



Ministry of Housing, Communities & Local Government

G-Cloud 14 Call-Off Contract

This Call-Off Contract for the G-Cloud 14 Framework Agreement (RM1557.14) includes:

G-Cloud 14 Call-Off Contract

Part A: Order Form

Buyers must use this template order form as the basis for all Call-Off Contracts and must refrain from accepting a Supplier's prepopulated version unless it has been carefully checked against template drafting.

Platform service ID number	109763737012792
Call-Off Contract Reference	2025-1793297 CPD4130037
Call-Off Contract Title	Ministry of Housing, Communities, and Local Government
Call-Off Contract Description	<p>This Call-Off Contract is for SAP Concur – Expense Professional and is comprised of:</p> <ul style="list-style-type: none"> (a) the Framework Agreement clauses incorporated as Call-Off Contract obligations under clause 2 (<i>Incorporation of terms</i>) of Part B (<i>Terms and Conditions</i>); (b) this Order Form (Parts A and B); (c) the Supplier's Terms; and (d) any other document referred to in the Call-Off Contract clauses.
Start Date	30/09/2025
Expiry Date	30/09/2027
Call-Off Contract Value	£537,579.84
Charging Method	EFT (this includes BACS/ PO)
Purchase Order Number	<REDACTED>

This Order Form is issued under the G-Cloud 14 Framework Agreement (RM1557.14).

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

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

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

From the Buyer	<REDACTED> The Forum Marlowes Hemel Hempstead HP1 1DN United Kingdom
To the Supplier	Concur Netherlands BV (the “ Supplier ”) 's Hertofenbosch Amerikastraat 10 The Netherlands Company Number: 34356267
Together the ‘Parties’	

Principal Contact Details

For the Buyer:

Title: <REDACTED>

Name: <REDACTED>

For the Supplier:

Title: <REDACTED>

Name: <REDACTED>

Email: <REDACTED>

Phone: <REDACTED>

Call-Off Contract Term

Start Date	This Call-Off Contract Starts on 30/09/2025 and is valid for 24 months.
Ending (Termination)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least twenty (20) Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of thirty (30) days from the date of written notice for Ending without cause (as per clause 18.1).</p>
Extension Period	<p>This Call-Off Contract can be extended by the Buyer for one period of up to 12 months, by giving the Supplier one (1) month written notice before its expiry. The extension period is subject to clauses 1.3 and 1.4 in Part B below.</p> <p>Extensions which extend the Term beyond 36 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p>

Buyer Contractual Details

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

G-Cloud Lot	<p>This Call-Off Contract is for the provision of Services under:</p> <ul style="list-style-type: none"> • Lot 2: Cloud Software
G-Cloud Services required	The Services to be provided by the Supplier under the above Lot are listed in Framework Schedule 4 and outlined below:
Additional Services	The Buyer confirms that it does not require any Services in addition to those expressly set out in this Call-Off Contract. If the Buyer subsequently determines that it needs additional support from the Supplier other than as set out in the applicable Service Definition than that is Additional Services, which will be detailed in a separate Call-Off Contract, the Supplier may charge the Buyer for such additional support and its out-of-pocket expenses on a time and materials basis in accordance with the agreed rate card.

Location	<p>Buyer agrees that the primary access location (but no the only) from which Buyer will remotely access the Services is:</p> <p>The Forum Marlowes Hemel Hempstead HP1 1DN United Kingdom</p> <p>Buyer acknowledges and agrees that the Services are cloud services which Supplier will make available from (a) Supplier location(s) for Buyer to remotely access in accordance with Supplier's Documentation, and that the Services are not delivered to the above location as such, and that the Buyer is responsible for the internet (and other remote access) connection to the Supplier location(s) required to enable its users to access the Services.</p>
Quality Standards	The quality standards required for this Call-Off Contract are as described in the Supplier Terms (including the relevant Service Description).
Technical Standards	The technical standards used as a requirement for this Call-Off Contract are as described in the Supplier Terms (including the relevant Service Description).
Service Level Agreement	The service level and availability criteria for this Call-Off Contract are described in the relevant Service Definition and Service Description.
Onboarding	The onboarding plan for this Call-Off Contract is satisfied by the onboarding descriptions in the Supplier Terms (including the relevant Service Description and Service Definition).
Offboarding	The offboarding plan for this Call-Off Contract is satisfied by the offboarding information contained in the Supplier Terms (including the relevant Service Description and Service Definition).
Collaboration Agreement	Not required
Limit on Parties' liability	<ol style="list-style-type: none"> 1. Clause 4.4 of the Framework and Clause 24.1, Part B of the Call-Off Contract shall be deleted. 2. The Parties agree that: <ol style="list-style-type: none"> a) the Data Protection Liability Cap definition in Schedule 3 of the Framework Agreement, incorporated into the Call-Off Contract by virtue of Clause 2 of the Call-Off Contract, is amended below. b) Clause 10 (Confidentiality) of the Call-Off Contract shall be deleted. 3. Except as set forth in Sections 9.1 and 9.3 of the Supplier GTCs and incorporated Framework Agreement Sections 4.1 and 4.7, the maximum aggregate liability of either party (or its

	<p>respective Affiliates or SAP's subcontractors) to the other or to any other person or entity:</p> <ul style="list-style-type: none"> a) for all events (or series of connected events) arising in a Year relating to either party's breach of: <ul style="list-style-type: none"> i. its data protection and security obligations that result in an unauthorised use or disclosure of personal data, and/or ii. its obligations under incorporated Framework Agreement Section 34 and Section 11 (Confidentiality) of the Supplier's GTCs that result in an unauthorised use or disclosure of Confidential information. <p>shall not exceed 125% of the Charges paid by the Buyer to the Supplier for the applicable Cloud Service associated with the unauthorised use or disclosure during that Year, and/or</p> <ul style="list-style-type: none"> b) For all other Defaults (whether arising out of breach of contract, tort (including but not limited to negligence) misrepresentation, breach of statutory duty, breach of warranty, claims by third parties arising from any breach (however minor) of this Contract, from wilful misconduct or otherwise) arising in a Year shall not exceed 100 % of the Charges paid by the Buyer to the Supplier for the applicable Cloud Service associated with the damages during that Year; <p>and in no event shall a party's liability under this Paragraph 3 in aggregate exceed the limitation specified in paragraph 3(a) above. This paragraph 3 shall not apply to Cloud Service(s) not developed by SAP.</p> <ol style="list-style-type: none"> 4. Defaults by either party arising in a Year resulting in direct loss to the property (including technical infrastructure, assets or equipment of the other Party will not exceed 100% of the Charges paid by the Buyer to the Supplier for the applicable Cloud Service associated with the damages during that Year. 5. The annual total liability of the Supplier for Buyer Data Defaults arising in a Year resulting in direct loss will not exceed 100% of the Charges paid by the Buyer to the Supplier for the applicable Cloud Service associated with the damages during that Year. 6. The annual total liability of the Supplier for all other Defaults (whether arising out of breach of contract, tort (including but not limited to negligence) misrepresentation, breach of statutory duty, breach of warranty, claims by third parties arising from any breach (however minor) of this Contract, from wilful misconduct or otherwise) arising in a Year will not exceed 100% of the Charges paid by the Buyer to the Supplier for the applicable Cloud Service associated with the damages during that Year. The total liability of the Buyer for all IPR breaches and breaches under section 11.5 will be unlimited. 7. The Supplier indemnity under Section 11.6 of the Framework will be deleted and replaced with Sections 8.1 and 8.3 (of the GTCs) of the Supplier Terms. 8. Supplier liability under Section 11.6 of the Framework (as substituted by Section 8.1 and 8.3 of the GTCs of the Supplier Terms) is unlimited.
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<p>Buyer responsibilities</p>	<p>1. Buyer due diligence</p> <ul style="list-style-type: none"> a) Clause 5.1 (<i>Due Diligence</i>) of the Call-Off Contract and 14.1 – 14.3 (<i>Entire Agreement</i>) of the Framework Agreement apply and, in connection with the same, the Buyer further agrees that it has undertaken all necessary due diligence and has assessed the Supplier Terms, Service Description, and the Service Definition as being fit for its purposes (including any applicable Buyer legal obligations). b) The Buyer confirms that it has no additional requirements (including security, back-ups and provision of back-ups, environmental policies, social values, functionality, accessibility requirements and Corporate Social Responsibility) in relation to the receipt or performance of the Services other than as set out in this Call-Off Contract. c) The Buyer confirms that it has assessed the Supplier Terms, Service Definition, and Service Description and that the same satisfy any requirement to develop or obtain the Buyer's approval for: <ul style="list-style-type: none"> i. a Security Management Plan ii. an Information Security Management Plan; and iii. Security Policies, disaster recovery and business continuity plans. <p>2. Data Protection obligations, provision of information and access to Buyer Data</p> <p>The Buyer shall, wherever possible, use the available functionality of the Services and information made generally available by the Supplier (such as via the SAP Trust Center: https://www.sap.com/about/trust-center.html) to 'self-serve' for the purpose of obtaining information regarding the Services, obtaining copies of Buyer Data and the Buyer's compliance with Data Protection Legislation (including obtaining copies of any Buyer Personal Data or otherwise fulfilling or responding to any data subject request, undertaking any Data Protection Impact Assessment or other assessment or obtaining information on termination). Where the Buyer requires additional support, the Supplier may charge the Buyer for such additional support and its out-of-pocket expenses on a time and materials basis in accordance with the agreed rate card.</p> <p>3. Secret Information</p> <p>The Buyer shall not disclose any Secret or Top Secret information (as defined in the Government Security Classifications policy) to the Supplier or process any such information using the Services.</p> <p>4. Third party web services</p> <p>The Buyer acknowledges that clause 2.5 (of the GTCs) of the Supplier Terms applies to the Buyer's use of the Service.</p>
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	<p>5. Audit</p> <p>The Buyer shall, wherever possible, use the functionality of the Services and other information made generally available by the Supplier in order to carry out any audits. For the purposes of this Call-Off Contract, the Framework Agreement clauses 7.4 to 7.13 will not apply and will be replaced by Sections 6 and 9 of the Supplier's Data Processing Agreement for Cloud Services.</p>
Buyer's equipment	None

Supplier's Information

Subcontractors or partners	<p>The following is a list of the Supplier's Subcontractors or Partners (https://support.sap.com/en/my-support/subprocessors.html).</p> <p>The Buyer consents to the Supplier's use of any Subcontractors identified in this list as the Start Date. The Buyer must subscribe to receive updates to this list via the SAP Support portal.</p> <p>Subcontractors: Sections 7.2 to 7.4 of the Supplier's Data Processing Agreement for Cloud Services will apply in relation to any new Subcontractors (and 'Subprocessors' in such Supplier terms shall be interpreted as referring to Subcontractors as defined in the Call-Off Contract).</p> <p>International processing of personal data: The Buyer consents to the Supplier processing Personal Data on the basis of Section 8 of the Supplier's Data Processing Agreement for Cloud Services, which will apply to any international processing of Personal Data. For the avoidance of doubt, the Buyer also consents to the Supplier processing Personal Data within the European Economic Area or any other territory with an adequacy decision in accordance with Data Protection Legislation</p>
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Call-Off Contract Charges and Payment

Payment Method	<p>The payment method for this Call-Off Contract is EFT.</p> <p>The Supplier will not accept payment by the Government Procurement Card (GPC).</p>
Payment Profile	The payment profile for this Call-Off Contract is Quarterly in advance.
Invoice Details	<p>The Supplier will issues electronic invoices quarterly in advance. The Buyer will pay the Supplier within thirty (30) days of receipt of a valid undisputed invoice.</p>

Who and where to send invoices to	Invoices will be sent to <REDACTED>.
Invoice Information required	All invoices must include the Customer's VAT number, Customer's registered, shipping and billing addresses.
Invoice Frequency	Invoices will be sent to the Buyer quarterly.
Call-Off Contract value	The total value of this Call-Off Contract is £537,579.48 plus any other Charges incurred on a rate card basis where requested by the Buyer in accordance with this Call-Off Contract.
Call-Off Contract charges	<p>The breakdown of the Charges is stated in Schedule 1 of this Call-Off Contract.</p> <p>The Buyer agreed to a minimum commitment of 12 months' of Charges, and the Buyer shall not be entitled to a refund for early termination under Clause 18.1 of the Call-Off Contract where termination occurs within 12 months from the Start Date.</p> <p>Buyer accepts and agrees that the commercial basis for the Charges is that the Buyer will utilise the Services (and pay the Charges) for the full period of the 24 months.</p>

Additional Buyer Terms

Performance of the Service	<p>The Parties acknowledge and agree that:</p> <ul style="list-style-type: none"> a) no Project Specific IPRs are being provided and/ or developed by the Supplier under this Call-Off Contract; and b) consequently, §21.8.3 of Part B (<i>Terms and Conditions</i>) do not apply to the G-Cloud Service or otherwise. <p>The Buyer does not have any right to publish any software or other IPR or materials created under this Call-Off Contract as open source or grant any licence that is less restrictive than as provided in the Supplier Terms.</p>
Guarantee	Not applicable
Warranties, Representations	In addition to the incorporated Framework Agreement Clause 2.3, the Supplier makes the warranties set out at Section 7.2 of the Supplier's General Terms and Conditions for Cloud Services in accordance with Sections 7.3, 7.5 and 7.6.
Supplemental requirements in addition to the Call-Off terms	None

Alternative clauses	<p>These Alternative Clauses, which have been selected from Schedule 4, will apply:</p> <p>Not Applicable</p>
Buyer specific amendments to/ refinements of the Call-Off Contract terms	<p>1. Conduct of Indemnity Claims The parties agree that clause 8 (of the GTCs) of the Supplier Terms applies to indemnities given by the Parties under this Call-Off Contract.</p> <p>2. Clarification of 'affected Services' The Parties agree that, for the purpose of construing clause 11.9 of Part B (Terms and conditions), the money paid for the 'affected Services' shall mean the proportion of the charges (pro-rated) which have been paid by the Buyer in advance for Services which, as a result of the infringement claim, cannot be delivered for the remainder of the Term. For the avoidance of doubt, sums paid for consumed Services will not be refunded.</p> <p>3. Buyer Data The Parties agree that clause 8.2 (of the GTCs) of the Supplier Terms applies to Buyer Data under this Call-Off Contract.</p> <p>4. Acceptable Use Policy Buyer Confirmation: The Buyer has reviewed the Acceptable Use Policy in clause 10.2 (of the GTCs) of the Supplier Terms and confirms that the Buyer's use of the Services will not breach the Acceptable Use Policy.</p> <p>5. Suspension of the Services Without prejudice to its termination rights, the Supplier may suspend or limit use of the Services if the Buyer breaches clause 10.2 (Acceptable Use Policy) of the GTCs of the Supplier Terms or if continued use may result in material harm to the Services or its users. The Supplier will promptly notify the Buyer of the suspension or limitation. The Supplier will limit a suspension or limitation in time and scope as reasonably possible under the circumstances. The Supplier will use reasonable endeavours to consult with the Buyer prior to any suspension or limitation.</p> <p>6. Grant of Rights The Parties agree that clause 2.1 (of the GTCs) of the Supplier Terms applies to the grant of rights to the Buyer to use the Services.</p> <p>7. Data Protection and Compliance Obligations</p> <p>a) Where, in accordance with the Call-Off Contract, the Buyer requires the Supplier to provide the Buyer with any Personal Data or other information, the Supplier shall do so within the applicable timescales required</p>

	<p>by law or such other timescale as expressly agreed between the Parties. The Buyer agrees that the Supplier may provide notifications of any matters in relation to Buyer Confidential Information, CCS' Confidential Information, or Buyer Data (including data breaches and data subject access requests) using the Supplier's normal account notification process.</p> <p>b) Clause 28.2 of the Framework Agreement is amended as follows: "The Supplier indemnifies CCS and the Buyer against any and all Losses incurred if the Supplier breaches Clause 28.1 and any Data Protection Legislation to a maximum of the Data Protection Liability Cap in any Year. For the avoidance of doubt, the indemnity under this Clause 28.2 shall not apply to the extent that the Buyer or any third party (other than a subcontractor to the Supplier) is found to be at fault by a relevant authority nor apply to any fines imposed against the Buyer arising as a result of the Buyer's own conduct. The Buyer will promptly notify the Supplier of any event upon it reasonably becoming aware (or ought to be so aware) that it is likely to give rise to a claim under the indemnity in this Clause 28.2 and the Buyer will reasonably co-operate with the Supplier to minimise the extent of any Loss to be indemnified."</p> <p>c) Clause 4 of Schedule 7 of the Framework Agreement (Processing Data) shall be amended as follows: "The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing, including all generally available information. If the Controller requires specific information, then the Processor shall provide this on request subject to agreement between the parties."</p> <p>Clause 5 (a) – (c) of Schedule 7 of the Framework Agreement (Processing Data) shall be deleted and replaced with the following wording: SAP has implemented and will apply the Technical and Organisational Measures.</p> <p>Customer has reviewed such measures and agrees that as to the Cloud Service selected by Customer in Order Form the measures are appropriate taking into account the state of the art, the costs of implementation, nature, scope, context and purpose of the processing of Personal Data.</p> <p>d) Clause 8 of Schedule 7 of the Framework Agreement (Processing Data) shall be deleted and replaced with the following wording:</p>
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	<p>Taking into account the nature of the Processing, the Processor shall provide the Controller with reasonable assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication, or request made under paragraph 6 of this Framework Agreement Schedule 7 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:</p> <ul style="list-style-type: none"> a) the Controller with full details and copies of the complaint, communication or request; b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation; c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject; d) assistance as requested by the Controller following any Data Loss Event; and/or e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office. <p>e) Clause 9 of Schedule 7 of the Framework Agreement (Processing Data) shall be deleted and replaced with the following wording:</p> <p style="padding-left: 40px;">"Both Parties shall maintain complete and accurate records and information to demonstrate its compliance with this Framework Agreement Schedule 7."</p> <p>f) Clauses 14 and 15 shall be deleted.</p> <p>8. Data Subject requests and other data requests</p> <p>In case the Supplier receives a request from a Data Subject in relation to the Personal Data processing under this Agreement, the Supplier will not respond to such request itself but instead ask the Data Subject to redirect its request to the Buyer. However, the Supplier shall notify the Buyer as soon as reasonably practical about any other request it has received from a Data Subject in relation to the Personal Data processing if the Supplier is in receipt from the Data Subject of sufficient information to be able to identify with a reasonable degree of certainty that the request relates to the Buyer and, in such case, shall forward the request to the Buyer within 5 days of receipt of the information establishing that the data subject request relates to Buyer. The Buyer agrees that, by complying with this paragraph 8, the Supplier shall be deemed to have complied with Paragraphs 6 and 8 of Schedule 7 to the Framework Agreement.</p>
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	<p>9. Publicity The Buyer agrees that the Supplier may include the Buyer's name and subscribed Cloud Services in the Supplier's customer lists and earnings communications.</p> <p>10. Buyer Ownership of Data The Parties agree that clause 4.1 (of the GTCs) of the Supplier's Term will apply in relation to use of Buyer trademarks or Buyer Data to provide the Cloud Services.</p> <p>11. Promoting Tax Compliance The Parties agree that incorporated Framework Agreement Clause 19.1.1 shall be amended as follows: "19.1.1 tell CCS in writing without undue delay."</p> <p>12. Payment, VAT, and Call-Off Contract Charges Clause 7.6 of the Call-Off Contract is amended as follows: If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within sixty (60) days of receipt of a valid invoice. Clause 7.9 of the Call-Off Contract is amended as follows: "7.9 The Supplier will indemnify the Buyer against non-payment by the Supplier of any Tax or National Insurance properly due and payable by the Supplier, arising through the provision of the Services under this Call-Off Contract."</p> <p>13. Insurance The insurance(s) required will be: During the term of the Call-Off Contract, the Supplier, using commercially reasonable efforts, shall maintain the following insurance policies:</p> <ul style="list-style-type: none"> a) commercial general liability with a limit of €2,000,000 per occurrence and in general aggregate; b) worker's compensation and employers' liability of at least €5,000,000 or such other levels in compliance with statutory requirements; and c) technology professional liability with a limit of €2,000,000 per claim and in the aggregate. <p>Incorporated Framework Agreement, Schedule 9 is amended as follows: Paragraphs 1.2.1; 1.3; 2.1.2; 3.2; 6.2; 7.2 shall be removed.</p> <p>Paragraph 1.2.4 is amended as follows: "maintained for at least two (2) years after the End Date"</p>
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	<p>Paragraph 4.1 is amended as follows: “The Supplier shall upon the Start Date and within 60 Working Days after the renewal of each of the Insurances [...].”</p> <p>Paragraph 5.1 is amended as follows: The Supplier shall ensure that any Insurances which are stated to have a minimum limit “in the aggregate” are maintained at all times for the minimum limit of indemnity specified in this Framework Agreement.</p> <p>14. Definitions The following definition in Schedule 3 of the Call-Off Contract are amended as follows:</p> <p>Supplier Staff: All persons employed by the Supplier together with the Supplier’s servants, agents, suppliers and subcontractors used solely and exclusively for the performance of its obligations under this Call-Off Contract.</p> <p>Good Industry Practice: Standards, practices, methods and process confirming to the Law and the exercise of that degree of skill and care, diligence, prudence which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in the provision of services materially similar to the nature and complexity of the Cloud Service.</p> <p>15. Warranties The first sentence of Clause 2.3 of the Framework Agreement is amended as below:</p> <p>2.3 The Supplier warrants and undertakes to CCS and each Buyer that: [...]</p>
Personal Data and Data Subjects	Confirm whether Annex 1 (and Annex 2, if applicable) of Schedule 7 is being used: Annex 1
Intellectual Property	Not applicable
Social Value	Not applicable
Performance Indicators	Not applicable
Buyer Benefit Record	If reasonably requested by the Buyer, SAP will complete a Buyer Benefit Record for each Call-Off Contract.

Schedule 2 (Call-Off Contract Charges)	The breakdown of the Charges is: 1) £67,197.48 2) £67,197.48 3) £67,197.48 4) £67,197.48 5) £67,197.48 6) £67,197.48 7) £67,197.48 8) £67,197.48
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1. Formation of Contract

- 1.1. By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2. The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms by signing below agree to be bound by this Call-Off Contract.
- 1.3. This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.
- 1.4. In cases of any ambiguity or conflict, the terms and conditions of the Call-Off Contract (Part B) and Order Form (Part A) will supersede those of the Supplier Terms and Conditions as per the order of precedence set out in clauses 8.3 to 8.6 inclusive of the Framework Agreement.

2. Background to the Agreement

- 2.1. The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement under RM1557.14.
- 2.2. The Buyer provided an Order Form for Services to the Supplier

Signed	Supplier	Buyer
Name	<REDACTED>	<REDACTED>
Title	<REDACTED>	<REDACTED>
Signature	<REDACTED>	<REDACTED>
Date	24/09/2025	24/09/2025

Schedule 1: Services

Services	Quarterly Base Fee	Per Report Cost	Incremental Transaction Fee	Quarterly Base Transaction Volume
Core Service Expense – Professional Extended Service Expense for Concur Expense Client Web Services Drive Intelligent Audit – Advanced Intelligent Audit – Advanced – 48hr SLA Add-on Production Sandbox Environment – Two Units Consultative Intelligence Intelligence for Expense Production Sandbox Environment – One Unit	<REDACTED>			
Total Fees				

“Transaction Fee Start Date”	means the first scheduled Billing Cycle after the date specified above as the “Order Effective Date”.
“Termination of Drive”	Concur and Customer hereby agree to terminate Customer’s order of the Drive extended service effective as of the Transaction Fee Start Date. The parties agree that neither Concur nor Customer have any further obligations related to such extended service as of the Transaction Fee Start Date.
“Termination of Production Sandbox Environment – Two Units”	Concur and Customer hereby agree to terminate Customer’s order of the Production Sandbox Environment - Two Units extended service effective as of the Transaction Fee Start Date. The parties agree that neither Concur nor Customer have any further obligations related to such extended service as of the Transaction Fee Start Date.
“Termination of Client Web Services”	Concur and Customer hereby agree to terminate Customer’s order of the Client Web Services extended service effective as of the Transaction Fee Start Date. The parties agree that neither Concur nor Customer have any further obligations related to such extended service as of the Transaction Fee Start Date.
Termination of Consultative Intelligence”	Concur and Customer hereby agree to terminate Customer’s order of the Consultative Intelligence extended service effective as of the Transaction Fee Start Date. The parties agree that neither Concur nor Customer have any further obligations related to such extended service as of the Transaction Fee Start Date.