatens to breach) its obligations relating to 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 attempted or threatened breach).

**CO-4 CONFIDENTIALITY**

- CO-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:
- CO-4.1.1 treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
  - CO-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.
- CO-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 confidentiality.
- CO-4.3 The Supplier shall not, and shall procure that the Supplier Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of this Call-Off Agreement.
- CO-4.4 The provisions of Clauses CO-4.1 shall not apply to the extent that:
- CO-4.4.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under Clause CO-7 (Transparency) and the FOIA, the Ministry of Justice Code or the Environmental Information Regulations pursuant to Clause CO-6 (Freedom of Information);
  - CO-4.4.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
  - CO-4.4.3 such information was obtained from a third party without obligation of confidentiality;
  - CO-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
  - CO-4.4.5 it is independently developed without access to the other Party's Confidential Information.
- CO-4.5 Nothing in this Call-Off Agreement shall prevent the Customer from disclosing the Supplier's Confidential Information (including the Management Information obtained under Clause FW-8 (Provision of Management Information) of the Framework Agreement):
- CO-4.5.1 for the purpose of the examination and certification of the Customer's accounts;
  - CO-4.5.2 for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
  - CO-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 Contracting Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown body or any Contracting Body; or
  - CO-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 ERG Gateway review or any additional assurance programme.
- CO-4.6 In the event that the Supplier fails to comply with Clauses CO-4.1 to Clause CO-4.4, the Customer reserves the right to terminate this Call-Off Agreement with immediate effect by notice in writing.

- CO-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.
- CO-4.8 The Supplier will immediately notify the Customer of any breach of security in relation to Customer Confidential Information obtained in the performance of this Call-Off Agreement and will keep a 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 CO-4.1 to Clause CO-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.
- CO-4.9 Subject always to Clause CO-11.4 the Supplier shall, at all times during and after the Call-Off Agreement Period, indemnify the Customer and keep the Customer fully 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 CO-4 (Confidentiality) except and to the extent that such liabilities have resulted directly from the Customer's instructions.

#### **CO-5 CUSTOMER DATA**

- CO-5.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- CO-5.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call-Off Agreement or as otherwise expressly approved by the Customer.
- CO-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.

#### **STATUTORY OBLIGATIONS AND REGULATIONS**

##### **CO-6 FREEDOM OF INFORMATION**

- CO-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 the Customer to comply with its Information disclosure obligations.
- CO-6.2 The Supplier shall:
- CO-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 Information;
  - CO-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
  - CO-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 out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- CO-6.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Call-Off Agreement or any other agreement whether the Commercially Sensitive Information and/or any other Information (including Supplier's Confidential Information) is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.

- CO-6.4 In no event shall the Supplier respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- CO-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-Cloud Services:
- CO-6.5.1 in certain circumstances without consulting the Supplier; or
  - CO-6.5.2 following consultation with the Supplier and having taken its views into account;
- provided always that where Clause CO-6.5.3 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.
- CO-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 CO-6.

#### **CO-7 TRANSPARENCY**

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

#### **CO-8 OFFICIAL SECRETS ACTS**

- CO-8.1 The Supplier shall comply with and shall ensure that the Supplier Staff comply with, the provisions of:
- CO-8.1.1 the Official Secrets Act 1911 to 1989; and
  - CO-8.1.2 Section 182 of the Finance Act 1989.
- CO-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.

#### **CO-9 TERM AND TERMINATION**

- CO-9.1 This Call-Off Agreement shall take effect on the Effective Date and shall expire on:
- CO-9.1.1 the date specified in paragraph 1.2 of the Order Form; or
  - CO-9.1.2 twenty four (24) Months after the Effective Date, whichever is the earlier, unless terminated earlier pursuant to this Clause CO-9.

## CO-9.2 Termination without Cause

CO-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 as set out in paragraph 10.2 of the Order Form.

## CO-9.3 Termination on Change of Control

CO-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:

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

CO-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.

CO-9.3.2 For the purposes of Clause CO-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.

## CO-9.4 Termination by Supplier

CO-9.4.1 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 and allow the Customer five (5) calendar days to settle undisputed invoice. If the Customer fails to pay such undisputed sums within allotted additional 5 calendar days, the Supplier may terminate this Call-Off Agreement subject to giving the length of notice as specified in paragraph 10.1 of the Order Form.

## CO-9.5 Termination on Insolvency

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

CO-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:

CO-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

CO-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

CO-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

CO-9.5.1.5 the Supplier suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

CO-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.

#### CO-9.6 Termination on Material Breach

CO-9.6.1 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:

CO-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

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

#### CO-9.7 Termination for repeated Default

CO-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:

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

CO-9.7.1.2 giving reasonable details of the breach; and

CO-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.

CO-9.7.2 If, thirty (30) Working Days after service of a formal warning notice as described in Clause CO-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 CO-9.6.1.2.

- CO-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.
- CO-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.

**CO-10 CONSEQUENCES OF SUSPENSION, TERMINATION AND EXPIRY**

- CO-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.
- CO-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-Cloud 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 CO-10.
- CO-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:
- CO-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 FW-5, or such period as is necessary for such compliance (after which time the data must be deleted); and
- CO-10.3.2 any sums prepaid in respect of Ordered G-Cloud Services not provided by the date of expiry or termination (howsoever arising) of this Call-Off Agreement.
- CO-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-Cloud Services).
- CO-10.5 Subject to Clause CO-11 (Liability), where the Customer terminates this Call-Off Agreement under Clause CO-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 CO-9.2 (Termination without Cause).

**CO-11 LIABILITY**

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

- CO-11.3 Nothing in this 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.
- CO-11.4 Subject always to Clause CO-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):
- CO-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 or Customer Data ) of the other Party, shall be subject to the financial limits set out in paragraph 8.1 of the Order Form;
- CO-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 a sum equivalent to the financial limit set out in paragraph 8.3 of the Order Form.
- CO-11.5 Subject always to Clause CO-11.4 the Customer shall have the right to recover as a direct loss:
- CO-11.5.1 any additional operational and/or administrative expenses arising from the Supplier's Default;
- CO-11.5.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Supplier's Default; and
- CO-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.
- CO-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.
- CO-11.7 Subject to Clauses CO-11.2 and Clause CO-11.5, in no event shall either Party be liable to the other for any:
- CO-11.7.1 loss of profits;
- CO-11.7.2 loss of business;
- CO-11.7.3 loss of revenue;
- CO-11.7.4 loss of or damage to goodwill;
- CO-11.7.5 loss of savings (whether anticipated or otherwise); and/or
- CO-11.7.6 any indirect, special or consequential loss or damage.
- CO-11.8 The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Customer Data or the Customer Personal Data or any copy of such Customer Data, caused by the Supplier's default under or in connection with this Call-Off Agreement shall be subject to the financial limits set out in paragraph 8.2 of the Order Form.

## **CO-12 INSURANCE**

- CO-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 paragraph 9 of the Order Form.

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

### **CO-13 PAYMENT, VAT AND CALL-OFF AGREEMENT CHARGES**

CO-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 CO-13.2 to CO-13.7.

CO-13.2 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within the time period specified in paragraph 6 of the Order Form.

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

CO-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.

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

CO-13.6 The Supplier shall fully indemnify the Customer on demand and keep the Customer fully indemnified on a continuing basis against any liability, including without limitation against 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 Call-Off Agreement. Any amounts due under this Clause CO-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.

The Supplier shall not suspend the supply of the G-Cloud Services unless the Supplier is entitled to terminate this Call-Off Agreement under Clause CO-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).

CO-13.7 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 CO-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.

### **CO-14 GUARANTEE**

CO-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

### **CO-15 FORCE MAJEURE**

CO-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.

CO-15.2 Notwithstanding Clause CO-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.

#### **CO-16 TRANSFER AND SUB-CONTRACTING**

CO-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.

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

CO-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:

CO-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

CO-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.

#### **CO-17 THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999**

CO-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.

#### **CO-18 LAW & JURISDICTION**

CO-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 FW-14 or CO-22 (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.

#### **CO-19 ADDITIONAL G-CLOUD SERVICES**

CO-19.1 The Customer may require the Supplier to provide the Additional G-Cloud Services. The Supplier acknowledges that the Customer is not obliged to take any Additional G-Cloud Services from the Supplier and that there is nothing preventing the Customer from receiving services that are the same as or similar to the Additional G-Cloud Services from any third party.

CO-19.2 The Supplier shall provide Additional G-Cloud Services in accordance with any relevant Implementation Plan(s) and the Supplier shall monitor the performance of such services against the Implementation Plan(s).

#### **CO-20 NOT RELEVANT FOR THE PURPOSE OF THIS CALL-OFF**

**CO-21 VARIATION PROCEDURE**

CO-21.1 The Customer may request in writing a variation to this Call-Off Agreement provided that such variation does not amount to a material change of the Framework Agreement and is within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "Variation".

CO-21.2 The Supplier shall notify the Customer immediately in writing of any changes proposed or in contemplation in relation to G-Cloud Services or their delivery by submitting Variation request. For the avoidance of doubt such changes would include any changes within the Supplier's supply chain.

CO-21.3 In the event that:

- (a) Either Party is unable to agree (agreement shall not be unreasonably withheld or delayed) to or provide the Variation;
- (b) the Customer may:
  - (i) agree to continue to perform its obligations under this Call-Off Agreement without the Variation; or
  - (ii) terminate this Call-Off Agreement by mutual agreement within 30 days with immediate effect.

**CO-22 DISPUTE RESOLUTION**

CO-22.1 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.

CO-22.2 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.

CO-22.3 If the dispute cannot be resolved by mediation the Parties may refer it to arbitration.

CO-22.4 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.



