



# Crown Commercial Service

## G-Cloud 9 Call-Off Contract

This Call-Off Contract for the G-Cloud 9 Framework Agreement (RM1557ix) includes:

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## Part A - Order Form

Digital Marketplace service ID number:	409305488679704
Call-Off Contract reference:	ecm_51669
Call-Off Contract title:	Casework Management System (CWM) – Application Management Services
Call-Off Contract description:	Ongoing Application Management and Support Services for Natural England's Casework Management System.
Start date:	01/06/2018
Expiry date:	31/03/2020
Call-Off Contract value:	Total estimated value £589,739.79 (exclusive of VAT)
Charging method:	BAU (Fixed Cost) & Exit (T/M)
Purchase order number:	TBC

This Order Form is issued under the G-Cloud 9 Framework Agreement (RM1557ix).

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

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

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

<b>From: the Buyer</b>	DEFRA 03459 33 55 77 Buyer's main address:  Nobel House, 17 Smith Square, London, SW1P 3JR
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<b>To: the Supplier</b>	<p>Atos IT Services UK Ltd  0800 783 3040  Supplier's address:  Second Floor, Mid City Place  71 High Holborn  London  WC1V 6EA</p> <p>Company number: 01245534</p>
<b>Together: the 'Parties'</b>	
<b>the Data Controller</b>	<p>Natural England  4th Floor Foss House,  Kings Pool,  1-2 Peasholme Green  York  YO1 7PX  United Kingdom</p>

**Principle contact details**

<b>For the Buyer:</b>	<p>Title: Mr  Name: [REDACTED]  Email: [REDACTED]  Phone: [REDACTED]</p>
<b>For the Supplier:</b>	<p>Title: Ms  [REDACTED]</p>
<b>For the Data Controller</b>	<p>Title: Mr  [REDACTED]</p>

## Call-Off Contract term

<b>Start date:</b>	This Call-Off Contract Starts on 01/06/2018 and is valid for 22 months (31/03/2020).
<b>Ending (termination):</b>	<p>The notice period required from the Buyer for Ending the Call-Off Contract is at least:</p> <ul style="list-style-type: none"><li>• 90 Working Days from the date of written notice for disputed sums</li><li>• 30 Working Days from the date of written notice for Ending without cause.</li></ul> <p>The Buyer shall pay the Supplier all sums due under the Call-Off Contract up to the date of termination and all sums due in accordance with clause 18.3 of Part B of the Call-Off Contract.</p>
<b>Extension period:</b>	<p>This Call-Off Contract can be extended by the Buyer for a period of up to 2 months, taking the initial term up to a maximum of 24 months.</p> <p>Beyond the initial term, this Call-Off Contract can be extended by the Buyer for 2 period(s) of up to 12 months each, by giving the Supplier 2 months written notice before its expiry.</p> <p>Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p> <p>The extension period after 24 months should not exceed the maximum permitted under the Framework Agreement which is 2 periods of up to 12 months each.</p> <p>Under the Spend Controls process, prior approval must be obtained from the Government Digital Service (GDS) if the:</p> <ul style="list-style-type: none"><li>• Buyer is a central government department</li><li>• Contract Term is intended to exceed 24 months</li></ul>

## Buyer contractual details

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

<b>G-Cloud lot:</b>	This Call-Off Contract is for the provision of Services under: <ul style="list-style-type: none"><li>• Lot 3 - Cloud support</li></ul>
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<b>G-Cloud services required:</b>	The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below within the Suppliers proposal at Schedule 1 to the Call-Off Contract, "Defra CWM AMSSSI 2018 renewal – Atos Proposal Final".																
<b>Additional services:</b>	N/A for this Call-Off Contract																
<b>Location:</b>	The Services will be delivered principally from Atos's Beeston Office. The CWM system will be hosted within the UK by Rackspace.																
<b>Quality standards:</b>	The quality standards required for this Call-Off Contract are as per the product specification.																
<b>Technical standards:</b>	The technical standards required for this Call-Off Contract are as per the product specification.																
<b>Service level agreement:</b>	<p>The service level and availability criteria required for this Call-Off Contract are as follows:</p> <p><b><u>Service Levels</u></b></p> <table border="1"> <thead> <tr> <th>Title</th> <th>Description</th> <th>Performance Level</th> <th>Service Points</th> </tr> </thead> <tbody> <tr> <td>Resolution of Severity 1 Incidents.</td> <td>The time taken for resolution of Severity 1 Incidents.</td> <td>           a) Each Severity 1 CWM Application Incident fixed not resolved 12 hours.            b) Each Severity 1 CWM Application Incident not resolved within 24 hours.         </td> <td>9</td> </tr> <tr> <td>Resolution of Severity 2 Incidents.</td> <td>The time taken for resolution of Severity 2 Incidents.</td> <td>           a) Each Severity 2 CWM Application Incident not resolved within 18 hours.            b) Each Severity 2 CWM Application Incident not resolved within 36 hours.         </td> <td>4</td> </tr> <tr> <td>Resolution of Severity 3 Incidents.</td> <td>The time taken for resolution of Severity 3 Incidents.</td> <td>           a) 70% of Severity 3 Incidents resolved within 5 Working Days            b) 100% of Severity 3 Incidents resolved within 15 Working Days         </td> <td>4 2</td> </tr> </tbody> </table>	Title	Description	Performance Level	Service Points	Resolution of Severity 1 Incidents.	The time taken for resolution of Severity 1 Incidents.	a) Each Severity 1 CWM Application Incident fixed not resolved 12 hours. b) Each Severity 1 CWM Application Incident not resolved within 24 hours.	9	Resolution of Severity 2 Incidents.	The time taken for resolution of Severity 2 Incidents.	a) Each Severity 2 CWM Application Incident not resolved within 18 hours. b) Each Severity 2 CWM Application Incident not resolved within 36 hours.	4	Resolution of Severity 3 Incidents.	The time taken for resolution of Severity 3 Incidents.	a) 70% of Severity 3 Incidents resolved within 5 Working Days b) 100% of Severity 3 Incidents resolved within 15 Working Days	4 2
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Resolution Plan for Pending Incidents	The time taken to identify a resolution plan for incidents that have been assigned as 'Pending'	a) 100% of 'Pending' incidents to have an assigned resolution plan within 15 working days of being assigned as 'Pending'	2
Occurrence of Severity 1 Incidents	The number of severity 1 incidents in CWM services	a) Zero occurrences of severity 1 incidents in at least 1 of the most recent 3 Measurement periods	8
		b) No more than 1 Severity 1 incident in the Measurement Period	4

The definitions for the different severities are as follows:

- Critical (Sev 1) – Service to the end-user has completely stopped or is so seriously impaired that the service is unusable.
- High (Sev 2) - Service to the end-user is severely limited but is still usable
- Medium (Sev 2) - Service to the end user is impeded or has lost some functionality
- Low (Sev 3) - User requests that have no un-planned service impact

The service levels above are measured between 7 am to 7 pm, Monday to Friday, excluding bank holidays.

### Service Points

Any breach of the above service levels will be met with service points. Only service hours (Core) shall be taken into account when measuring the supplier performance against service levels.

There is no limit to the number of service points due within any month/measurement period. The overall service points threshold score is defined below:

Threshold	Score
Excellent	0 - 8
Good	9 - 17
Acceptable	18 - 35
Substandard	36 - 50
Poor	51 - 65
Failing	More than 65

	<p>Please note: There will be no service credits due as a result of any service points incurred.</p> <p>There will be no service points allocated to the Supplier and the Supplier shall have no liability whatsoever to the extent that any breach of the Call-Off Contract or delay or failure in the provision of the Services is related to:</p> <ul style="list-style-type: none"> <li>(i) the receipt of conflicting instructions from the Buyer and the Data Controller; or</li> <li>(ii) separate instructions needing to be received from the Buyer and the Data Controller on the same matter;</li> </ul> <p>and the Parties and the Data Controller agree that the Supplier shall be entitled to continue delivering the Services as is pending further clarification and/or instruction being received from the Buyer and the Data Controller.</p>
<p><b>On-boarding:</b></p>	<p>N/A for this Call-Off Contract</p>
<p><b>Off-boarding:</b></p>	<p>The off-boarding charge for this Call-Off Contract will be [REDACTED]</p> <p>[REDACTED] During the off-boarding phase, Atos will work with the new provider to ensure a smooth handover of the service. Specific tasks are to:</p> <ul style="list-style-type: none"> <li>• Produce an exit plan (when exit invoked)</li> <li>• Handover the relevant application code</li> <li>• Handover test artefacts</li> <li>• Handover workstations and any other hardware</li> <li>• Handover knowledge database</li> <li>• Handover incidents and problems (including any in-flight)</li> <li>• Handover all the system documentation (architectural, functional, technical, build/deployment)</li> <li>• Delete all Defra CWM data within Atos.</li> </ul> <p>Activities not within scope include:</p> <ul style="list-style-type: none"> <li>• Knowledge transfer</li> <li>• Handover of any in-flight projects</li> <li>• Transition to a new service</li> <li>• Export of all application data including metadata (only required on change of hosting service provider)</li> <li>• Any transformation of data and documents.</li> </ul>

	<p>Any additional activities required outside of the documented scope will be provided on a time and materials basis using the G-Cloud9 SFIA rate card.</p> <p>For the avoidance of doubt and in relation to Atos's Supplier Clause 14.1 (Term), the Off-Boarding scope within this Order Form shall take precedence.</p>
<b>Collaboration agreement:</b>	The Buyer reserves the right to request the Supplier to enter into a collaboration agreement with other CWM service providers subject to the Variation procedure under the Call-Off Contract.
<b>Limit on Parties' liability:</b>	<p>The annual total liability of either Party for all Property defaults will not exceed [REDACTED]</p> <p>The annual total liability for Buyer Data defaults (including those related to Data Controller Personal Data defaults) will not exceed [REDACTED]</p> <p>The annual total liability for all other defaults will not exceed [REDACTED] [REDACTED] of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The Parties and the Data Controller agree that all claims from the Data Controller against the Supplier shall be brought, to the extent permissible in law, by the Buyer itself on behalf of the Data Controller. For such purpose the losses suffered by the Data Controller in relation to such claims will, to the extent permitted by the law, be deemed to be losses suffered by the Buyer, and will be recoverable directly by the Buyer against the Supplier. For the avoidance of doubt, in relation to any such claim or Loss, the Parties and the Data Controller agree that the Supplier shall (in addition to any other defences available to it, whether in contract, tort or otherwise) be entitled to rely on all the defences that it would have available to it, whether in contract, tort or otherwise, as if the losses had been suffered by the Buyer.</p> <p>For the avoidance of doubt, the Parties and the Data Controller agree that the exclusions and limitations of liability set out in this Call-Off Contract shall exclude and limit all of each Party's liability in respect of all claims and Losses arising under or in connection with this Call-Off Contract, including any liability to or Losses of the Data Controller, whether in contract, tort (including negligence), breach of statutory duty, indemnity or otherwise.</p>
<b>Insurance:</b>	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> <li>• A minimum insurance period of 6 years following the expiration or</li> </ul>

	<p>Ending of this Call-Off Contract</p> <ul style="list-style-type: none"> <li>Professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of [REDACTED] for each individual claim or any higher limit the Buyer requires (and as required by Law)</li> <li>Employers' liability insurance with a minimum limit of [REDACTED] or any higher minimum limit required by Law</li> </ul>
<b>Force majeure:</b>	A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than 60 consecutive days.
<b>Audit:</b>	<p>The following Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits.</p> <ul style="list-style-type: none"> <li>Clauses 7.4 to 7.13 of the Framework Agreement shall apply</li> </ul>
<b>Buyer's responsibilities:</b>	<p>The Buyer is responsible for:</p> <ul style="list-style-type: none"> <li>Defra's obligations are as agreed in section 9.2 of the supplier submission (see schedule 1);</li> <li>Compliance with the obligations and responsibilities of the Buyer under the Call-Off Contract including those set out in the Supplier's Terms.</li> </ul>
<b>Buyer's equipment:</b>	N/A

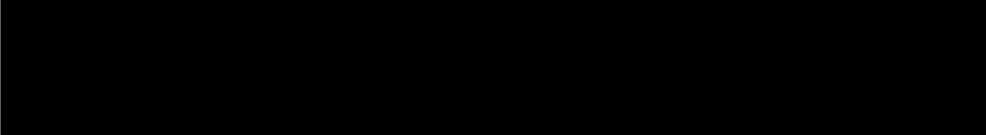
### Supplier's information

<b>Subcontractors or partners:</b>	N/A
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### Call-Off Contract charges and payment

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

<b>Payment method:</b>	<p>The payment method for this Call-Off Contract will be as follows:</p> <p>BAU Service Charge – Fixed</p> <p>[REDACTED]</p>
<b>Payment profile:</b>	The payment profile for this Call-Off Contract is monthly in arrears.

<b>Invoice details:</b>	The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.									
<b>Who and where to send invoices to:</b>										
<b>Invoice information required – for example purchase order, project reference:</b>	All invoices must include the following: <ul style="list-style-type: none"> <li>• A valid purchase order</li> <li>• Project Reference</li> <li>• Line by line breakdown (if applicable)</li> </ul>									
<b>Invoice frequency:</b>	Invoices will be sent to the Buyer monthly in arrears.									
<b>Call-Off Contract value:</b>	<p>The total value of this Call-Off Contract is estimated to be £589,739.79 exclusive of VAT and expenses (if any).</p> <p>All expenses shall be pre-agreed with the Buyer. All T&amp;S within the M25 shall be included within the standard SFIA rate card, any T&amp;S outside of the M25 shall be in line with the Buyer's T&amp;S policy below:</p> <p><b><u>Travel and Subsistence</u></b></p> <p>Claims should always be supported by valid receipts for audit purposes and must not exceed any of the stated rates below. Should the stated rate be exceeded, the Buyer reserve the right to reimburse only up to the stated rate.</p> <p><b><u>Rail Travel</u></b></p> <p>All Journeys – Standard class rail unless a clear business case demonstrating value for money can be presented. This includes international rail journeys by Eurostar and other international and overseas rail operators. <b><u>Mileage Allowance</u></b></p> <table border="1" data-bbox="475 1653 1513 1993"> <thead> <tr> <th data-bbox="475 1653 821 1780"><b><u>Mileage Allowance</u></b></th> <th data-bbox="821 1653 1168 1780"><b><u>First 10,000 business miles in the tax year</u></b></th> <th data-bbox="1168 1653 1513 1780"><b><u>Each business mile over 10,000 in the tax year</u></b></th> </tr> </thead> <tbody> <tr> <td data-bbox="475 1780 821 1908">Private cars and vans – no public transport rate*</td> <td data-bbox="821 1780 1168 1908">45p</td> <td data-bbox="1168 1780 1513 1908">25p</td> </tr> <tr> <td data-bbox="475 1908 821 1993">Private cars and vans – public transport rate</td> <td data-bbox="821 1908 1168 1993">25p</td> <td data-bbox="1168 1908 1513 1993">25p</td> </tr> </tbody> </table>	<b><u>Mileage Allowance</u></b>	<b><u>First 10,000 business miles in the tax year</u></b>	<b><u>Each business mile over 10,000 in the tax year</u></b>	Private cars and vans – no public transport rate*	45p	25p	Private cars and vans – public transport rate	25p	25p
<b><u>Mileage Allowance</u></b>	<b><u>First 10,000 business miles in the tax year</u></b>	<b><u>Each business mile over 10,000 in the tax year</u></b>								
Private cars and vans – no public transport rate*	45p	25p								
Private cars and vans – public transport rate	25p	25p								

Private motor cycles	24p	24p
Passenger supplement	5p	5p
Equipment supplement**	3p	3p
Bicycle	20p	20p

\*NB the 'no public transport rate' for car and van travel can only be claimed where the use of a private vehicle for the journey is essential e.g. on grounds of disability or where there is no practical public transport alternative. If the use of the vehicle is not essential the 'public transport rate' should be claimed.

\*\* Under HMRC rules this expense is taxable.

**UK Subsistence**

Location	Rate (Upper Limit)
London (Bed and Breakfast)	£130
UK Other (Bed and Breakfast)	£75
Rates for specific cities (bed and breakfast)	<ul style="list-style-type: none"> <li>- Bristol £100 per night</li> <li>- Weybridge £100 per night</li> <li>- Warrington £90 per night</li> <li>- Reading £85 per night</li> </ul>

**Call-Off Contract charges:**

The breakdown of the Charges (ex VAT) is as follows:

- On-going Service (BAU) - £24,813.45 p/m



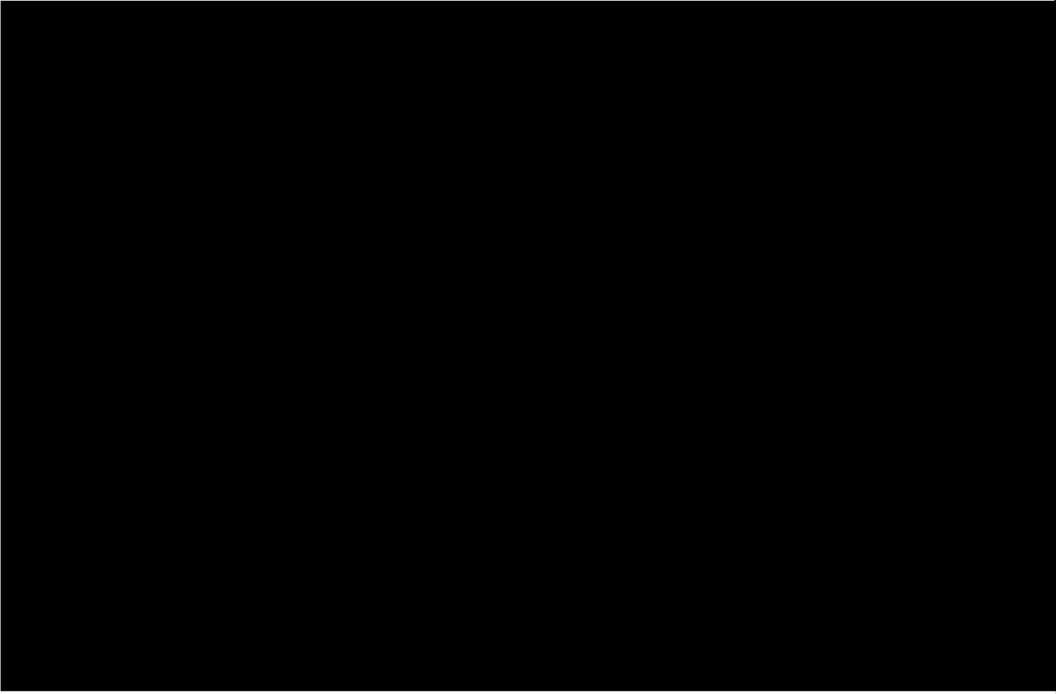
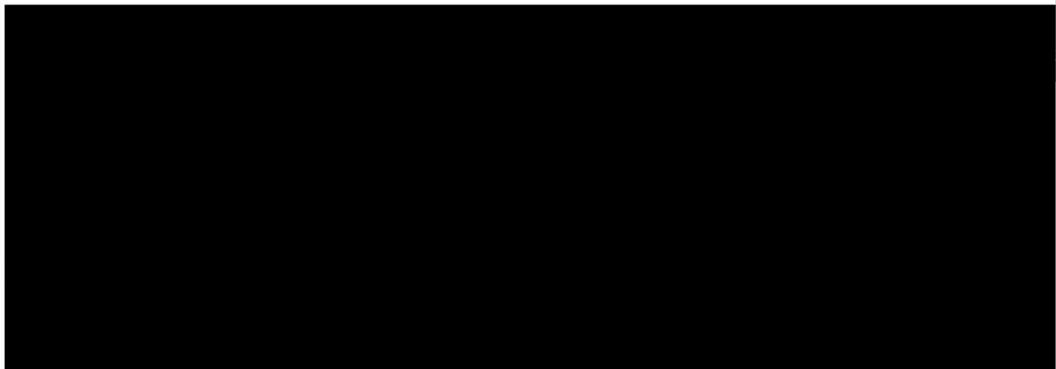
Further detail can be found in Schedule 2.

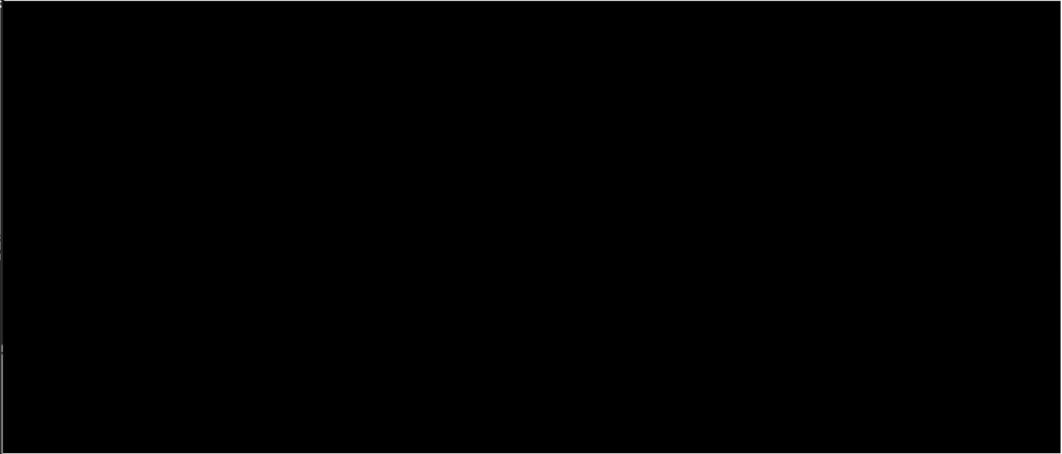
**Additional buyer terms**

**Performance of the service and deliverables:**

This Call-Off Contract will include the following implementation plan, exit and off boarding plans and milestones:

- There is no requirement for an on-boarding or implementation plan.
- The off-boarding scope has already been provided on page 6 of this Order Form

<b>Guarantee:</b>	N/A
<b>Warranties, representations:</b>	N/A
<b>Supplemental requirements in addition to the Call-Off terms:</b>	<p>1. The following supplementary IPR terms will take precedence within this Call-Off Contract:</p>   <p>2. Schedule 8 (Security Schedule) has been introduced to this GCloud Order Form.</p>
<b>Alternative clauses:</b>	N/A
<b>Buyer specific amendments to/refinements of the Call-Off Contract terms:</b>	<p>Clause 33 of this Call-Off Contract (Data Protection Legislation - GDPR) will take precedence within this Call-Off Contract.</p> <p>Various Clauses within this Order Form and the Call-Off Contract have been amended by the Buyer and the Data Controller as set out in such clauses to account for the fact that the Data Controller is a party to this Call-Off Contract for the purposes of Data Protection Legislation.</p> <p>The Buyer and the Data Controller reserve the right to request in writing a</p>

	<p>change to this Call-Off Contract, as per clause 32 (Variation Process).</p> <p>The Data Controller will comply with all Buyer obligations related to confidentiality set out in this Call-Off Contract as if it were the Buyer.</p> <p>The Data Controller and the Buyer agree that the Supplier is permitted to:</p> <ul style="list-style-type: none"> <li>(i) disclose Data Controller Confidential Information to the Buyer and Buyer Confidential Information to the Data Controller;</li> <li>(ii) disclose Data Controller Personal Data to the Buyer and Buyer Data (including Personal Data) to the Data Controller.</li> </ul> <p>The Data Controller and the Buyer warrant that the Buyer is not a sub-processor of the Supplier in relation to Data Controller Personal Data and the Data Controller is not a sub-processor of the Supplier in relation to any Buyer Personal Data.</p>
<p><b>Work Package Orders (WPO):</b></p>	<p>Any additional activities required outside of the documented scope will be agreed on a case by case basis under the Variation procedure and provided on a time and materials basis using the G-Cloud 9 SFIA rate card.</p>
<p><b>Public Services Network (PSN):</b></p>	<p>The Public Services Network (PSN) is the Government's secure network. If the G-Cloud Services are to be delivered over PSN this should be detailed here:</p> <p>The Casework Management AMS services will be delivered over PSN, therefore Defra will sponsor the annual CWM PSN accreditation process.</p>
<p><b>Personal Data and Data Subjects:</b></p>	<p>Will Schedule 7 – Processing, Personal Data and Data Subjects be used?</p> <p>Yes, but only in relation to Data Controller Personal Data. The parties agree that no Buyer Personal Data is being processed by the Supplier.</p> 

**1. Formation of contract**

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

## 2. Background to the agreement

- (A) The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557ix.
- (B) The Buyer provided an Order Form for Services to the Supplier.
- (C) The Buyer, the Data Controller and Supplier agree that Natural England's role, rights and obligations under the Call-Off Contract will be as Controller only and will only be subject to the terms of the Call-Off Contract so far as it is explicitly referred to as the Data Controller.

Signed:	Supplier	Buyer	Data Controller
Name:	[REDACTED]	[REDACTED]	[REDACTED]
Title:	[REDACTED]	[REDACTED]	[REDACTED]
Signature:	[REDACTED]	[REDACTED] X _____	[REDACTED]
Date:	2/11/18	30/10/2018	31/10/2018

## Schedule 1 - Services

The supplier's services are as described as above in the Call-Off Contract Order Form and in the Supplier Proposal attached in this Schedule 1. Defra's requirements document and all clarification questions have also been attached within this Schedule 1. For completeness, the suppliers GCloud 9 Cloud Support

Service can be found here: <https://www.digitalmarketplace.service.gov.uk/g-cloud/services/409305488679704>



Casework  
Management System



Defra CWM AMSSSI  
2018 renewal - Atos



Further\_Clarificatio  
n\_Questions\_Respo



Initial\_Clarifications  
\_CWM\_AMS.msg

## Schedule 2 - Call-Off Contract charges

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

### BAU Service



Total	£545,895.90
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Any expenses will be in line with the T&S guidance provided on pages 7 & 8 of this order form.

## Part B - Terms and conditions

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

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

### 2. Incorporation of terms

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

- 4.1 (Warranties and representations)
- 4.2 to 4.7 (Liability)
- 4.11 to 4.12 (IR35)
- 5.4 to 5.5 (Force majeure)
- 5.8 (Continuing rights)
- 5.9 to 5.11 (Change of control)
- 5.12 (Fraud)
- 5.13 (Notice of fraud)
- 7.1 to 7.2 (Transparency)
- 8.3 (Order of precedence)
- 8.4 (Relationship)

- 8.7 to 8.9 (Entire agreement)
- 8.10 (Law and jurisdiction)
- 8.11 to 8.12 (Legislative change)
- 8.13 to 8.17 (Bribery and corruption)
- 8.18 to 8.27 (Freedom of Information Act)
- 8.28 to 8.29 (Promoting tax compliance)
- 8.30 to 8.31 (Official Secrets Act)
- 8.32 to 8.35 (Transfer and subcontracting)
- 8.38 to 8.41 (Complaints handling and resolution)
- 8.49 to 8.51 (Publicity and branding)
- 8.42 to 8.48 (Conflicts of interest and ethical walls)
- 8.52 to 8.54 (Equality and diversity)
- 8.66 to 8.67 (Severability)
- 8.68 to 8.82 (Managing disputes)
- 8.83 to 8.91 (Confidentiality)
- 8.92 to 8.93 (Waiver and cumulative remedies)
- paragraphs 1 to 10 of the Framework Agreement glossary and interpretations
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

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

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

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

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

### 3. Supply of services

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

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

### 4. Supplier staff

#### 4.1 The Supplier Staff must:

- be appropriately experienced, qualified and trained to supply the Services
- apply all due skill, care and diligence in faithfully performing those duties
- obey all lawful instructions and reasonable directions of the Buyer and provide the Services to the reasonable satisfaction of the Buyer
- respond to any enquiries about the Services as soon as reasonably possible
- complete any necessary Supplier Staff vetting as specified by the Buyer

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

4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.

4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.

4.5 The Buyer may End this Call-Off Contract for Material Breach if the Supplier is delivering the Services Inside IR35.

4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start Date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14-digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.

4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.

4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.

#### 5. Due diligence

5.1 Both Parties and the Data Controller agree that when entering into a Call-Off Contract they:

- have made their own enquiries and are satisfied by the accuracy of any information supplied by the other party
- are confident that they can fulfil their obligations according to the Call-Off Contract terms
- have raised all due diligence questions before signing the Call-Off Contract
- have entered into the Call-Off Contract relying on its own due diligence

#### 6. Business continuity and disaster recovery

- 6.1 The Supplier will have a clear business continuity and disaster recovery plan in their service descriptions.
- 6.2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier when required.
- 6.3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.

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

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.
- 7.3 The Call-Off Contract Charges include all Charges for payment processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money

properly invoiced under the Late Payment of Commercial Debts (Interest) Act 1998.

- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed amount and return the invoice within 10 Working days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with the response.
- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

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

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

## 9. Insurance

- 9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.
- 9.2 The Supplier will ensure that:
- during this Call-Off Contract, Subcontractors hold third-party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of [REDACTED]
  - the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
  - all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of [REDACTED] for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
  - all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of [REDACTED] for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.
- 9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:

- a broker's verification of insurance
- receipts for the insurance premium
- evidence of payment of the latest premiums due

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

- take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers
- promptly notify the insurers in writing of any relevant material fact under any insurances
- hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance

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

9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.

9.8 The Supplier will be liable for the payment of any:

- premiums, which it will pay promptly
- excess or deductibles and will not be entitled to recover this from the Buyer

## 10. Confidentiality

10.1 Subject to clause 24 the Supplier must during and after the Term keep:

- the Buyer and/or the Data Controller, as appropriate, fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.83 to 8.91.

10.2 The indemnity does not apply to the extent that the Supplier breach is due to a written instruction received from the Data Controller (directly or indirectly via the Buyer) in so far as it relates to the Processing of Personal Data or a written instruction of the Data Controller (directly or indirectly via the Buyer) and/or the Buyer in all other circumstances.

## 11. Intellectual Property Rights

11.1 Unless otherwise specified in this Call-Off Contract, a Party will not acquire any right, title or interest in or to the Intellectual Property Rights (IPRs) of the other Party or its licensors.

- 11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.
- 11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.
- 11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.
- 11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
- rights granted to the Buyer under this Call-Off Contract
  - Supplier's performance of the Services
  - use by the Buyer of the Services
- 11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
- modify the relevant part of the Services without reducing its functionality or performance
  - substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
  - buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.7 Clause 11.5 will not apply if the IPR Claim is from:
- the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
  - other material provided by the Buyer necessary for the Services
- 11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

## **12. Protection of information**

### **12.1 The Supplier must:**

- comply with the Data Controller's written instructions (provided directly or indirectly via the Buyer) and this Call-Off Contract when Processing Data Controller Personal Data
- only Process the Data Controller Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
- take reasonable steps to ensure that any Supplier Staff who have access to Data Controller Personal Data act in compliance with Supplier's security processes

12.2 The Supplier must fully assist with any complaint or request for Data Controller Personal Data including by:

- providing the Buyer (who shall provide the Data Controller) with full details of the complaint or request
- complying with a data access request within the timescales in the Data Protection Legislation and following the Data Controller's instructions (provided directly or indirectly via the Buyer)
- providing the Buyer (who shall provide the Data Controller) with any Data Controller Personal Data it holds about a Data Subject (within the timescales required by the Buyer (on behalf of the Data Controller))
- providing the Buyer (who shall provide the Data Controller) with any information requested by the Data Subject

12.3 The Supplier must get prior written consent from the Data Controller (directly or indirectly via the Buyer) to transfer Data Controller Personal Data to any other person (including any Subcontractors) for the provision of the G-Cloud Services.

### 13. Buyer data

13.1 The Supplier must not remove any proprietary notices in the Buyer Data.

13.2 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.

13.3 If Buyer Data is processed by the Supplier, the Buyer and the Data Controller agree that the Supplier will supply the Buyer Data as a whole to the Buyer as requested.

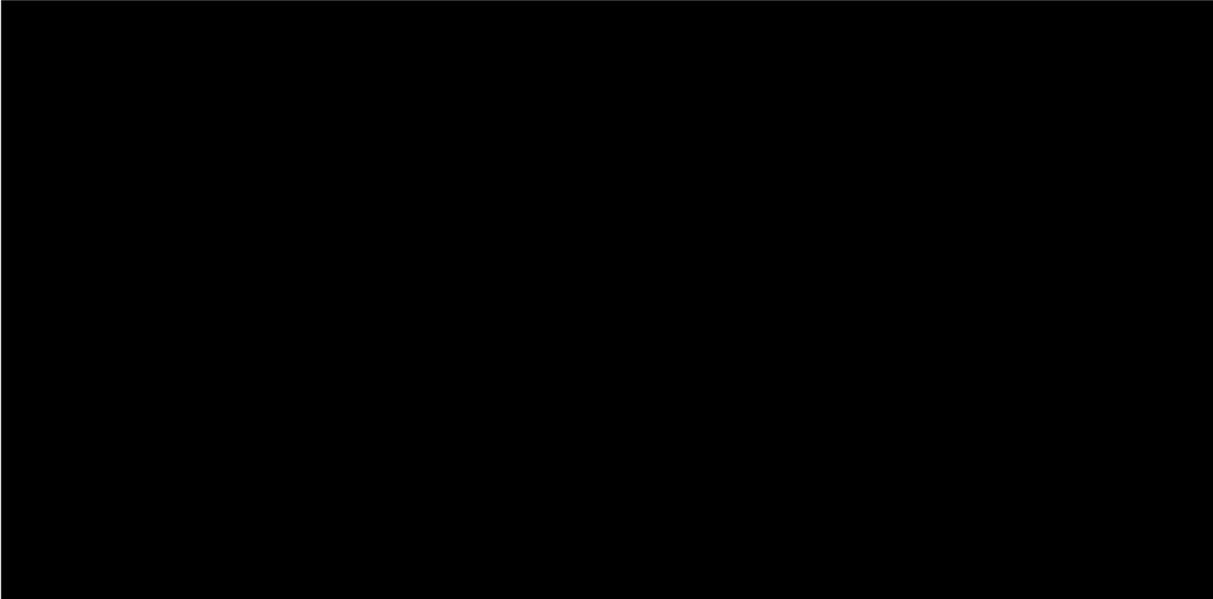
13.4 Save for the Protective Monitoring Policy and the requirement that all Removable Media Devices holding personal data and/or sensitive material be encrypted in accordance with HMG IA Standard No. 5, which the Parties and the Data Controller agree that Supplier is not required to comply with, the Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policy (and all Buyer requirements in the Order Form). The Parties and the Data Controller agree that: (i) the Supplier

is not responsible for audit and protective monitoring of the NE Casework Management system; and (ii) the encryption of Removable Media Devices holdings personal data and/or sensitive material to HMG IA Standard No.5 is outside the scope of the Call-Off Contract. The Parties and the Data Controller agree that the Supplier shall encrypt Removable Media Devices in accordance with FIPS 140-2 Level 2, FIPS 186-2 and FIPS 197 standards.

13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.

13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:

- the principles in the Security Policy Framework at <https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy at <https://www.gov.uk/government/publications/government-security-classifications>
- guidance issued by the Centre for Protection of National Infrastructure on Risk Management at <https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Accreditation of Information Systems at <https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
- the National Cyber Security Centre's (NCSC) information risk management guidance, available at <https://www.ncsc.gov.uk/guidance/risk-management-collection>
- government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint, available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- save as set out below, the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance at <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>



- 13.7 The Buyer will specify any security requirements for this project in the Order Form.
- 13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately (and the Buyer shall notify the Data Controller immediately in relation to any Data Controller Personal Data) and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Data Controller directly or indirectly via the Buyer.
- 13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.
- 13.11 Both during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data, the Supplier is not required to take additional steps beyond the requirements of this Call-Off Contract to separate the Data Controller Personal Data from the Buyer Data.

**14. Standards and quality**

- 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
- 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.

- 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the services have the relevant PSN compliance certification.
- 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.

## 15. Open source

- 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.
- 15.2 If software needs to be converted before publication as open source, the Supplier must also provide the converted format unless otherwise agreed by the Buyer.

## 16. Security

- 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.
- 16.2 The Supplier will use software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.
- 16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.
- 16.4 Responsibility for costs will be at the:
- Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided
  - Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control
- 16.5 The Supplier will immediately notify CCS of any breach of security of CCS's Confidential Information (and the Buyer or Data Controller via the Buyer of any Data Controller or Buyer

Confidential Information breach). Where the breach occurred because of a Supplier Default, the Supplier will recover the CCS and Buyer Confidential Information however it may be recorded.

- 16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance, available at <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>
- 16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or equivalent) required for the Services before the Start Date.

## 17. Guarantee

- 17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start Date:
- an executed Guarantee in the form at Schedule 5
  - a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee

## 18. Ending the Call-Off Contract

- 18.1 The Buyer can End this Call-Off Contract at any time by giving the notice to the Supplier specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.
- 18.2 The Parties agree that the:
- Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided
  - Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses
- 18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.
- 18.4 The Buyer will have the right to End this Call-Off Contract at any time with immediate effect by written notice to the Supplier if either the Supplier commits:
- a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied

- any fraud

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

- the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so
- an Insolvency Event of the other Party happens
- the other Party ceases or threatens to cease to carry on the whole or any material part of its business

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

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

## 19. Consequences of suspension, ending and expiry

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

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

19.3 The rights and obligations of the Parties will cease on the Expiry Date or End Date (whichever applies) of this Call-Off Contract, except those continuing provisions described in clause 19.4.

19.4 Ending or expiry of this Call-Off Contract will not affect:

- any rights, remedies or obligations accrued before its Ending or expiration
- the right of either Party to recover any amount outstanding at the time of Ending or expiry
- the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses 7 (Payment, VAT and Call-Off Contract charges); 8 (Recovery of sums due and right of set-off); 9 (Insurance); 10 (Confidentiality); 11 (Intellectual property rights); 12 (Protection of information); 13 (Buyer data); 19 (Consequences of suspension, ending and expiry); 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability); 8.42 to 8.48 (Conflicts of interest and ethical walls) and 8.92 to 8.93 (Waiver and cumulative remedies)
- any other provision of the Framework Agreement or this Call-Off Contract which

expressly or by implication is in force even if it Ends or expires

19.5 At the end of the Call-Off Contract Term, the Supplier must promptly:

- return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it
- return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer
- stop using the Buyer Data and, at the direction of the Buyer or Data Controller (via the Buyer) , provide the Buyer (who shall provide the Data Controller) with a complete and uncorrupted version of the Buyer Data in electronic form in the format and on media agreed with the Buyer (on its and the Data Controller's behalf).
- unless it is prevented from doing so by law, destroy all copies of the Buyer Data when:
  - i. they receive the Data Controller's (via the Buyer) or the Buyer's written instructions to do so; or
  - ii. in the event that no such written instructions are received, 12 calendar months after the End or Expiry Date
- provide written confirmation to the Data Controller (via the Buyer) or the Buyer that the Buyer Data has been securely destroyed.
- work with the Buyer on any ongoing work
- return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date

In accordance with clause 13.10, the Supplier shall not be required to separate Data Controller Personal Data from other Buyer Data when deleting or returning the Buyer Data in accordance with this clause.

19.6 Each Party and the Data Controller will return all of the other party's Confidential Information and confirm this has been done, unless there is a legal requirement to keep it or this Call-Off Contract states otherwise.

19.7 All licences, leases and authorisations granted by the Buyer (and where applicable in relation to Data Controller Personal Data, by the Data Controller) to the Supplier will cease at the end of the Call-Off Contract Term without the need for the Buyer or the Data Controller to serve notice except if this Call-Off Contract states otherwise.

## 20. Notices

20.1 Any notices sent must be in writing. For the purpose of this clause, an email is accepted as being 'in writing'.

<b>Manner of delivery</b>	<b>Deemed time of delivery</b>	<b>Proof of service</b>
Email	9am on the first Working Day after sending	Sent by pdf to the correct email address without getting an error message

20.2 This clause does not apply to any legal action or other method of dispute resolution which should be sent to the addresses in the Order Form (other than a dispute notice under this Call-Off Contract).

## 21. Exit plan

21.1 The Supplier must provide an exit plan in its Application which ensures continuity of service and the Supplier will follow it.

21.2 When requested, the Supplier will help the Buyer to migrate the Services to a replacement supplier in line with the exit plan. This will be at the Supplier's own expense if the Call-Off Contract Ended before the Expiry Date due to Supplier cause.

21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start Date.

21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.

21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.

21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:

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

- there will be no adverse impact on service continuity
- there is no vendor lock-in to the Supplier's Service at exit
- it enables the Buyer to meet its obligations under the Technology Code Of Practice

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

21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties (which in so far as such activities and responsibilities relates to Data Controller Personal Data shall include the Data Controller) for:

- the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
- the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier or the Data Controller, including conversion to open standards or other standards required by the Buyer
- the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
- the testing and assurance strategy for exported Buyer Data
- if relevant, TUPE-related activity to comply with the TUPE regulations
- any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

## 22. Handover to replacement supplier

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

- data (including Buyer Data), Data Controller Personal Data, Data Controller Confidential Information and Buyer Confidential Information in the Supplier's possession, power or control
- other information reasonably requested by the Buyer

22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier. The benefit provided to the Buyer under this clause shall also apply to the Data Controller in respect of the Data Controller Personal Data.

22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

## 23. Force majeure

23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than the number of consecutive days set out in the Order Form, the other Party may End this Call-Off Contract with immediate effect by written notice.

## 24. Liability

24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7 (in which any references to the Buyer shall also be deemed to be references to the Data Controller and any references to a Party (in the context of the Buyer) or the Parties shall also be deemed to include the Data Controller), each Party's and the Data Controller's:

- Yearly total liability for all defaults (whether in contract, tort (including negligence), breach of statutory duty, indemnity or otherwise) resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data (including any Data Controller Personal Data) caused by the Supplier's default will not exceed the amount in the Order Form.
- Yearly total liability for other defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:
  - i. Property: for all defaults resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party or of the Data Controller, will not exceed the amount in the Order Form
  - ii. Other defaults: for all other defaults, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form.

## 25. Premises

25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.

25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.

- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.
- 25.4 This clause does not create a tenancy or exclusive right of occupation.
- 25.5 While on the Buyer's premises, the Supplier will:
- comply with any security requirements at the premises and not do anything to weaken the security of the premises
  - comply with Buyer requirements for the conduct of personnel
  - comply with any health and safety measures implemented by the Buyer
  - immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury
- 25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

## **26. Equipment**

- 26.1 The Supplier is responsible for providing any Equipment which the Supplier requires to provide the Services.
- 26.2 Any Equipment brought onto the premises will be at the Supplier's own risk and the Buyer will have no liability for any loss of, or damage to, any Equipment.
- 26.3 When the Call-Off Contract Ends or expires, the Supplier will remove the Equipment and any other materials leaving the premises in a safe and clean condition.

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

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

## **28. Environmental requirements**

- 28.1 The Buyer will provide a copy of its environmental policy to the Supplier on request, which the Supplier will comply with.
- 28.2 The Supplier must provide reasonable support to enable Buyers to work in an environmentally friendly way, for example by helping them recycle or lower their carbon footprint.

## **29. The Employment Regulations (TUPE)**

- 29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start Date then it must comply with its obligations under the Employment Regulations and (if

applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.

29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:

- the activities they perform
- age
- start date
- place of work
- notice period
- redundancy payment entitlement
- salary, benefits and pension entitlements
- employment status
- identity of employer
- working arrangements
- outstanding liabilities
- sickness absence
- copies of all relevant employment contracts and related documents
- all information required under regulation 11 of TUPE or as reasonably requested by the Buyer

29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.

29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.

29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their

representatives.

29.6 The Supplier will indemnify the Buyer or any Replacement Supplier for all Loss arising from both:

- its failure to comply with the provisions of this clause
- any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer

29.7 The provisions of this clause apply during the Term of this Call-Off Contract and indefinitely after it Ends or expires.

29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.

### 30. Additional G-Cloud services

30.1 The Buyer may require the Supplier to provide Additional Services. The Buyer doesn't have to buy any Additional Services from the Supplier and can buy services that are the same as or similar to the Additional Services from any third party.

30.2 If reasonably requested to do so by the Buyer in the Order Form, the Supplier must provide and monitor performance of the Additional Services using an Implementation Plan.

### 31. Collaboration

31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start Date in the form set out in Schedule 3.

31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:

- work proactively and in good faith with each of the Buyer's contractors
- co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services

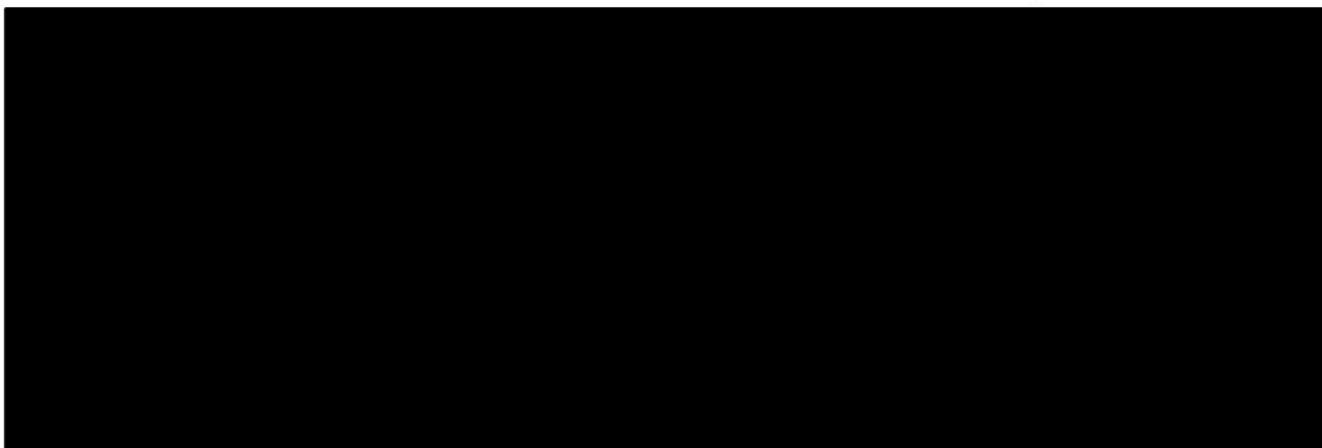
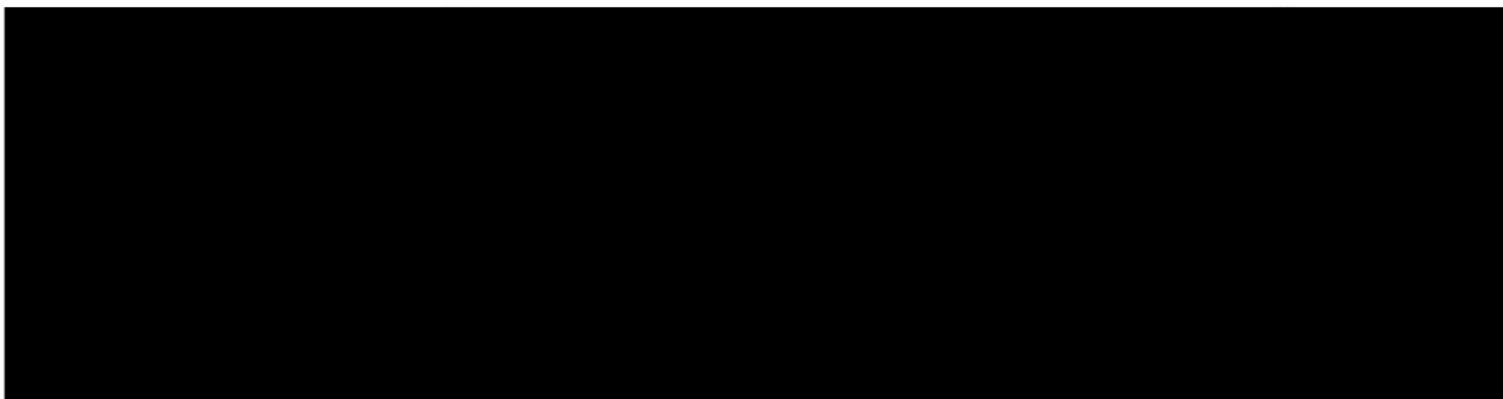
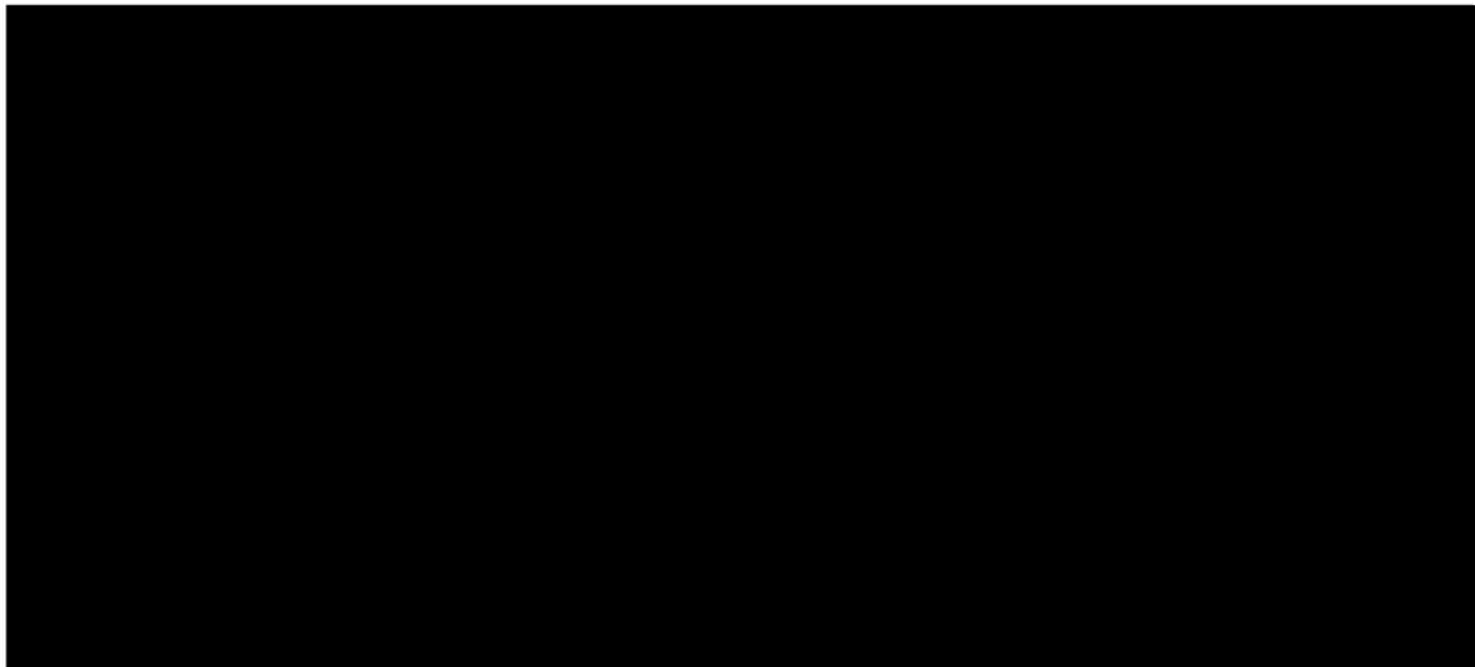
### 32. Variation process

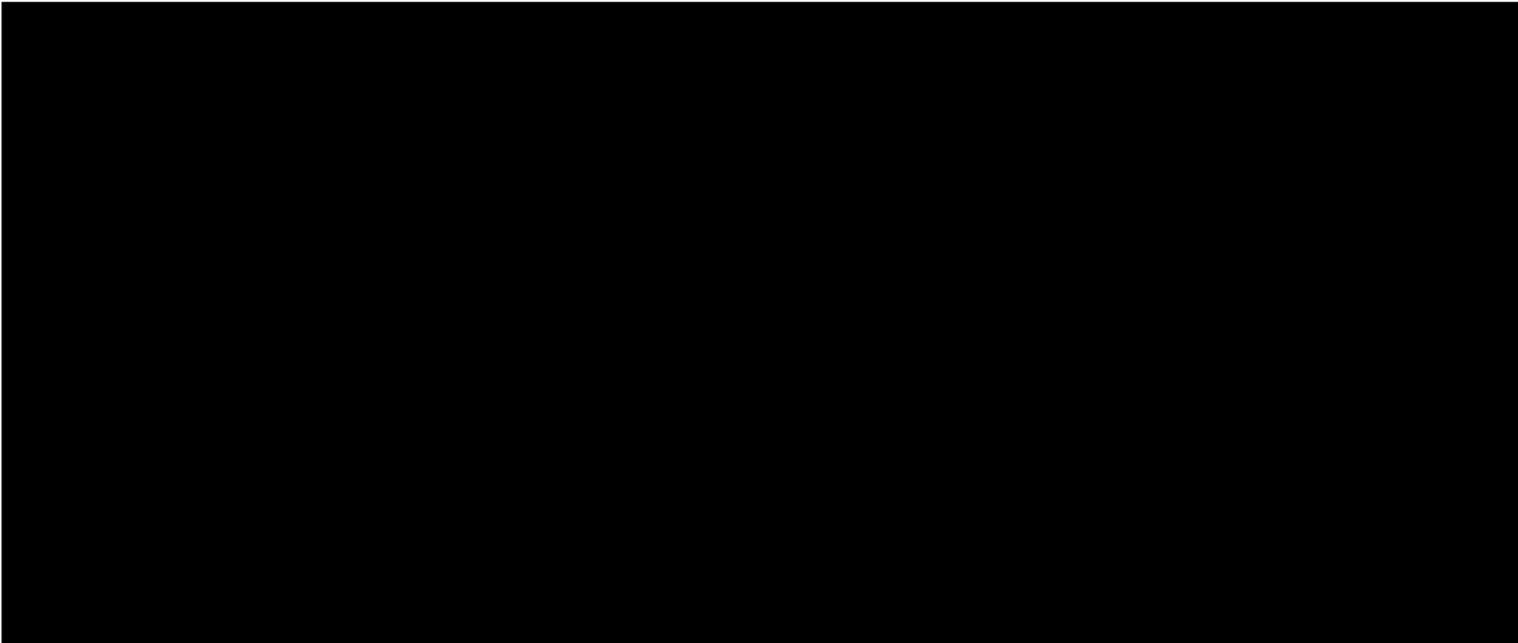
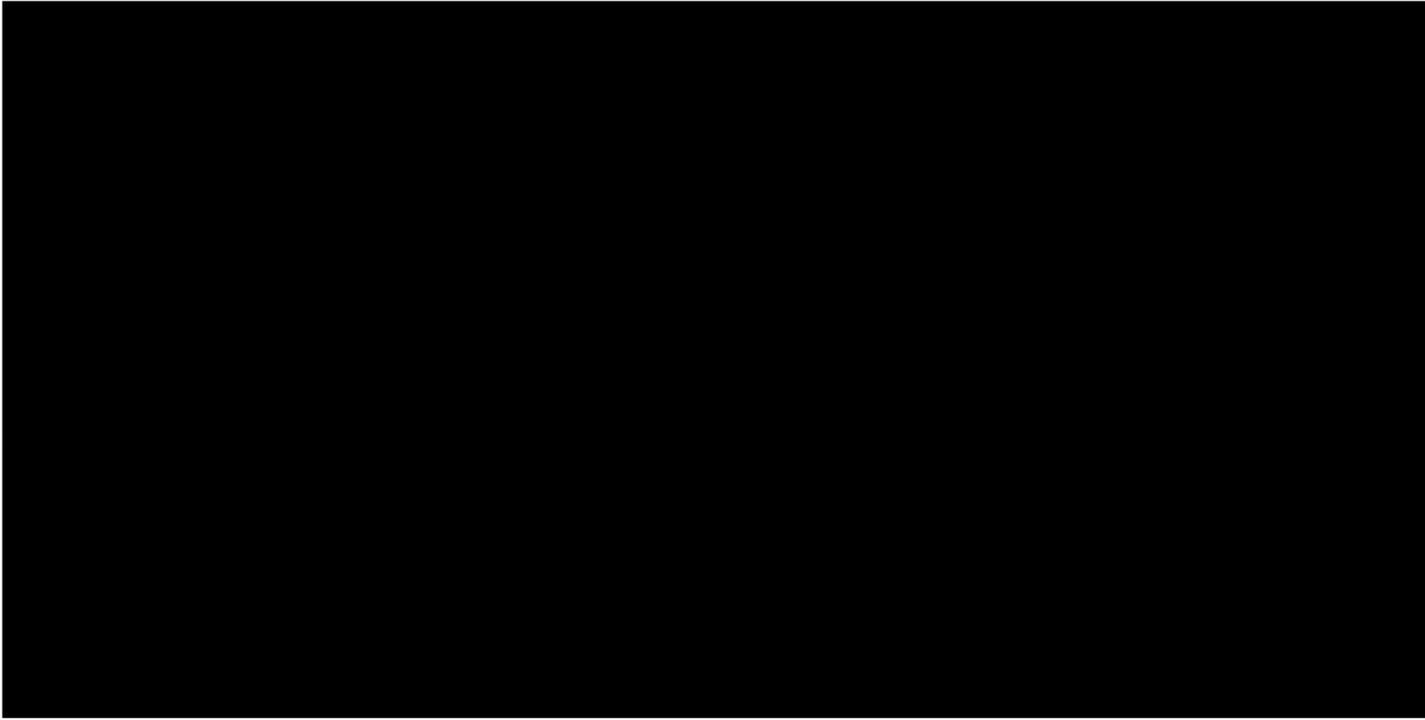
32.1 The Buyer can request in writing a change to this Call-Off Contract if it is not a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.

32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.

32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation, or End this Call-Off Contract by giving 30 days' notice to the Supplier.

### 33. Data Protection Legislation (GDPR)





## Schedule 3 - Collaboration agreement

The Collaboration agreement is available at <https://www.gov.uk/guidance/g-cloud-templates-and-legal-documents>

The Buyer reserves the right to request the Supplier to enter into a collaboration agreement with other CWM service providers subject to the Variation procedure under the Call-Off Contract.

## Schedule 4 - Alternative clauses

Not Applicable

## Schedule 5 - Guarantee

Not Applicable

## Schedule 6 - Glossary and interpretations

In this Call-Off Contract the following expressions mean:

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

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

	<ul style="list-style-type: none"> <li>other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').</li> </ul>
<b>Control</b>	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.
<b>Controller</b>	Takes the meaning given in the Data Protection Legislation.
<b>Crown</b>	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
<b>Data Loss Event</b> □	Any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Call-Off Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Call-Off Contract, including any Personal Data Breach.
<b>Data Protection Impact Assessment</b>	An assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
<b>Data Protection Legislation</b>	<p>Data Protection Legislation means:</p> <ul style="list-style-type: none"> <li>i) all applicable Law about the processing of personal data and privacy; and</li> <li>ii) ii) The Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 including if applicable legally binding guidance and codes of practice issued by the Information Commissioner; and</li> <li>iii) iii) to the extent that it relates to processing of personal data and privacy, any Laws that come into force which amend, supersede or replace existing Laws including the GDPR, the LED and any applicable national implementing Laws as amended from time to time including the DPA 2018 [subject to Royal Assent].</li> </ul>
<b>Data Subject</b>	Takes the meaning given in the Data Protection Legislation.

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

<b>Force Majeure</b>	<p>A Force Majeure event means anything affecting either Party's performance of their obligations arising from any:</p> <ul style="list-style-type: none"> <li>● acts, events or omissions beyond the reasonable control of the affected Party</li> <li>● riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare</li> <li>● acts of government, local government or Regulatory Bodies</li> <li>● fire, flood or disaster and any failure or shortage of power or fuel</li> <li>● industrial dispute affecting a third party for which a substitute third party isn't reasonably available</li> </ul> <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> <li>● any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain</li> <li>● any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure</li> <li>● the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into</li> <li>● any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans</li> </ul>
<b>Former Supplier</b>	A supplier supplying services to the Buyer before the Start Date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
<b>Framework Agreement</b>	The clauses of framework agreement RM1557ix together with the Framework Schedules.
<b>Fraud</b>	Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
<b>Freedom of Information Act or FoIA</b>	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department in relation to the legislation.
<b>G-Cloud Services</b>	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service Definition, the Supplier

	Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
<b>GDPR</b>	The General Data Protection Regulation (Regulation (EU) 2016/679).
<b>Good Industry Practice</b>	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
<b>Guarantee</b>	The guarantee described in Schedule 5.
<b>Guidance</b>	Any current UK Government Guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK Government Guidance and the Crown Commercial Service Guidance, current UK Government Guidance will take precedence.
<b>Indicative Test</b>	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
<b>Information</b>	Has the meaning given under section 84 of the Freedom of Information Act 2000.
<b>Information Security Management System</b>	The information security management system and process developed by the Supplier in accordance with clause 16.1.
<b>Inside IR35</b>	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
<b>Insolvency Event</b>	Can be: <ul style="list-style-type: none"> <li>● a voluntary arrangement</li> <li>● a winding-up petition</li> <li>● the appointment of a receiver or administrator</li> <li>● an unresolved statutory demand</li> <li>● a Schedule A1 moratorium.</li> </ul>
<b>Intellectual Property Rights or IPR</b>	Intellectual Property Rights are: <ul style="list-style-type: none"> <li>● copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information</li> <li>● applications for registration, and the right to apply for</li> </ul>

	<p>registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction</p> <ul style="list-style-type: none"> <li>• all other rights having equivalent or similar effect in any country or jurisdiction</li> </ul>
<b>Intermediary</b>	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> <li>• the supplier's own limited company</li> <li>• a service or a personal service company</li> <li>• a partnership</li> </ul> <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
<b>IPR Claim</b>	As set out in clause 11.5.
<b>IR35</b>	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
<b>IR35 Assessment</b>	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
<b>Know-How</b>	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start Date.
<b>Law</b>	Any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, judgment of a relevant court of law, or directives or requirements of any Regulatory Body.
<b>LED</b>	Law Enforcement Directive (Directive (EU) 2016/680).
<b>Loss</b>	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and 'Losses' will be interpreted accordingly.
<b>Lot</b>	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
<b>Malicious Software</b>	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros,

	whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
<b>Management Charge</b>	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
<b>Management Information</b>	The management information specified in Framework Agreement section 6 (What you report to CCS).
<b>Material Breach</b>	Those breaches which have been expressly set out as a material breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
<b>Ministry of Justice Code</b>	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
<b>New Fair Deal</b>	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
<b>Order</b>	An order for G-Cloud Services placed by a Contracting Body with the Supplier in accordance with the Ordering Processes.
<b>Order Form</b>	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
<b>Ordered G-Cloud Services</b>	G-Cloud Services which are the subject of an Order by the Buyer.
<b>Outside IR35</b>	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
<b>Party</b>	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
<b>Personal Data</b>	Takes the meaning given in the Data Protection Legislation.
<b>Personal Data Breach</b>	Takes the meaning given in the Data Protection Legislation.
<b>Processing</b>	This has the meaning given to it under the Data Protection Act 1998 as amended but, for the purposes of this Call-Off Contract, it will include both manual and automatic processing. 'Process' and 'processed' will be interpreted accordingly.

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

	applies.
<b>Removable Media Devices</b>	Any type of storage device that can be removed from a computer while the system is running and includes optical discs (such as CDs and DVDs), memory cards, zip disks / floppy disks, magnetic tapes, USB flash drives and external hard disk drives.
<b>Replacement Services</b>	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
<b>Replacement Supplier</b>	Any third party service provider of Replacement Services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
<b>Services</b>	The services ordered by the Buyer as set out in the Order Form.
<b>Service Data</b>	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data, but excluding Data Controller Personal Data.
<b>Service Definition(s)</b>	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
<b>Service Description</b>	The description of the Supplier service offering as published on the Digital Marketplace.
<b>Service Personal Data</b>	means Data Controller Personal Data.
<b>Spend Controls</b>	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see <a href="https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service">https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</a>
<b>Start Date</b>	The start date of this Call-Off Contract as set out in the Order Form.
<b>Subcontract</b>	Any contract or agreement or proposed agreement between the Supplier and a Subcontractor in which the Subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
<b>Subcontractor</b>	Any third party engaged by the Supplier under a Subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.

<b>Subprocessor</b>	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
<b>Supplier Representative</b>	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
<b>Supplier Staff</b>	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and Subcontractors used in the performance of its obligations under this Call-Off Contract.
<b>Supplier Terms</b>	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
<b>Term</b>	The term of this Call-Off Contract as set out in the Order Form.
<b>Variation</b>	This has the meaning given to it in clause 32 (Variation process).
<b>Working Days</b>	Any day other than a Saturday, Sunday or public holiday in England and Wales.
<b>Year</b>	A contract year.

## Schedule 7 – Processing, Personal Data and Data Subjects

This Schedule 7 together with the Buyer's request for a proposal (dated 6 April 2018 version 7) as qualified by the Supplier's response (dated 11 May 2018 version 3) and clarifications set out in Schedule 1, sets out the Data Controller's instructions ("Instructions") for the processing of Data Controller Personal Data under this Call-Off Contract:

### Identity of the Controller and Processor

The parties, including the Data Controller, acknowledge that for the purposes of the Data Protection Legislation, the Data Controller is the Controller and the Supplier is the Processor in accordance with Clause 33.1. The Parties agree that no Buyer Personal Data will be processed by the Supplier under this Call-Off Contract. Insofar as the processing of Data Controller Personal Data is concerned, the Data Controller permits the Buyer to act on its behalf in relation to providing instructions, information and Data Controller Personal Data to the Supplier and also in relation to receiving information and Data Controller Personal Data from the Supplier. For the avoidance of doubt, the Parties, including the Data Controller, agree that the Buyer will not have any other of the responsibilities required of the Controller, nor the benefit of any indemnities from the Supplier or other rights against the Supplier with regard to the Data Controller Personal Data.

### DEFRA, permitted disclosure and permitted transfer.

The Data Controller appoints the Buyer's Operations Team to act as its agent and to provide instructions on its behalf in all respects in relation to its role as Data Controller and in relation to the processing of Personal Data under this Call-Off Contract.

The Supplier shall be entitled to act and rely on all instructions received from the Buyer's Operations Team as having been approved and agreed by the Data Controller and the Buyer without further investigation. Where the Supplier acts on such instructions in relation to its role as Processor, it shall be deemed to be acting on the Data Controller's strict instructions.

The Parties and the Data Controller agree that the Data Controller shall, where it considers it necessary to do so from a data protection perspective, be entitled to override any instructions provided by the Buyer's Operations Team to the Supplier. The Supplier shall not have any liability or responsibility whatsoever to the Buyer, the Data Controller or otherwise where it has acted upon any instructions from the Buyer's Operational Team that are subsequently overridden by instructions from the Data Controller and the Supplier shall be entitled to recover from the Buyer all and any additional costs and expenses incurred by the Supplier as a result thereto.

The parties and the Data Controller agree that all notifications, responses, data and information required to be provided by the Supplier to the Data Controller under this Call-Off Contract shall be deemed to be provided by the Supplier to the Data Controller whether they are provided by the Supplier to the Buyer,

to the Buyer's Operations Team or to the Data Controller directly.

In addition, the Buyer and the Data Controller agree that the Supplier may transfer and/or share Data Controller Personal Data:

- (i) with the Buyer;
- (ii) to the GenRep system for the creation of reports required under this Call-Off Contract and that such Personal Data will be visible on such system by the Buyer, the Data Controller and any other person who has access to such system and shall remain available on such system in accordance with the provisions of the separate Atos Genesis AMSSI contract between the Buyer and the Supplier.

**Subject matter of the processing:**

The CWM system is used in the administration and processing of applications for Wildlife Licences. Applicants submit their applications either directly into the CWM system or on electronic or paper forms that must be transferred by Natural England (the "Data Controller" or "NE") staff into the CWM system. Personal information pertinent to these licence applications is processed and stored in the system to facilitate assessment of application detail and associated administration tasks.

**Duration of the processing:**

- 01/06/2018 – 31/03/2020 (the contract will be let on a 10 month + 12 month basis)
- The Buyer has included the provision for a further 2 year extension of the overall agreement, however this will be subject to the Supplier fulfilling the exit plan requirements.

**Nature and purposes of the processing:**

*Nature of Processing*

- Personal information is collected from submitted application forms or is entered directly into the system by the applicant (dependant on means of application).
- Data is recorded in specific fields within the CWM system.
- Personal data is not adapted or altered in any way at any time during the assessment of a wildlife licence application.
- Personal data is retrieved from the CWM system as a result of use of either the "application search" or the "customer search" functionality, there are also a number of "standard reports" aligned to the CWM system which will return the personal details of the applicant tied to each licence or application (depends on status of application). Ad-hoc reports can be designed by NE and produced by the Supplier and can include personal data.
- The Wildlife Licensing work area can be subject to Freedom of Information (Disclosure), but personal data is redacted or removed before any information is passed outside of NE / externally.
- Specific data associated with Wildlife Licences can be passed to external sources (e.g. spatial data added to MAGIC website) (Disclosure / Use), again personal data is redacted or removed before any information is passed outside of NE / externally.
- Data collected as part of the licence application process is organised within the CWM system, with

- the organisation and structure of the data being determined by the structure of the system itself.
- The CWM system and all the data it holds are stored on secure servers run by the Buyer's third party supplier, Rackspace.
  - Local Authorities often ask NE to provide planning consultation, however NE do not include any wildlife application information or associated personal information within their response to such requests.
  - NE do receive FOI requests that may require them to pass wildlife application data to third parties, however any personal data associated with those applications is removed prior to release.
  - Data associated with Wildlife Licence applications is used for a variety of purposes such as to produce maps of species distribution or to produce delivery performance statistics (casework items delivered within agreed deadlines) however, personal information does not form part of any such data use.
  - Data held within CWM can be combined with information held outside of CWM in order to meet statutory reporting requirements (e.g. to the EU), but personal data does not form part of this reporting requirement.
  - In addition to the removal of personal details, there is additional restriction to the sharing of some licence types with external sources. For example, NE will not pass information related to Otter licences or any licence permitting killing of a European Protected Species outside of NE to protect licence holders. Furthermore, the licence related data that is added to the MAGIC mapping website is restricted to ensure that it does not display at a resolution greater than 1:10k. This prevents the identification of specific dwellings where licenced activities may be taking place.

### *Purpose of the Processing*

NE is the Licensing Authority in England in relation to derogations under the Wildlife and Countryside Act 1981 as amended and the Conservations of Habitats and Species Regulations 2017. As such NE has a statutory obligation to assess all applications for wildlife licences. A wildlife licence grants the holder permission to carry out acts that would otherwise contravene the above mentioned Legislation.

### **Deletion of Personal Data during the Call-Off Contract term:**

- During the term of the Call-Off Contract, the Data Controller Personal Data shall be retained by the Supplier in accordance with the Data Controller's data retention policy (titled "NE- Wildlife Licencing GDPR Privacy Notice v0.5.docx" which may be updated from time to time) ("Data Retention Policy"). Prior to the implementation of any updates to the Data Retention Policy, the Parties and the Data Controller shall engage the Variation Procedure in order to agree the impact of such amendment, including any impact on the scope of the Services, the Protective Measures put in place by the Supplier, the amount of Charges and the applicable commercial terms. The Data Controller Personal Data consists of Wildlife Licence Applications.
- As set out in Schedule 1, the Supplier shall provide a mechanism to delete Personal Data from Wildlife Licence Applications.
- Following the deletion of the Personal Data, the remainder of the Wildlife Licence application

must be retained and archived for reporting purposes.

- Where the Buyer or Data Controller (via the Buyer) submits a request for the Supplier to delete Data Controller Personal Data during the term of the Call-Off Contract, such a request shall be raised as a non-standard service request via ServiceNow and shall be actioned by the Supplier as part of their BAU service.
- Any requests to delete Buyer Data which are requested by the Buyer or the Data Controller which are not within the scope of the GCloud Services or the Data Retention Policy agreed shall be chargeable by the Supplier and shall be dealt with through the Variation procedure.
- The removal of the Single Business Identifier (“SBI”) number and VAT field is outside the scope of this Call-Off Contract. If the Buyer requires the SBI number and VAT field to be removed from the CWM production system and application forms, such a request shall be dealt with in line with the Variation Procedure. The Supplier may impose an additional charge for this work which shall be agreed by the Parties and the Data Controller.

#### **Return / deletion of Personal Data at the end of the Call-Off Contract:**

- In accordance with clause 19.5 of Part B to this Call-Off Contract, at the end of the Call-Off Contract Term, the Supplier must return all Buyer Data (including Data Controller Personal Data) and delete the Buyer Data in accordance with clause 19.5.

#### **Type of Personal Data:**

The CWM system holds the following personal data for anyone who applies for a Wildlife Licence and of anyone who is named as an “Agent” by an applicant.

- Name
- Address
- Email
- Phone numbers Inc Mobile Number
- Applicant Type – e.g. farmer, consultant, home owner, developer
- Organisation worked for
- SBI number in relation to farm payments schemes
- VAT number
- Criminal convictions related specifically to Wildlife Crimes

#### **Categories of Data Subject:**

Personal Data is held on people from a number of categories

- No data is held on NE **staff** other than names being tied to specific user names. NE employs many individuals on a temporary basis, but the only data held by CWM on these individuals is their names. The CWM system automatically “name stamps” a case with the name of the person

handling it. As such NE staff member names (including temporary members of staff) will be attached to casework stored by the CWM system

- Details of volunteer bat roost visitors are held in relation to bat roost volunteer licences only
- Agent details are held – e.g. a farmer may apply for a licence to control geese by shooting, but may name an “agent” who would carry out the shooting on his behalf
- Customers would be anyone applying for a licence – so yes, the CWM system holds personal details of customers, including members of the public.
- Clients, suppliers, patients, students/pupils, and users of a particular website do not feature specifically in CWM, but if any of these groups were to apply as a customer then their personal details would be held. We do record the “applicant type” of our customers, so if an applicant specified that they were a student in the relevant field on their application form we would record this in the “applicant type” field on CWM

## Schedule 8 – Security Schedule

**External Certifications** – The Supplier holds ISO 27001 and, Cyber Essentials (in relation to the Atos Secure Cloud PSN connection and not the Supplier as a whole), plus PSN accreditation.

**Risk Assessment** – The Supplier has completed a technical information risk assessment on the service provided (Processor Responsibility).

**Security Classifications** – Buyer Data (Data Controller Personal Data, Service Data and Service Personal Data) is classified by the Buyer and Data Controller as OFFICIAL or OFFICIAL SENSITIVE.

The Buyer Data shall include data relating to criminal convictions and offences which is classified as OFFICIAL SENSITIVE information by the Buyer and Data Controller. The Buyer and Data Controller are satisfied that the quantity of OFFICIAL SENSITIVE information within the Buyer Data shall be sufficiently low to reasonably enable the Parties and the Data Controller to process the Buyer Data as if it were classified as exclusively OFFICIAL information. The Buyer and the Data Controller have instructed the Supplier not to implement additional security measures which would be necessary for the protection of OFFICIAL SENSITIVE information but which are not necessary for the protection of OFFICIAL information and to secure such OFFICIAL SENSITIVE data at OFFICIAL level in accordance with its obligations in relation to OFFICIAL data under this Call-Off Contract.

**End User Devices** – The Supplier does not control End User Devices.

**Testing** – An annual ITHC is performed on all the relevant parts of the system that processes, stores and hosts Buyer Data (see security classifications). The service offering also includes a security testing service and accredited security testers.

**Network** – The Buyer and the Data Controller have confirmed that any Buyer Data (including any Data Controller Personal Data) (see security classifications) which is transmitted over any public network (including the internet, mobile networks or un-protected enterprise networks) does not need to be encrypted when transmitted.

**Personnel Security** – All Supplier Staff have received security clearance which conforms to BPSS. All Supplier staff have also received GDPR training.

**Identification, Authentication and Access Control** - The Supplier operates an appropriate access control regime that ensures users and administrators of the service are uniquely identified. The Supplier retains records of access to the physical sites and to the service

**Data Destruction / Deletion** - The Supplier can supply a copy of all Buyer Data (see security classifications) held by the Supplier on Supplier systems and media on request or at termination of the Call-Off Contract, and is able to securely erase or destroy all Buyer Data (see security classifications) which has been stored and processed by the Supplier on Supplier systems and media in accordance with the terms of this Call-Off Contract.

**Audit and Protective Monitoring** – With specific reference to the NE Casework Management system, audit

and protective monitoring is completed by Rackspace (the Buyer's CWM Hosting provider) and presented in a monthly report.

**Vulnerabilities and Corrective Action** – The Supplier shall procure and implement security patches to vulnerabilities in accordance with the timescales as agreed with Supplier Security Manager and the Buyers Security Manager/Accreditor

