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Schedule 1

Definitions

Schedule 1: Definitions

1 Definitions

- 1.1 In the Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Schedule 1 (*Definitions*) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In the Contract, unless the context otherwise requires:
- 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated, replaced or re-enacted (including as consequence of the Retained EU Law (Revocation and Reform) Act 2023) from time to time;
 - 1.3.5 the words “**including**”, “**other**”, “**in particular**”, “**for example**” and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “**without limitation**”;
 - 1.3.6 references to “**writing**” include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to “**representations**” shall be construed as references to present facts, to “**warranties**” as references to present and future facts and to “**undertakings**” as references to obligations under the Contract;
 - 1.3.8 references to “**Clauses**” and “**Schedules**” are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
 - 1.3.9 references to “**Paragraphs**” are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided; and

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- 1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified.
- 1.3.11 the headings in the Contract are for ease of reference only and shall not affect the interpretation or construction of the Contract; and
- 1.3.12 where the Buyer is a Crown Body it shall be treated as contracting with the Crown as a whole.
- 1.4 Any reference in this Contract which immediately before IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):
 - 1.4.1 any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement ("**EU References**") which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - 1.4.2 any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.
- 1.5 Where a standard, policy or document is referred to in this Contract by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Authority and the Parties shall update this Contract with a reference to the replacement hyperlink.

"3ES" the three emergency services namely police, fire and ambulance;

"Accounting Reference Date" means in each year the date to which the Supplier prepares its annual audited financial statements;

"Achieve"

- (a) in respect of a Test, to successfully pass a Test without any Test Issues; and
- (b) in respect of a Milestone, the issue of a Milestone Achievement Certificate in respect of that Milestone in accordance with the provisions of Schedule 14 (*Testing Procedures*),

and **"Achieved"** and **"Achievement"** shall be construed accordingly;

"Affected Party" the Party seeking to claim relief in respect of a Force Majeure Event;

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“Affiliate”	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control with, that body corporate from time to time;
“Allowable Assumptions”	the assumptions set out in Annex 5 of Schedule 15 (<i>Charges and Invoicing</i>);
“Allowable Price”	in relation to the Retained Deliverables relating to a CPP Milestone, if any, an amount determined in accordance with the formula: $A - B$ where: (a) A is an amount equal to the Costs incurred by the Supplier in providing or developing the relevant Retained Deliverables as reflected in the Financial Model together with an amount equal to the Anticipated Contract Life Profit Margin thereon; and (b) B is an amount equal to the Allowable Price Adjustment relating to the relevant Retained Deliverables, if any, or if there is no such Allowable Price Adjustment, zero, provided that the Allowable Price for any Retained Deliverables shall in no circumstances exceed the aggregate amount of the Milestone Payments paid to the Supplier in respect of the Milestones (or in the case of Partial Termination, the Milestones for the parts of the Services terminated) relating to that CPP Milestone;
“Allowable Price Adjustment”	has the meaning given in Clause 32.8(c) (<i>Payments by the Supplier</i>);
“Annual Contract Report”	has the meaning given in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Annual Revenue”	means, for the purposes of determining whether an entity is a Public Sector Dependent Supplier, the audited consolidated aggregate revenue (including share of revenue of joint ventures and Associates) reported by the Supplier or, as appropriate, the Supplier Group in its most recent published accounts, subject to the following methodology:

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	(a) figures for accounting periods of other than 12 months should be scaled pro rata to produce a proforma figure for a 12 month period; and (b) where the Supplier, the Supplier Group and/or their joint ventures and Associates report in a foreign currency, revenue should be converted to British Pound Sterling at the closing exchange rate on the Accounting Reference Date;
“Anticipated Contract Life Profit Margin”	has the meaning given in Schedule 15 (<i>Charges and Invoicing</i>);
“Approved Sub-Licensee”	any of the following: (a) a Crown Body; (b) any third party providing services to a Crown Body; and/or (c) any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Authority;
“Assets”	all assets and rights used by the Supplier to provide the Services in accordance with this Contract but excluding the Authority Assets;
“Associated Person”	has the meaning given to it in Section 44(4) of the Criminal Finances Act 2017;
“Associates”	means, in relation to an entity, an undertaking in which the entity owns, directly or indirectly, between 20% and 50% of the voting rights and exercises a degree of control sufficient for the undertaking to be treated as an associate under generally accepted accounting principles;
“Assurance”	means written confirmation from a Relevant Authority to the Supplier that the CRP Information is approved by the Relevant Authority;
“ATP Milestone”	the Milestone linked to Authority to Proceed for the relevant Operational Services set out in the Implementation Plan;

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“Audit”	any exercise by the Authority of its Audit Rights pursuant to Clause 12 (<i>Records, Reports, Audit and Open Book Data</i>) and Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Audit Agents”	(a) the Authority’s internal and external auditors; (b) the Authority’s statutory or regulatory auditors; (c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office; (d) HM Treasury or the Cabinet Office; (e) any party formally appointed by the Authority to carry out audit or similar review functions; (f) successors or assigns of any of the above; and (g) Audit Agents must not be direct competition of the supplier;
“Audit Rights”	the audit and access rights referred to in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Authority Assets”	the Authority Materials, the Authority infrastructure and any other data, software, assets, equipment or other property owned by and/or licensed or leased to the Authority and which is or may be used in connection with the provision or receipt of the Services;
“Authority Background IPRs”	(a) IPRs owned by the Authority before the Effective Date, including IPRs contained in any of the Authority’s Know-How, documentation, processes and procedures; (b) IPRs created by the Authority independently of this Contract; and/or (c) Crown Copyright which is not available to the Supplier otherwise than under this Contract; but excluding IPRs owned by the Authority subsisting in the Authority Software;
“Authority Cause”	any material breach by the Authority of any of the Authority Responsibilities, except to the extent that such breach is: (a) the result of any act or omission by the Authority to which the Supplier has given its prior consent; or

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	(b) caused by the Supplier, any Sub-contractor or any Supplier Personnel;
“Authority Data”	(a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (i) supplied to the Supplier by or on behalf of the Authority; and/or (ii) which the Supplier is required to generate, process, store or transmit pursuant to this Contract; or (b) any Personal Data for which the Authority is the Controller;
“Authority IT Strategy”	the Authority’s IT policy in force as at the Effective Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Change Control Procedure;
“Authority Materials”	the Authority Data together with any materials, documentation, information, programs and codes supplied by the Authority to the Supplier, the IPRs in which: (a) are owned or used by or on behalf of the Authority; and (b) are or may be used in connection with the provision or receipt of the Services, but excluding any Project Specific IPRs, Specially Written Software, Supplier Software, Third Party Software and Documentation relating to Supplier Software or Third Party Software;
“Authority Premises”	premises owned, controlled or occupied by the Authority and/or any Crown Body which are made available for use by the Supplier or its Sub-contractors for provision of the Services (or any of them);
“Authority Representative”	the representative appointed by the Authority pursuant to Clause 11.4 (<i>Representatives</i>);
“Authority Requirements”	the requirements of the Authority set out in Schedule 2 (<i>Services Description</i>), Schedule 3 (<i>Performance Levels</i>), Schedule 4, Schedule 5 (<i>Security Management</i>), Schedule 6 (<i>Insurance Requirements</i>), Schedule 13 (<i>Implementation</i>)

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Plan), Schedule 24 (*Reports and Records Provisions*), Schedule 25 (*Exit Management*) and Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);

“Authority Responsibilities”	the responsibilities of the Authority specified in Schedule 7 (<i>Authority Responsibilities</i>);
“Authority Software”	software which is owned by or licensed to the Authority (other than under or pursuant to this Contract) and which is or will be used by the Supplier for the purposes of providing the Services;
“Authority System”	the Authority’s computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the Supplier in connection with this Contract which is owned by the Authority or licensed to it by a third party and which interfaces with the Supplier System or which is necessary for the Authority to receive the Services;
“Authority to Proceed” or “ATP”	the authorisation to the Supplier to commence the provision of the relevant Operational Services to the Authority, provided by the Authority in the form of a Milestone Achievement Certificate in respect of the ATP Milestone;
“Balanced Scorecard Report”	has the meaning given in Paragraph 1.1(b) of Part B of Schedule 3 (Performance Levels);
“Baseline Security Requirements”	the Authority’s baseline security requirements, the current copy of which is contained in Annex 1 (Baseline Security Requirements), as updated from time to time by the Authority and notified to the Supplier;
“Board”	means the Supplier’s board of directors;
“Board Confirmation”	means the written confirmation from the Board in accordance with Paragraph 8 of Schedule 18 (<i>Financial Distress</i>);
“Breakage Costs Payment”	has the meaning given in Schedule 16 (<i>Payments on Termination</i>);
“Cabinet Office Markets and Suppliers Team”	means the UK Government’s team responsible for managing the relationship between government and its Strategic Suppliers, or any replacement or successor body carrying out the same function;

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“Certificate of Costs”	has the meaning given in Schedule 15 (<i>Charges and Invoicing</i>);
“Change”	any change to this Contract;
“Change Authorisation Note”	a form setting out an agreed Contract Change which shall be substantially in the form of Annex 2: Change Authorisation Note;
“Change Control Procedure”	the procedure for changing this Contract set out in Schedule 22 (<i>Change Control Procedure</i>);
“Change in Law”	any change in Law which impacts on the performance of the Services which comes into force after the Effective Date;
“Change Request”	a written request for a Contract Change substantially in the form of Annex 1 (<i>Change Request Form</i>);
“Charges”	the charges for the provision of the Services set out in or otherwise calculated in accordance with Schedule 15 (<i>Charges and Invoicing</i>), including any Milestone Payment or Service Charge;
“Class 1 Transaction”	has the meaning set out in the listing rules issued by the UK Listing Authority;
“CNI”	means Critical National Infrastructure;
“Commercially Sensitive Information”	the information listed in Schedule 9 (<i>Commercially Sensitive Information</i>) comprising the information of a commercially sensitive nature relating to: (a) the pricing of the Services; (b) details of the Supplier’s IPRs; and (c) the Supplier’s business and investment plans; which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss;
“Comparable Supply”	the supply of services to another customer of the Supplier that are the same or similar to any of the Services;

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“Compensation for Unacceptable KPI Failure”	has the meaning given in Clause 7.4(a) (<i>Unacceptable KPI Failure</i>);
“Compensation Payment”	has the meaning given in Schedule 16 (<i>Payments on Termination</i>);
“Condition Precedent”	has the meaning given in Clause 4.2 (<i>Condition Precedent</i>);
“Confidential Information”	(a) Information, including all Personal Data, which (however it is conveyed) is provided by the Disclosing Party pursuant to or in anticipation of this Contract that relates to: (i) the Disclosing Party Group; or (ii) the operations, business, affairs, developments, intellectual property rights, trade secrets, know-how and/or personnel of the Disclosing Party Group; (b) other Information provided by the Disclosing Party pursuant to or in anticipation of this Contract that is clearly designated as being confidential or equivalent or that ought reasonably to be considered to be confidential (whether or not it is so marked) which comes (or has come) to the Recipient’s attention or into the Recipient’s possession in connection with this Contract; (c) discussions, negotiations, and correspondence between the Disclosing Party or any of its directors, officers, employees, consultants or professional advisers and the Recipient or any of its directors, officers, employees, consultants and professional advisers in connection with this Contract and all matters arising therefrom; and (d) Information derived from any of the above, but not including any Information which: (i) was in the possession of the Recipient without obligation of confidentiality prior to its disclosure by the Disclosing Party; (ii) the Recipient obtained on a non-confidential basis from a third party who is not, to the Recipient’s knowledge or belief, bound by a confidentiality agreement with the Disclosing

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	Party or otherwise prohibited from disclosing the information to the Recipient;
(iii)	was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Contract or breach of a duty of confidentiality;
(iv)	was independently developed without access to the Confidential Information; or
(v)	relates to the Supplier's: (1) performance under this Contract; or (2) failure to pay any Sub-contractor as required pursuant to Clause 15.15(a) (<i>Supply Chain Protection</i>);
“Conflict of Interest”	a conflict between the financial or personal duties of the Supplier or the Supplier Personnel and the duties owed to the Authority under the Contract, in the reasonable opinion of the Authority;
“Contract”	the contract between the Authority and the Supplier;
“Contract Change”	any change to this Contract other than an Operational Change;
“Contract Inception Report”	the initial financial model in a form agreed by the Supplier and the Authority in writing on or before the Effective Date;
“Contracts Finder”	the online government portal which allows suppliers to search for information about contracts as prescribed by Part 4 of the Public Contract Regulations 2015;
“Contract Year”	(a) a period of 12 months commencing on the Effective Date; or (b) thereafter a period of 12 months commencing on each anniversary of the Effective Date; provided that the final Contract Year shall end on the expiry or termination of the Term;
“Control”	the possession by person, directly or indirectly, of the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting

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shares, by contract or otherwise) and “**Controls**” and “**Controlled**” shall be interpreted accordingly;

“Controller”

has the meaning given in the UK GDPR or the EU GDPR as the context requires;

“Corporate Change Event”

means:

- (a) any change of Control of the Supplier or a Parent Undertaking of the Supplier;
- (b) any change of Control of any member of the Supplier Group which, in the reasonable opinion of the Authority, could have a material adverse effect on the Services;
- (c) any change to the business of the Supplier or any member of the Supplier Group which, in the reasonable opinion of the Authority, could have a material adverse effect on the Services;
- (d) a Class 1 Transaction taking place in relation to the shares of the Supplier or any Parent Undertaking of the Supplier whose shares are listed on the main market of the London Stock Exchange plc;
- (e) an event that could reasonably be regarded as being equivalent to a Class 1 Transaction taking place in respect of the Supplier or any Parent Undertaking of the Supplier;
- (f) payment of dividends by the Supplier or the ultimate Parent Undertaking of the Supplier Group exceeding 25% of the Net Asset Value of the Supplier or the ultimate Parent Undertaking of the Supplier Group respectively in any 12 month period;
- (g) an order is made or an effective resolution is passed for the winding up of any member of the Supplier Group;
- (h) any member of the Supplier Group stopping payment of its debts generally or becoming unable to pay its debts within the meaning of section 123(1) of the Insolvency Act 1986 or any member of the Supplier Group ceasing to carry on all or substantially all its business, or any compromise, composition, arrangement or agreement being made with creditors of any member of the Supplier Group;
- (i) the appointment of a receiver, administrative receiver or administrator in respect of or over all or a material part

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of the undertaking or assets of any member of the Supplier Group; and/or

- (j) any process or events with an effect analogous to those in Paragraphs (e) to (g) inclusive above occurring to a member of the Supplier Group in a jurisdiction outside England and Wales;

“Corporate Change Event Grace Period”

means a grace period agreed to by the Relevant Authority for providing CRP Information and/or updates to Service Continuity Plan after a Corporate Change Event

“Corporate Resolvability Assessment (Structural Review)”

means part of the CRP Information relating to the Supplier Group to be provided by the Supplier in accordance with Paragraphs 2 and Annex 2: Corporate Resolvability Assessment (Structural Review) of Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);

“Costs”

has the meaning given in Schedule 15 (*Charges and Invoicing*);

“CPP Milestone”

a contract performance point as set out in the Implementation Plan, being the Milestone at which the Supplier has demonstrated that the Supplier Solution or relevant Service is working satisfactorily in its operating environment in accordance with Schedule 14 (*Testing Procedures*);

“Critical National Infrastructure”

means those critical elements of UK national infrastructure (namely assets, facilities, systems, networks or processes and the essential workers that operate and facilitate them), the loss or compromise of which could result in:

- (a) major detrimental impact on the availability, integrity or delivery of essential services – including those services whose integrity, if compromised, could result in significant loss of life or casualties – taking into account significant economic or social impacts; and/or
- (b) significant impact on the national security, national defence, or the functioning of the UK;

“Critical Performance Failure”

- (a) the Supplier accruing in aggregate six hundred (600) or more Service Points (in terms of the number of points allocated) in any period of three (3) months; or

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	(b) the Supplier accruing Service Credits or Compensation for Unacceptable KPI Failure which meet or exceed the Service Credit Cap;
“Critical Service Contract”	means the overall status of the Services provided under this Contract as determined by the Authority and specified in Paragraph 1.1 of Part B to Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>);
“Crown Body”	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the Welsh Government), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
“Crown Copyright”	has the meaning given in the Copyright, Designs and Patents Act 1988
“CRP Information”	means the Corporate Resolution Planning Information, together, the: (a) Exposure Information (Contracts List); (b) Corporate Resolvability Assessment (Structural Review); and (c) Financial Information and Commentary;
“CRTPA”	the Contracts (Rights of Third Parties) Act 1999;
“Data Loss Event”	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
“Data Protection Impact Assessment”	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
“Data Protection Legislation”	(a) the UK GDPR; (b) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (c) all applicable Law about the processing of personal data and privacy; and (d) (to the extent that it applies) the EU GDPR;

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“Data Subject”	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;
“Data Subject Request”	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to their Personal Data;
“Deductions”	all Service Credits, Compensation for Unacceptable KPI Failure, Delay Payments or any other deduction which is paid or payable to the Authority under this Contract;
“Default”	any breach of the obligations of the relevant Party (including abandonment of this Contract in breach of its terms, repudiatory breach or breach of a fundamental term) or any other default, act, omission, negligence or statement: (a) in the case of the Authority, of its employees, servants, agents; or (b) in the case of the Supplier, of its Sub-contractors or any Supplier Personnel, in connection with or in relation to the subject-matter of this Contract and in respect of which such Party is liable to the other;
“Defect”	(a) any error, damage or defect in the manufacturing of a Deliverable; or (b) any error or failure of code within the Software which causes a Deliverable to malfunction or to produce unintelligible or incorrect results; or (c) any failure of any Deliverable to provide the performance, features and functionality specified in the Authority Requirements or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from meeting its associated Test Success Criteria; or (d) any failure of any Deliverable to operate in conjunction with or interface with any other Deliverable in order to provide the performance, features and functionality specified in the Authority Requirements or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from meeting its associated Test Success Criteria;

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“Delay”	(a) a delay in the Achievement of a Milestone by its Milestone Date; or (b) a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
“Delay Deduction Period”	
“Delay Payments”	the amounts payable by the Supplier to the Authority in respect of a Delay in Achieving a Key Milestone as specified in Schedule 15 (<i>Charges and Invoicing</i>);
“Deliverable”	an item, feature or software delivered or to be delivered by the Supplier at or before a Milestone Date or at any other stage during the performance of this Contract;
“Dependent Parent Undertaking”	means any Parent Undertaking which provides any of its Subsidiary Undertakings and/or Associates, whether directly or indirectly, with any financial, trading, managerial or other assistance of whatever nature, without which the Supplier would be unable to continue the day to day conduct and operation of its business in the same manner as carried on at the time of entering into this Contract, including for the avoidance of doubt the provision of the Services in accordance with the terms of this Contract;
“Detailed Implementation Plan”	the plan developed and revised from time to time in accordance with Paragraphs 3 and 4 of Schedule 13 (<i>Implementation Plan</i>);
“Disclosing Party”	has the meaning given in Clause 19.1 (<i>Confidentiality</i>);
“Disclosing Party Group”	(a) where the Disclosing Party is the Supplier, the Supplier and any Affiliates of the Supplier; and (b) where the Disclosing Party is the Authority, the Authority and any Crown Body with which the Authority or the Supplier interacts in connection with this Contract;
“Dispute”	any dispute, difference or question of interpretation arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the Change Control Procedure or any matter where this Contract directs the

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Parties to resolve an issue by reference to the Dispute Resolution Procedure;

“Dispute Notice”	a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
“Dispute Resolution Procedure”	the dispute resolution procedure set out in Schedule 23 (<i>Dispute Resolution Procedure</i>);
“Documentation”	descriptions of the Services and Performance Indicators, details of the Supplier System (including (i) vendors and versions for off-the-shelf components and (ii) source code and build information for proprietary components), relevant design and development information, technical specifications of all functionality including those not included in standard manuals (such as those that modify system performance and access levels), configuration details, test scripts, user manuals, operating manuals, process definitions and procedures, and all such other documentation as: (a) is required to be supplied by the Supplier to the Authority under this Contract; (b) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Authority to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide Services; (c) is required by the Supplier in order to provide the Services; and/or (d) has been or shall be generated for the purpose of providing the Services;
“DOTAS”	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;

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“DPA 2018”	the Data Protection Act 2018;
“Due Diligence Information”	any information supplied to the Supplier by or on behalf of the Authority prior to the Effective Date;
“EEA”	European Economic Area
“Effective Date”	the later of: (a) the date on which this Contract is signed by both Parties; and (b) the date on which the Condition Precedent has been satisfied or waived in accordance with Clause 4.2 (<i>Condition Precedent</i>);
“EIRs”	the Environmental Information Regulations 2004, together with any guidance and/or codes of practice issued by the Information Commissioner or any Crown Body in relation to such Regulations;
“Electronic Document Management System” or “EDMS”	the data repository hosted by the Authority containing the information about this Contract and the Services provided under it in accordance with Schedule 24 (Reports and Records Provisions);
“Emergency Maintenance”	ad hoc and unplanned maintenance provided by the Supplier where: (a) the Authority reasonably suspects that the Supplier System or the Services, or any part of the Supplier System or the Services, has or may have developed a fault, and notifies the Supplier of the same; or (b) the Supplier reasonably suspects that the Supplier System or the Services, or any part the Supplier System or the Services, has or may have developed a fault;
“Emergency Services Mobile Communications Programme” and “ESMCP”	the Authority’s programme to provide the Emergency Services Network;
“Emergency Services Network” and “ESN”	the replacement mission critical voice and data services for 3ES and other authorised users;

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“Employee Liabilities”	all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation related to employment including in relation to the following: (a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments; (b) unfair, wrongful or constructive dismissal compensation; (c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay; (d) compensation for less favourable treatment of part-time workers or fixed term employees; (e) outstanding employment debts and unlawful deduction of wages including any PAYE and national insurance contributions; (f) employment claims whether in tort, contract or statute or otherwise; (g) any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;
“Employment Regulations”	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced;
“ESN Ecosystem Supplier”	ESN Ecosystem Suppliers” means: (a) ESN Suppliers; (b) Device Suppliers; (c) Control Room System Suppliers; (d) 3rd Party MCX Client Suppliers;

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- (e) Accessory Suppliers; and
- (f) Application Suppliers;

“Estimated Year 1 Charges”	the estimated Charges payable by the Authority during the first Contract Year, as set out in the Financial Model;
“Estimated Initial Service Charges”	the estimated Service Charges payable by the Authority during the period of 12 months from the first Operational Service Commencement Date, as set out in the Financial Model;
“Extension Period”	refers to any period after the expiry of the Initial Term during which the Parties may agree in writing to extend the duration of this Contract, if applicable;
“EU GDPR”	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it has effect in EU law;
“EU”	European Union;
“Exit Management”	services, activities, processes and procedures to ensure a smooth and orderly transition of all or part of the Services from the Supplier to the Authority and/or a Replacement Supplier, as set out or referred to in Schedule 25 (<i>Exit Management</i>);
“Exit Plan”	the plan produced and updated by the Supplier during the Term in accordance with Paragraph 4 of Schedule 25 (<i>Exit Management</i>);
“Expedited Dispute Timetable”	the reduced timetable for the resolution of Disputes set out in Paragraph 3 of Schedule 23 (<i>Dispute Resolution Procedure</i>);
“Expert”	has the meaning given in Schedule 23 (<i>Dispute Resolution Procedure</i>);
“Expert Determination”	the process described in Paragraph 6 of Schedule 23 (<i>Dispute Resolution Procedure</i>);
“Exposure Information (Contracts List)”	means part of the CRP Information relating to the Supplier Group to be provided by the Supplier in accordance with Paragraphs 2 and Annex 1 of Part B of Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>);

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“Financial Distress Event”	the occurrence of one or more of the events listed in Paragraph 3.1 of Schedule 18 (<i>Financial Distress</i>);
“Financial Information and Commentary”	means part of the CRP Information requirements set out in accordance with Paragraphs 2 and Annex 3 of Part B of Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>);
“Financial Distress Remediation Plan”	a plan setting out how the Supplier will ensure the continued performance and delivery of the Services in accordance with this Contract in the event that a Financial Distress Event occurs. This plan should include what the Authority would need to put in place to ensure performance and delivery of the Services in accordance with this Contract up to and including any Insolvency Event in respect of the relevant FDE Group entity and may refer to the Insolvency Continuity Plan in this regard;
“Financial Model”	has the meaning given in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Financial Reports”	has the meaning given in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Financial Transparency Objectives”	has the meaning given in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“FOIA”	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Crown Body in relation to such Act;
“Force Majeure Event”	any event outside the reasonable control of either Party affecting its performance of its obligations under this Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including riots, war or armed conflict, acts of terrorism, acts of government, local government or regulatory bodies, fire, flood, storm or earthquake, or other natural disaster but excluding any industrial dispute relating to the Supplier or the Supplier Personnel or any other failure in the Supplier’s or a Sub-contractor’s supply chain;

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“Force Majeure Notice”	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
“Former Supplier”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“General Anti-Abuse Rule”	(a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into Parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
“General Change in Law”	a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
“Good Industry Practice”	at any time the exercise of that degree of care, skill, diligence, prudence, efficiency, foresight and timeliness which would be reasonably expected at such time from a leading and expert supplier of services similar to the Services to a customer like the Authority, such supplier seeking to comply with its contractual obligations in full and complying with applicable Laws;
“Goods”	has the meaning given in Clause 9.7 (<i>Supply of Goods</i>);
“Guarantee”	the deed of guarantee in favour of the Authority entered into by the Guarantor on or about the date of this Contract (which is in the form set out in Schedule 30 (<i>Deed of Guarantee</i>)), or any guarantee acceptable to the Authority that replaces it from time to time;
“Guarantor”	[insert name], a company registered in [insert country] with company number [insert company number] and whose registered office is at [insert registered address];
“Halifax Abuse Principle”	the principle explained in the CJEU Case C-255/02 Halifax and others;
“Health and Safety Policy”	the health and safety policy of the Authority and/or other relevant Crown Body as provided to the Supplier on or before the Effective Date and as subsequently provided to the Supplier from time to time except any provision of any such subsequently provided policy that cannot be reasonably reconciled to ensuring compliance with applicable Law regarding health and safety;

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“HMRC”	HM Revenue & Customs;
“Impact Assessment”	has the meaning given in Schedule 22 (<i>Change Control Procedure</i>);
“Implementation Plan”	the Outline Implementation Plan or (if and when approved by the Authority pursuant to Paragraph 3 of Schedule 13 (<i>Implementation Plan</i>)) the Detailed Implementation Plan as updated in accordance with Paragraph 4 of Schedule 13 (<i>Implementation Plan</i>) from time to time;
“Implementation Services”	the implementation services described as such in the Services Description;
“Implementation Services Commencement Date”	the date on which the Supplier is to commence provision of the first of the Services, being [insert date];
“Indemnified Person”	the Authority and each and every person to whom the Authority (or any direct or indirect sub-licensee of the Authority) sub-licenses, assigns or novates any Relevant IPRs or rights in Relevant IPRs in accordance with this Contract;
“Independent Controller”	a party which is Controller of the same Personal Data as the other Party and there is no element of joint control with regards to that Personal Data;
“Information”	all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form);
“Initial Term”	the period of five (5) years from and including the Effective Date;
“Initial Upload Date”	means the occurrence of an event detailed in Schedule 24 (<i>Reports and Records Provisions</i>) Annex 3: (<i>Records To Upload To Virtual Library</i>) which requires the Supplier to provide its initial upload of the relevant information to the Virtual Library;
“Insolvency Event”	with respect to any person, means: (a) that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or:

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- (i) (being a company or a LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or
 - (ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986;
- (b) that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, a LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;
- (c) another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person;
- (d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person's assets and such attachment or process is not discharged within fourteen (14) days;
- (e) that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;
- (f) where that person is a company, a LLP or a partnership:
 - (i) a petition is presented (which is not dismissed within fourteen (14) days of its service), a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;
 - (ii) an application is made to court, or an order is made, for the appointment of an administrator, or

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	if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;
	(iii) (being a company or a LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or
	(iv) (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or
	(g) any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above;
“Intellectual Property Rights” or “IPRs”	(a) 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; (b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and (c) all other rights having equivalent or similar effect in any country or jurisdiction;
“Intervention Cause”	has the meaning given in Clause 27.1 (<i>Remedial Adviser</i>);
“Intervention Notice”	has the meaning given in Clause 27.1 (<i>Remedial Adviser</i>);
“Intervention Period”	has the meaning given in Clause 27.2(c) (<i>Remedial Adviser</i>);
“Intervention Trigger Event”	(a) any event falling within limb (a), (b), (c), (e), (f) or (g) of the definition of a Supplier Termination Event; (b) a Default by the Supplier that is materially preventing or materially delaying the performance of the Services or any material part of the Services;

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	(c) the Supplier accruing in aggregate four hundred and fifty (450) or more Service Points (in terms of the number of points allocated) in any period of three (3) months; (d) the Supplier accruing Service Credits which meet or exceed 75% of the Service Credit Cap; and/or (e) the Supplier not Achieving a Key Milestone within seventy-five (75) days of its relevant Milestone Date;
“IP Completion Day”	has the meaning given to it in the European Union (Withdrawal Agreement) Act 2020;
“IPRs Claim”	any claim against any Indemnified Person of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any Relevant IPRs save for any such claim to the extent that it is caused by any use by or on behalf of that Indemnified Person of any Relevant IPRs, or the use of the Authority Software by or on behalf of the Supplier, in either case in combination with any item not supplied or recommended by the Supplier pursuant to this Contract or for a purpose not reasonably to be inferred from the Services Description or the provisions of this Contract;
“IT”	information and communications technology;
“IT Environment”	the Authority System and the Supplier System;
“Joint Controllers”	has the meaning given in Article 26 of the UK GDPR, or EU GDPR, as the context requires;
“Key Milestone”	the Milestones identified in the Implementation Plan as key milestones and in respect of which Delay Payments may be payable in accordance with Paragraph 1 of Part C of Schedule 15 (<i>Charges and Invoicing</i>) if the Supplier fails to Achieve the Milestone Date in respect of such Milestone;
“Key Performance Indicator”	the key performance indicators set out in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Key Personnel”	those persons appointed by the Supplier to fulfil the Key Roles, being the persons listed in Schedule 29 (<i>Key Personnel</i>) against each Key Role as at the Effective Date or as amended from time to time in accordance with Clauses 14.5 and 14.6 (<i>Key Personnel</i>);

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“Key Roles”	a role described as a Key Role in Schedule 29 (<i>Key Personnel</i>) and any additional roles added from time to time in accordance with Clause 14.4 (<i>Key Personnel</i>);
“Key Sub-contract”	each Sub-contract with a Key Sub-contractor;
“Key Sub-contractor”	any Sub-contractor: (a) which, in the opinion of the Authority, performs (or would perform if appointed) a critical role in the provision of all or any part of the Services; and/or (b) with a Sub-contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under this Contract (as set out in the Financial Model);
“Know-How”	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know how relating to the Services but excluding know how already in the other Party’s possession before this Contract;
“KPI Failure”	a failure to meet the Target Performance Level in respect of a Key Performance Indicator;
“KPI Service Threshold”	shall be as set out against the relevant Key Performance Indicator in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Law”	any law, statute, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of the European Union (Withdrawal) Act 2018 as amended by European Union (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;
“LED”	Law Enforcement Directive (Directive (EU) 2016/680);
“Licensed Software”	all and any Software licensed by or through the Supplier, its Sub-contractors or any third party to the Authority for the purposes of or pursuant to this Contract, including any Supplier Software, Third Party Software and/or any Specially Written Software;

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“Losses”	losses, liabilities, damages, costs and expenses (including legal fees on a solicitor/client basis) and disbursements and costs of investigation, litigation, settlement, judgment interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty or otherwise;
“Maintenance Schedule”	shall have the meaning set out in Clause 9.4 (<i>Maintenance</i>);
“Malicious Software”	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;
“Management Information”	the management information specified in Schedule 3 (<i>Performance Levels</i>), Schedule 15 (<i>Charges and Invoicing</i>) and Schedule 21 (<i>Governance</i>) to be provided by the Supplier to the Authority;
“Material KPI Failure”	(a) a Serious KPI Failure; (b) a Severe KPI Failure; or (c) a failure by the Supplier to meet a KPI Service Threshold;
“Material SPI Failure”	(a) a failure by the Supplier to meet the PI Service Threshold in respect of 25% or more of the Subsidiary Performance Indicators that are measured in that Service Period; and/or (b) a failure by the Supplier to meet the Target Performance Level in respect of 50% or more of the Subsidiary Performance Indicators that are measured in that Service Period;
“Measurement Period”	in relation to a Key Performance Indicator or Subsidiary Performance Indicator, the period over which the Supplier’s performance is measured (for example, a Service Period if measured monthly or a 12 month period if measured annually);
“Milestone”	an event or task described in the Implementation Plan which, if applicable, shall be completed by the relevant Milestone Date;

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“Milestone Achievement Certificate”	the certificate to be granted by the Authority when the Supplier has Achieved a Milestone, which shall be in substantially the same form as that set out in Annex 3 of Schedule 14 (<i>Testing Procedures</i>);
“Milestone Adjustment Payment Amount”	in respect of each CPP Milestone the subject of a Milestone Adjustment Payment Notice, an amount determined in accordance with the formula: $A - B$ where: (a) A is an amount equal to the aggregate sum of all Milestone Payments paid to the Supplier in respect of the Milestones (or in the case of Partial Termination, the Milestones for the parts of the Services terminated) relating to that CPP Milestone; and (b) B is an amount equal to the aggregate Allowable Price for the Retained Deliverables relating to that CPP Milestone or, if there are no such Retained Deliverables, zero;
“Milestone Adjustment Payment Notice”	has the meaning given in Clause 32.7 (<i>Payments by the Supplier</i>);
“Milestone Date”	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
“Milestone Payment”	a payment identified in Schedule 15 (<i>Charges and Invoicing</i>) to be made following the issue of a Milestone Achievement Certificate;
“Milestone Retention”	has the meaning given in Schedule 15 (<i>Charges and Invoicing</i>);
“Minor KPI Failure”	shall be as set out against the relevant Key Performance Indicator in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Month”	a calendar month and “ monthly ” shall be interpreted accordingly;
“Multi-Party Dispute Resolution Procedure”	has the meaning given in Paragraph 9.1 of Schedule 28 (<i>Staff Transfer</i>) of Schedule 23 (<i>Dispute Resolution Procedure</i>);

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“Multi-Party Procedure Initiation Notice”	has the meaning given in Paragraph 9.2 of Schedule 23 (<i>Dispute Resolution Procedure</i>);
“NCSC”	the National Cyber Security Centre or any replacement or successor body carrying out the same function;
“New Releases”	an item produced primarily to extend, alter or improve the Software and/or any Deliverable by providing additional functionality or performance enhancement (whether or not defects in the Software and/or Deliverable are also corrected) while still retaining the original designated purpose of that item;
“Non-trivial Customer Base”	a significant customer base with respect to the date of first release and the relevant market but excluding Affiliates and other entities related to the licensor;
“Non-retained Deliverables”	in relation to a CPP Milestone Payment Notice and each CPP Milestone the subject of that CPP Milestone Payment Notice, Deliverables provided to the Authority which relate to the relevant CPP Milestone(s) and which are not Retained Deliverables;
“Notifiable Default”	shall have the meaning given in Clause 25.1 (<i>Rectification Plan Process</i>);
“Object Code”	software and/or data in machine-readable, compiled object code form;
“Occasion of Tax Non-Compliance”	(a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: (i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or (b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on

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or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;

“Open Book Data”	has the meaning given in Schedule 19 (<i>Financial Reports and Audit Rights</i>);
“Open Licence”	means any material that is published for use, with rights to access, copy and modify and publish, by any person for free, under a generally recognised open licence including Open Government Licence as set out at http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/ and the Open Standards Principles documented at https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles , and includes the Open Source publication of Software;
“Open Source”	computer Software that is released on the internet for use by any person, such release usually being made under a recognised open source licence and stating that it is released as open source;
“Operating Environment”	the Authority System and the Sites;
“Operational Change”	any change in the Supplier’s operational procedures which in all respects, when implemented: (a) will not affect the Charges and will not result in any other costs to the Authority; (b) may change the way in which the Services are delivered but will not adversely affect the output of the Services or increase the risks in performing or receiving the Services; (c) will not adversely affect the interfaces or interoperability of the Services with any of the Authority’s IT infrastructure; and (d) will not require a change to this Contract;
“Operational Service Commencement Date”	in relation to an Operational Service, the later of:

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- (a) the date identified in the Operational Services Implementation Plan upon which the Operational Service is to commence; and
 - (b) where the Implementation Plan states that the Supplier must have Achieved the relevant ATP Milestone before it can commence the provision of that Operational Service, the date upon which the Supplier Achieves the relevant ATP Milestone;
- “Operational Services”** the operational services described as such in the Services Description;
- “Optional Services”** the services described as such in Schedule 2 (*Services Description*) which are to be provided by the Supplier if required by the Authority in accordance with Clause 5.10 (*Optional Services*);
- “Optional Services Implementation Plan”** the implementation plan to effect the Optional Services agreed between the Parties prior to the Effective Date and, if not agreed prior to the Effective Date, to be developed by the Supplier and approved by the Authority;
- “Other Supplier”** any supplier to the Authority (other than the Supplier) which is notified to the Supplier from time to time;
- “Outline Implementation Plan”** the outline plan set out at Annex 1 of Schedule 13 (*Implementation Plan*);
- “Parent Undertaking”** has the meaning set out in section 1162 of the Companies Act 2006;
- “Partial Termination”** the partial termination of this Contract to the extent that it relates to the provision of any part of the Services as further provided for in Clause 31.2(b) (*Termination by the Authority*) or 31.3(b) (*Termination by the Supplier*) or otherwise by mutual agreement by the Parties;
- “Parties”** and **“Party”** have the meanings respectively given on page 1 of this Contract;
- “Payment Milestone”** a Milestone on Achievement of which a Milestone Payment becomes due to the Supplier;
- “Performance Failure”** a KPI Failure or a PI Failure;

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“Performance Indicators”	the Key Performance Indicators and the Subsidiary Performance Indicators;
“Permitted Maintenance”	has the meaning given in Clause 9.4 (<i>Maintenance</i>);
“Performance Monitoring Report”	has the meaning given in Schedule 3 (<i>Performance Levels</i>);
“Personal Data”	has the meaning given in the UK GDPR or the EU GDPR as the context requires;
“Personal Data Breach”	has the meaning given in the UK GDPR or the EU GDPR as the context requires;
“Preceding Services”	has the meaning given in Clause 5.2(b) (<i>Standard of Services</i>);
“Prescribed Person”	a legal adviser, an MP, or an appropriate body which a whistle-blower may make a disclosure to as detailed in ‘Whistleblowing: list of prescribed people and bodies’, available online at: https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies , as updated from time to time;
“Processor”	has the meaning given to it under the UK GDPR or the EU GDPR as the context requires;
“Processor Personnel”	means all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Sub-processor engaged in the performance of its obligations under this Contract;
“Programme Board”	the body described in Paragraph 5 of Schedule 21 (<i>Governance</i>);
“Prohibited Act”	(a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority a financial or other advantage to:

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- (i) induce that person to perform improperly a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract;
- (c) an offence:
 - (i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act);
 - (ii) under legislation or common law concerning fraudulent acts; or
 - (iii) defrauding, attempting to defraud or conspiring to defraud the Authority (including offences by the Supplier under Part 3 of the Criminal Finances Act 2017); or
- (d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;

“Protective Measures” appropriate technical and organisational measures designed to ensure compliance with obligations of the Parties arising under Data Protection Legislation 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 the such measures adopted by it, including those outlined in Schedule 5 (Security Management);

“Project Specific IPRs” (a) Intellectual Property Rights in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Contract and updates and amendments of these items including (but not limited to) database schema; and/or

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	(b) Intellectual Property Rights arising as a result of the performance of the Supplier's obligations under this Contract; but shall not include the Supplier Background IPRs or the Specially Written Software;
"Public Sector Dependent Supplier"	means a supplier where that supplier, or that supplier's group has Annual Revenue of £50 million or more of which over 50% is generated from UK Public Sector Business;
"Publishable Performance Information"	means any of the information in the Performance Monitoring Report as it relates to a Performance Indicator where it is expressed as publishable in the table in Annex 1 which shall not constitute Commercially Sensitive Information;
"Quality Plans"	has the meaning given in Clause 6.1 (<i>Quality Plans</i>);
"Quarter"	the first three Service Periods and each subsequent three Service Periods (save that the final Quarter shall end on the date of termination or expiry of this Contract);
"Recipient"	has the meaning given in Clause 19.1 (<i>Confidentiality</i>);
"Recall"	a request by the Supplier to return Goods to the Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the IPR rights) that might endanger health or hinder performance;
"Records"	has the meaning given in Schedule 24 (<i>Reports and Records Provisions</i>);
"Rectification Plan"	a plan to address the impact of, and prevent the reoccurrence of, a Notifiable Default;
"Rectification Plan Failure"	(a) the Supplier failing to submit or resubmit a draft Rectification Plan to the Authority within the timescales specified in Clauses 25.4 (<i>Submission of the draft Rectification Plan</i>) or 25.8 (<i>Agreement of the Rectification Plan</i>); (b) the Authority, acting reasonably, rejecting a revised draft of the Rectification Plan submitted by the Supplier pursuant to Clause 25.7 (<i>Agreement of the Rectification Plan</i>);

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- (c) the Supplier failing to rectify a material Default within the later of:
 - (i) 30 Working Days of a notification made pursuant to Clause 25.2 (*Notification*); and
 - (ii) where the Parties have agreed a Rectification Plan in respect of that material Default and the Supplier can demonstrate that it is implementing the Rectification Plan in good faith, the date specified in the Rectification Plan by which the Supplier must rectify the material Default;
- (d) a Material KPI Failure re-occurring in respect of the same Key Performance Indicator for the same (or substantially the same) root cause in any of the 3 Measurement Periods subsequent to the Measurement Period in which the initial Material KPI Failure occurred;
- (e) the Supplier not Achieving a Key Milestone by the expiry of the Delay Deduction Period; and/or
- (f) following the successful implementation of a Rectification Plan, the same Notifiable Default recurring within a period of 6 months for the same (or substantially the same) root cause as that of the original Notifiable Default;

“Rectification Plan Process”

the process set out in Clauses 25.4 (*Submission of the draft Rectification Plan*) to 25.9 (*Agreement of the Rectification Plan*);

“Reference system”

shall be an environment within the Airwave network that provides a stable and controlled instance of the operational system. It shall be used for validation, interoperability testing, and benchmarking of the Interworking Gateway to ensure compliance with Airwave system requirements. The Reference System will mirror the live environment in terms of configuration and functionality but shall not carry live operational traffic

“Registers”

has the meaning given in Schedule 25 (*Exit Management*);

“Reimbursable Expenses”

has the meaning given in Schedule 15 (*Charges and Invoicing*);

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“Relevant Authority” or “Relevant Authorities”	means the Authority and the Cabinet Office Markets and Suppliers Team or, where the Supplier is a Strategic Supplier, the Cabinet Office Markets and Suppliers Team;
“Relevant IPRs”	IPRs used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority or a third party in the fulfilment of the Supplier’s obligations under this Contract including IPRs in the Specially Written Software, the Supplier Non-COTS Software, the Supplier Non-COTS Background IPRs, the Third Party Non-COTS Software and the Third Party Non-COTS IPRs but excluding any IPRs in the Authority Software, the Authority Background IPRs, the Supplier COTS Software, the Supplier COTS Background IPRs, the Third Party COTS Software and/or the Third Party COTS IPRs;
“Relevant Preceding Services”	has the meaning given in Clause 5.2(b) (<i>Standard of Services</i>);
“Relevant Requirements”	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
“Relevant Tax Authority”	HMRC, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;
“Relevant Transfer”	a transfer of employment to which the Employment Regulations applies;
“Relief Notice”	has the meaning given in Clause 29.2 (<i>Authority Cause</i>);
“Remedial Adviser”	the person appointed pursuant to Clause 27.2 (<i>Remedial Adviser</i>);
“Remedial Adviser Failure”	has the meaning given in Clause 27.6 (<i>Remedial Adviser</i>);
“Replacement Services”	any services which are the same as or substantially similar to any of the Services and which the Authority receives in substitution for any of the Services following the expiry or termination or Partial Termination of this Contract, whether those services are provided by the Authority internally and/or by any third party;

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“Replacement Supplier”	any third party service provider of Replacement Services appointed by the Authority from time to time (or where the Authority is providing replacement Services for its own account, the Authority);
“Request For Information”	a Request for Information under the FOIA or the EIRs;
“Required Action”	has the meaning given in Clause 28.1(a) (<i>Step-In Rights</i>);
“Retained Deliverables”	has the meaning given in Clause 32.8(b) (<i>Payments by the Supplier</i>);
“Risk Register”	the register of risks and contingencies that have been factored into any Costs due under this Contract, a copy of which is set out in Annex 4 of Schedule 15 (<i>Charges and Invoicing</i>);
“Security Management Plan”	the Supplier's security plan as attached as Annex 2 of Schedule 5 (<i>Security Management</i>) and as subsequently developed and revised pursuant to Paragraphs 3 and 4 of Schedule 5 (<i>Security Management</i>);
“Serious KPI Failure”	shall be as set out against the relevant Key Performance Indicator in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Service Charges”	the periodic payments made in accordance with Schedule 15 (<i>Charges and Invoicing</i>) in respect of the supply of the Operational Services;
“Service Continuity Plan”	any plan prepared pursuant to Paragraph 2 of Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>) as may be amended from time to time;
“Service Continuity Services”	the business continuity, disaster recovery and insolvency continuity services set out in Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>)
“Service Credit Cap”	(g) in the period of 12 months from the first Operational Service Commencement Date to occur after the Effective Date, 15% of the Estimated Initial Service Charges; and (h) during the remainder of the Term, 15% of the Service Charges paid and/or due to be paid to the Supplier under this Contract in the period of 12 months

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immediately preceding the Service Period in respect of which Service Credits are accrued;

“Service Credits”	credits payable by the Supplier due to the occurrence of 1 or more KPI Failures, calculated in accordance with Paragraph 3 of Part C of Schedule 15 (<i>Charges and Invoicing</i>);
“Service Period”	a calendar month, save that: (a) the first service period shall begin on the first Operational Service Commencement Date and shall expire at the end of the calendar month in which the first Operational Service Commencement Date falls; and (b) the final service period shall commence on the first day of the calendar month in which the Term expires or terminates and shall end on the expiry or termination of the Term;
“Service Points”	in relation to a KPI Failure, the points that are set out against the relevant Key Performance Indicator in the fifth column of the table in Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Services”	any and all of the services to be provided by the Supplier under this Contract, including those set out in Schedule 2 (<i>Services Description</i>);
“Service Transfer Date”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“Services Description”	the services description set out in Schedule 2 (<i>Services Description</i>);
“Severe KPI Failure”	shall be as set out against the relevant Key Performance Indicator in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Sites”	any premises (including the Authority Premises, the Supplier’s premises or third party premises): (a) from, to or at which: (i) the Services are (or are to be) provided; or (ii) the Supplier manages, organises or otherwise directs the provision or the use of the Services; or (b) where:

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	(i) any part of the Supplier System is situated; or (ii) any physical interface with the Authority System takes place;
“SME”	an enterprise falling within the category of micro, small and medium-sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises;
“Social Value”	the additional social benefits that can be achieved in the delivery of the Contract, set out in the Authority’s Requirements;
“Social Value SPI”	The Social Value performance indicators set out in Table 2 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Social Value KPI”	The Social Value key performance indicators set out in Table 1 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Software”	Specially Written Software, Supplier Software and Third Party Software;
“Software Supporting Materials”	has the meaning given in Paragraph 2.1(b) of Schedule 32 (<i>Intellectual Property Rights</i>) (Specially Written Software and Project Specific IPRs);
“Source Code”	computer programs and/or data in eye-readable form and in such form that it can be compiled or interpreted into equivalent binary code together with all related design comments, flow charts, technical information and documentation necessary for the use, reproduction, maintenance, modification and enhancement of such software;
“Specially Written Software”	any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Supplier (or by a Sub-contractor or other third party on behalf of the Supplier) specifically for the purposes of this Contract, including any modifications or enhancements to Supplier Software or Third Party Software created specifically for the purposes of this Contract.
“Specific Change in Law”	a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;

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“SPI Failure”	a failure to meet the Target Performance Level in respect of a Subsidiary Performance Indicator;
“SPI Service Threshold”	shall be as set out against the relevant Subsidiary Performance Indicator in Table 2 in Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Staffing Information”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“Standards”	the standards, policies and/or procedures identified in Schedule 4 (<i>Standards</i>);
“Step-In Notice”	has the meaning given in Clause 28.1 (<i>Step-In Rights</i>);
“Step-In Trigger Event”	(a) any event falling within the definition of a Supplier Termination Event; (a) a Default by the Supplier that is materially preventing or materially delaying the performance of the Services or any material part of the Services; (b) the Authority considers that the circumstances constitute an emergency despite the Supplier not being in breach of its obligations under this Contract; (c) the Authority being advised by a regulatory body that the exercise by the Authority of its rights under Clause 28 (<i>Step-In Rights</i>) is necessary; (d) the existence of a serious risk to the health or safety of persons, property or the environment in connection with the Services; and/or (e) a need by the Authority to take action to discharge a statutory duty;
“Step-Out Date”	has the meaning given in Clause 28.5(b) (<i>Step-In Rights</i>);
“Step-Out Notice”	has the meaning given in Clause 28.5 (<i>Step-In Rights</i>);
“Step-Out Plan”	has the meaning given in Clause 28.6 (<i>Step-In Rights</i>);
“Strategic Supplier”	means those suppliers to government listed at https://www.gov.uk/government/publications/strategic-suppliers ;
“Sub-contract”	any contract or agreement (or proposed contract or agreement) between the Supplier (or a Sub-contractor) and

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	any third party whereby that third party agrees to provide to the Supplier (or the Sub-contractor) all or any part of the Services or facilities or services which are material for the provision of the Services or any part thereof or necessary for the management, direction or control of the Services or any part thereof;
“Sub-contractor”	any third party with whom: (a) the Supplier enters into a Sub-contract; or (b) a third party under (a) above enters into a Sub-contract, or the servants or agents of that third party;
“Sub-processor”	any third party appointed to process Personal Data on behalf of the Processor related to this Contract;
“Subsidiary Performance Indicator”	the performance indicators set out in Table 2 of Part A of Annex 1 of Schedule 3 (<i>Performance Levels</i>);
“Subsidiary Undertaking”	has the meaning set out in section 1162 of the Companies Act 2006;
“Successor Body”	has the meaning given in Clause 34.4 (<i>Assignment and Novation</i>);
“Supplier Background IPRs”	(a) Intellectual Property Rights owned by the Supplier before the Effective Date, for example those subsisting in the Supplier’s standard development tools, program components or standard code used in computer programming or in physical or electronic media containing the Supplier’s Know-How or generic business methodologies; and/or (b) Intellectual Property Rights created by the Supplier independently of this Contract, which in each case is or will be used before or during the Term for designing, testing implementing or providing the Services but excluding Intellectual Property Rights owned by the Supplier subsisting in the Supplier Software;
“Supplier COTS Background IPRs”	Any embodiments of Supplier Background IPRs that: (a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not

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	typically negotiated by the Supplier save as to price; and
	(b) has a Non-trivial Customer Base;
“Supplier COTS Software”	Supplier Software (including open source software) that: (a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the Supplier save as to price; and (b) has a Non-trivial Customer Base;
“Supplier Equipment”	the hardware, computer and telecoms devices and equipment used by the Supplier or its Sub-contractors (but not hired, leased or loaned from the Authority) for the provision of the Services;
“Supplier Group”	means the Supplier, its Dependent Parent Undertakings and all Subsidiary Undertakings and Associates of such Dependent Parent Undertakings;
“Supplier Non-COTS Background IPRs”	Any embodiments of Supplier Background IPRs that have been delivered by the Supplier to the Authority and that are not Supplier COTS Background IPRs;
“Supplier Non-COTS Software”	Supplier Software that is not Supplier COTS Software;
“Supplier Non-Performance”	has the meaning given in Clause 29.1 (<i>Authority Cause</i>);
“Supplier Personnel”	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-contractor engaged in the performance of the Supplier’s obligations under this Contract;
“Supplier Profit”	has the meaning given in Schedule 15 (<i>Charges and Invoicing</i>);
“Supplier Profit Margin”	has the meaning given in Schedule 15 (<i>Charges and Invoicing</i>);
“Supplier Representative”	the representative appointed by the Supplier pursuant to Clause 11.3 (<i>Representatives</i>);

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“Supplier Software”	software which is proprietary to the Supplier (or an Affiliate of the Supplier) and which is or will be used by the Supplier for the purposes of providing the Services, including the software specified as such in Schedule 12 (<i>Software</i>);
“Supplier Solution”	the Supplier’s solution for the Services set out in Schedule 8 (<i>Supplier Solution</i>) including any Annexes of that Schedule;
“Supplier System”	the information and communications technology system used by the Supplier in implementing and performing the Services including the Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Authority System);
“Supplier Termination Event”	(a) the Supplier’s level of performance constituting a Critical Performance Failure in accordance with Clause 7.6; (b) the Supplier committing a material Default which is irremediable; (c) as a result of the Supplier’s Default, the Authority incurring Losses in any Contract Year which exceed 80% of the value of the aggregate annual liability cap for that Contract Year as set out in Clause 23.6(a) (<i>Financial and other Limits</i>); (d) a Remedial Adviser Failure; (e) a Rectification Plan Failure; (f) where a right of termination is expressly reserved in this Contract, including pursuant to: (i) Clause 17 (<i>IPRs Indemnity</i>); (ii) Clause 33 (<i>Compliance</i>); (iii) Clause 37.6(b) (<i>Prevention of Fraud and Bribery</i>); and/or (iv) Paragraph 6 of Schedule 18 (<i>Financial Distress</i>); (v) Paragraph 3 of Part B to Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>);

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- (g) the representation and warranty given by the Supplier pursuant to Clauses 3.2(h) or 3.2(i) (*Warranties*) being materially untrue or misleading;
- (h) the Supplier committing a material Default under Clause 10.10 (*Promoting Tax Compliance*) or failing to provide details of steps being taken and mitigating factors pursuant to Clause 10.10 (*Promoting Tax Compliance*) which in the reasonable opinion of the Authority are acceptable;
- (i) the Supplier committing a material Default under any of the following Clauses:
 - (i) Clause 5.5(j) (*Services*);
 - (ii) Clause 21 (*Protection of Personal Data*);
 - (iii) Clause 20 (*Transparency and Freedom of Information*);
 - (iv) Clause 19 (*Confidentiality*); and
 - (v) Clause 33 (*Compliance*);
 - (vi) in respect of any security requirements or Cyber Essentials obligations set out in Schedule 2 (*Services Description*), Schedule 5 (*Security Management*) or the Baseline Security Requirements;
 - (vii) in respect of any requirements set out in Schedule 32 (Intellectual Property Rights); and/or
 - (viii) in respect of any requirements set out in Schedule 28 (*Staff Transfer*);
- (j) any failure by the Supplier to implement the changes set out in a Benchmark Report as referred to in Paragraph 5.9 of Schedule 17 (*Benchmarking*);
- (k) an Insolvency Event occurring in respect of the Supplier or the Guarantor;
- (l) the Guarantee ceasing to be valid or enforceable for any reason (without the Guarantee being replaced with a comparable guarantee to the satisfaction of the Authority with the Guarantor or with another guarantor which is acceptable to the Authority);

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- (m) a change of Control of the Supplier or a Guarantor unless:
 - (i) the Authority has given its prior written consent to the particular change of Control, which subsequently takes place as proposed; or
 - (ii) the Authority has not served its notice of objection within 6 months of the later of the date on which the change of Control took place or the date on which the Authority was given notice of the change of Control;
- (n) a change of Control of a Key Sub-contractor unless, within 6 months of being notified by the Authority that it objects to such change of Control, the Supplier terminates the relevant Key Sub-contract and replaces it with a comparable Key Sub-contract which is approved by the Authority pursuant to Clause 15.10 (*Appointment of Key Sub-contractors*);
- (o) any failure by the Supplier to enter into or to comply with an Admission Agreement under Part D of Schedule 28 (Staff Transfer);
- (p) the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract;
- (q) a failure by the Supplier to comply in the performance of the Services with legal obligations in the fields of environmental, social or labour law; or
- (r) in relation to Schedule 5 (*Security Management*):
 - (i) the Authority has issued two rejection notices in respect of the Security Management Plan;
 - (ii) the Supplier fails to implement a change required by the Required Changes Register in accordance with the timescales set out in the Required Changes Register;
 - (iii) Supplier COTS Software and Third Party COTS Software is not within mainstream support unless the Authority has agreed in writing.

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- (iv) the Supplier fails to patch vulnerabilities in accordance with the Security Requirements set out in the Annexes to Schedule 5 (Security Management); and/or,
- (v) the Supplier fails to comply with the Incident Management Process.
- (s) the Supplier is in material Default of any Joint Controller Agreement relating to the Contract;
- (t) a Default that occurs and continues to occur on one or more occasions within 6 Months following the Authority serving a warning notice on the Supplier that it may terminate for persistent breach of the Contract; or
- (u) the Supplier or its Affiliates embarrass or bring the Authority into disrepute or diminish the public trust in them;

“Supply Chain Transparency Report”

means the report provided by the Supplier to the Authority in the form set out in Annex 4 of Schedule 24 (*Reports and Records Provisions*);

“Target Performance Level”

the minimum level of performance for a Performance Indicator which is required by the Authority, as set out against the relevant Performance Indicator in the tables in Annex 1 of Schedule 3 (*Performance Levels*);

“Term”

the period commencing on the Effective Date and ending on the expiry of the Initial Term or any Extension Period or on earlier termination of this Contract;

“Termination Assistance Notice”

has the meaning given in Paragraph 5 of Schedule 25 (*Exit Management*);

“Termination Assistance Period”

in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide the Termination Services as such period may be extended pursuant to Paragraph 5.2 of Schedule 25 (*Exit Management*);

“Termination Date”

the date set out in a Termination Notice on which this Contract (or a part of it as the case may be) is to terminate;

“Termination Notice”

a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract (or any part

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thereof) on a specified date and setting out the grounds for termination;

“Termination Payment”	the payment determined in accordance with Schedule 16 (<i>Payments on Termination</i>);
“Termination Services”	the services and activities to be performed by the Supplier pursuant to the Exit Plan, including those activities listed in Annex 1 of Schedule 25 (<i>Exit Management</i>), and any other services required pursuant to the Termination Assistance Notice;
“Test Issues”	has the meaning given in Schedule 14 (<i>Testing Procedures</i>);
“Tests” and “Testing”	any tests required to be carried out under this Contract, as further described in Schedule 14 (<i>Testing Procedures</i>) and “Tested” shall be construed accordingly;
“Test Success Criteria”	has the meaning given in Schedule 14 (<i>Testing Procedures</i>);
“Test and Verification (T&V)”	shall comprise controlled, isolated instances of the ESN network used for functional testing, performance validation, and interoperability assessments of the Interworking Gateway. These environments shall support end-to-end call flows, including group and emergency calls, and provide a means to verify compliance with ESN technical and operational requirements. The Test Environment shall be used for early-stage testing, while the Verification Environment shall be utilized for final pre-deployment validation to ensure alignment with live operational conditions.
“Third Party Auditor”	an independent third party auditor as appointed by the Authority from time to time to confirm the completeness and accuracy of information uploaded to the Virtual Library in accordance with the requirements outlined in Schedule 24 (<i>Reports and Records Provisions</i>);
“Third Party Beneficiary”	has the meaning given in Clause 41.1 (<i>Third Party Rights</i>);
“Third Party COTS IPRs”	Third Party IPRs that: (a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the supplier save as to price; and

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	(b) has a Non-trivial Customer Base;
“Third Party COTS Software”	Third Party Software (including open source software) that: (a) the supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the supplier save as to price; and (b) has a Non-trivial Customer base;
“Third Party IPRs”	Intellectual Property Rights owned by a third party, but excluding Intellectual Property Rights owned by the third party subsisting in any Third Party Software, which in any case is, will be or is proposed to be used by the Supplier for the purposes of providing the Services;
“Third Party Non-COTS IPRs”	Third Party IPRs that are not Third Party COTS IPRs;
“Third Party Non-COTS Software”	Third Party Software that is not Third Party COTS Software;
“Third Party Provisions”	has the meaning given in Clause 41.1 (<i>Third Party Rights</i>);
“Third Party Software”	software which is proprietary to any third party (other than an Affiliate of the Supplier) or any Open Source Software which in any case is, will be or is proposed to be used by the Supplier for the purposes of providing the Services, including the software specified as such in Schedule 12 (<i>Software</i>);
“Transferring Assets”	has the meaning given in Paragraph 6.2.1 of Schedule 25 (<i>Exit Management</i>);
“Transferring Authority Employees”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“Transferring Former Supplier Employees”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“Transferring Supplier Employees”	has the meaning given in Schedule 28 (<i>Staff Transfer</i>);
“Transparency Information”	has the meaning given in Clause 20.1 (<i>Transparency and Freedom of Information</i>);

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“Transparency Reports”	has the meaning given in Schedule 24 (<i>Reports and Records Provisions</i>);
“UK”	the United Kingdom;
“UK GDPR”	has the meaning as set out in section 3(10) of the DPA 2018, supplemented by section 205(4) of the DPA 2018;
“UK Public Sector Business”	means any goods, service or works provision to UK public sector bodies, including Central Government Departments and their arm’s length bodies and agencies, non-departmental public bodies, NHS bodies, local authorities, health bodies, police, fire and rescue, education bodies and devolved administrations;
“Unacceptable KPI Failure”	the Supplier failing to achieve the KPI Service Threshold in respect of more than 50% of the Key Performance Indicators that are measured in that Service Period;
“Unconnected Sub-contract”	any contract or agreement which is not a Sub-contract and is between the Supplier and a third party (which is not an Affiliate of the Supplier) and is a qualifying contract under regulation 6 of The Reporting on Payment Practices and Performance Regulations 2017;
“Unconnected Sub-contractor”	any third party with whom the Supplier enters into an Unconnected Sub-contract;
“Unrecovered Payment”	has the meaning given in Schedule 16 (<i>Payments on Termination</i>);
“Updates”	in relation to any Software and/or any Deliverable means a version of such item which has been produced primarily to overcome Defects in, or to improve the operation of, that item;
“Update Requirement”	means the occurrence of an event detailed in Schedule 24 (<i>Reports and Records Provisions</i>) (Annex 3: <i>Records To Upload To Virtual Library</i>) which requires the Supplier to update the relevant information hosted on the Virtual Library;
“Upgrades”	any patch, New Release or upgrade of Software and/or a Deliverable, including standard upgrades, product enhancements, and any modifications, but excluding any Update which the Supplier or a third party software supplier (or

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any Affiliate of the Supplier or any third party) releases during the Term;

“Valid”

in respect of an Assurance, has the meaning given to it in Paragraph 2.7 of Part B to Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);

“VAT”

value added tax as provided for in the Value Added Tax Act 1994;

“VCSE”

means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;

“Virtual Library”

means the data repository hosted by the Supplier containing the information about this Contract and the Services provided under it in accordance with Schedule 24 (*Reports and Records Provisions*); and

“Working Day”

any day from 9:00am until 5:00pm other than a Saturday, Sunday or public holiday in England and Wales.

2 Service Management Definitions

Definition	Description
Access Management	means the Supplier's management of access to their Service Management System and Services in accordance with the provisions of Paragraph 6.4.16 of Schedule 2 (Services Description);
Activity Reports	means the reports as defined in Paragraph 6.3.5 of Schedule 2 (Services Description)
Actual Recovery Point	means the point in time, occurring before the Service Incident Identification Time, to which the Supplier has recovered all System Data associated with the Services;
Airwave Reference System	means the test and verification environment procided by Airwave acting as a representative TETRA network with associated Motorola Dimetra™ Dispatch Communications Server (DCS) ports suitable for assuring the Supplier's Interworking Gateway Solution;

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Definition	Description
Airwave	a mobile communications network used by Great Britain's emergency services as at the Effective Date. The Airwave network is based on the specialist Terrestrial Trunked Radio (TETRA) specification;
Assurance Criteria	means the criteria to determine whether a Documentary Deliverable meets the agreed specification for the Documentary Deliverable, developed by the Supplier and approved by the Authority in the Documentary Product Description against which the Documentary Deliverables will be reviewed, including the purpose and scope of the document, the quality criteria, format and structure;
Assurance Procedures for Documentary Deliverables	the procedures, detailed in Part A of Schedule 14 (Testing and Assurance Procedures), that enable the Authority to review the Documentary Deliverables against the Assurance Criteria;
Availability Management	means the availability management processes and procedures, associated with the Supplier's Availability Plan, to be provided by the Supplier pursuant to Paragraph 6.4.4 of Schedule 2 (Services Description);
Availability Outage	means a continuous period of time during which a Service is not Available (for example if a Service is not Available between 12:00:05 to 12:00:47 and not Available again between 12:05:00 and 12:06:34 then this represents two Availability Outages of 42 seconds and separately 1 minute 34 seconds respectively).
Availability Plan	means the document provided by the Supplier which: - identifies elements of the ESN Services that will be managed to ensure availability; - analyses the impact of failure on agreed elements; - sets out the approach to monitoring, measurement, analysis and resolution of availability issues; and - sets out how the Supplier will ensure availability of the agreed element;
Available	has the meaning given in Paragraph 1 of Part B (Definitions) of Annex 1 of Schedule 3 (Performance Levels);
Business Hours	means the period between 08:00 and 18:00 on any Working Day;
Capacity Management	means the Supplier obligations set out in Paragraph 6.4.15 of Schedule 2 (Services Description);

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Definition	Description
Capacity Plan	means the document provided by the Supplier which: identifies elements of the Services that will be managed to ensure sufficient capacity is available; analyses the impact of changes in demand on agreed elements; sets out the approach to monitoring, measurement, analysis and resolution of capacity issues; and demonstrates how the Supplier will respond to variations in demand for the Services;
Call Data Records (or Charging Data Records)	means a formatted collection of information in machine-readable format about telecommunication events associated with the Interworking Gateway Solution (such as a group call, emergency call) suitable for post-processing and which includes, as applicable the date and time of record start (in UTC), date and time of record closure (in UTC), record closure reason (including where the event involves termination or failure, the reason code for termination), the event type, its duration, originating identity, terminating or destination identity, and other relevant event-related information
Continual Service Improvement Plan	the documented plan by which the Supplier will ensure that the service quality improves by introducing changes to adapt and/or adopt learnings from previous successes or failures, in accordance with Paragraph 6.4.17 of Schedule 2 (Services Description);
Continual Service Improvement	means the Supplier's continual service improvement activities carried out in accordance with the provisions of Paragraph 6.4.17 of Schedule 2 (Services Description);
Critical Service	means the full operational service levels for the Interworking Gateway as per the requirements set out in Schedule 2 (Services Description) Section 6: Service Management and Schedule 3 (Performance Levels).
Data Capture and Retention Process	means the document provided by the Supplier which sets out how System Data, including Event Logs and Usage Data, are recorded, stored, managed, transferred and destroyed;
Deliverables	an item, feature or software delivered or to be delivered by the Supplier at or before a Milestone Date or at any other stage during the performance of this Contract;

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Definition	Description
Dispatch Communication Server Port(s) (“DCS Port(s)”)	means the Motorola Dimetra™ Dispatch Communications Server (DCS) interfaces (ports) providing emergency, group and point-to-point voice call interworking with Airwave in accordance with MOT006443 Interface Control Document;
Documentary Deliverables	all Deliverables that are subject to approval by the Authority through the Assurance Procedures for Documentary Deliverables, in the form of a documentary file or computer file (including text document, spreadsheet, presentation);
End User	any person authorised by the Authority to use the Supplier System and/or the Services;
ESN Configuration Management Database (“ESN CMDB”)	means the database maintained by the US Supplier used for Configuration Management;
ESN Major Incident Management	means the US Supplier-documented processes for the active management and co-ordination by the US Supplier of “incidents” that may arise relating: (a) to the provision of the Services that have high-impact and high-urgency (as per ITIL definition of “major incident”); and/or - Service Recipient-related Operational Events or Operational Incidents that cause or create the risk of causing a major impact to the provision of the ESN Services and may therefore require additional capacity to be deployed, or change freezes to be implemented to maintain operational communications, and need active communication to Service Recipients to keep all parties informed;
ESN Service Integrator	means the set of services provided by the US Supplier associated with the orchestration of the end-to-end delivery of the ESN Services, enabling cross- functional and cross-organisational collaboration of Other ESN Suppliers to deliver and support the ESN Services and optimise service quality;
ESN Service Management Framework	a set of documents describing the service management practices, operations and processes of ESN as provided by the US Supplier and the Authority;

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Definition	Description
ESN Service Management Operating Model	means the set of documents produced by the US Supplier that describe: (a) the processes, procedures and work instructions for service management of the ESN Services, including the operational interfaces between the US Supplier and the Other ESN Suppliers; - the delineation of responsibility for the service management of the ESN Services between the US Supplier and the Other ESN Suppliers; - information and knowledge shared between the US Supplier and the Other ESN Suppliers in order to optimise the service management of the ESN Services, including how the ESN Service Management System will be used; - how service continuity of the ESN Services will be maintained between the Authority, Service Recipients, the US Supplier and the Other ESN Suppliers; - how the US Supplier and the Other ESN Suppliers will work together to ensure the US Supplier and the Other ESN Suppliers can meet their performance levels agreed with the Authority; and - links to the Operational Level Agreements agreed between the US Supplier and the Other ESN Suppliers.
ESN Service Management System	the service management system provided by the US Supplier for use by the Authority, Service Recipients, the US Supplier, and the Other ESN Suppliers that will support the operation and management of the ESN Services;
ESN Services	means the services provided by ESN Suppliers to User Organisations or to ESN Ecosystem Suppliers;
ESN Suppliers	(a) the US Supplier; - the MS Supplier; - the Air to Ground Supplier; - the ACS Supplier; - the ESN WAN Supplier; - the Interworking Gateway Supplier; - the Control Room Reference System Supplier; and - the MCX Standalone Dispatcher Supplier;

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Definition	Description
ESN Test and Verification Environment	means the environment provided by the US Supplier that can be accessed in accordance with the US Supplier's booking process, to permit the end-to-end testing of the Supplier's Interworking Gateway Solution;
ESN Training Strategy	means the Authority-documented approach to defining training objectives, creating and delivering training, assessing outcomes and ensuring Training Materials are appropriate to the audience;
Event Log	a single collection of records generated as part of Event Logging, normally relating to a single system function;
Event Logging	means the capturing, processing and storage of Event Logs;

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Definition	Description
Forward Schedule of Change	shall mean the document provided by the Supplier that includes the following minimum information: (a) Service Change Request number allocated by the Supplier or US Supplier to each Service Change Request; - categorisation of each Service Change Request “standard”, “normal”, or “emergency”; - a description of the Service Change and the purpose/reasons of the Service Change including any key business drivers; - approval status of the Service Change Request; - an assessment of risks to the Services or other services relating to the ESN Services presented by implementing the Service Change and also an assessment of the risks associated with not implementing the Service Change; - the identity of the party (Supplier, US Supplier, Airwave or Authority or Other ESN Supplier if applicable) who originated the Service Change; - an assessment of the Services affected as a result of the Service Change (proposed and post implementation review of the changes to Services); - an assessment of the Service Recipients affected as a result of the Service Change; - the date of the Service Change Request; - the target release/completion date for the implementation and completion of the Service Change including the timeframe for the post implementation review; - proposals to address any operational impacts as a result of proposed Service Changes and any Service Change implementation plan including testing requirements (if any); - and - such other additional information as the Authority may reasonably require from time to time.
Good Industry Practice	at any time the exercise of that degree of care, skill, diligence, prudence, efficiency, foresight and timeliness which would be reasonably expected at such time from a leading and expert supplier of services similar to the Services to a customer like the Authority, such supplier seeking to comply with its contractual obligations in full and complying with applicable Laws;

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Definition	Description
Help Desk	the single point of contact help desk set up and operated by the Supplier for the purposes of this Contract;
Initial Service Incident Investigation Conclusion Time	means the time at which the ESN Service Management System is: (a) informed of the outcome of an investigation of an Service Incident assigned by the US Supplier's to the Supplier's Third-Line Support; or informed of a Service Incident arising from the Supplier's Service Event Management (in effect the automatic creation of a Service Incident on the ESN Service Management System with the Supplier as the Resolver Group);
Interface Control Document	means a document capturing details of an interface provided by the Supplier (or, where applicable, provided by the US Supplier, Airwave or an Other ESN Supplier) that allows an authorised party to successfully design, build, assure and use operationally that interface for the purposes of providing their aspects of the Services;
Interworking Gateway Configuration Management System	means the Supplier's configuration management system which permits authorised users to administer and configure the Interworking Gateway Solution [and can be remotely accessed via a secure internet connection];
Interworking Gateway Decommissioning Plan	means the documented plan provided by the Supplier in accordance with Paragraph 7.6 of Schedule 2 (Services Description);
Interworking Gateway or Interworking Gateway Solution	means the Supplier's systems (and associated support and configuration management tools) that sits between the Airwave TETRA radio service and ESN, and supports the Interworking Service by providing an intelligent gateway that detects Group Calls and Emergency Calls made on one system and instantaneously relays these calls to the other system for rebroadcasting;

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Definition	Description
Interworking Service	means the end-to-end service (provided by a combination of the US Supplier's MCX Solution, the Interworking Gateway Solution, and the Airwave TETRA radio service) that provides interworking of Group Calls and Emergency Calls between the Airwave TETRA radio service and ESN, to facilitate all-informed group voice communications between Users who are still on Airwave, and Users who have transitioned to ESN;
Key Performance Indicators	means as per the context either the Supplier's key performance indicators set out in Paragraph 2 of Part 1 of Annex 1 of Schedule 3 (Performance Levels), or those key performance indicators to which the US Supplier, or Other ESN Supplier as applicable, must abide by;
Knowledge Article(s)	means an article that describes knowledge or learning about the Services that, for example, provides answers to common questions, or tutorials, or procedures to troubleshoot and resolve support requests;
Knowledge Management Plan	means the Supplier's plan for knowledge management captured within the Supplier's Service Management Framework in accordance with Paragraph 6.1.9 of Schedule 2 (Services Description);
Known Error Database	means the database including known errors, faults and workarounds relating to the Interworking Gateway Solution;
Major Incident and Operational Event Plan	means the Supplier's documented processes and procedures to be instituted: (a) in the event of a Major Incident arising associated with the Supplier's Services; and/or where requested by the Authority or US Supplier associated with larger-scale Operational Events or larger-scale Operational Incidents that may cause or create a risk to the provision of the Services and therefore may require enhanced monitoring of the availability of the Services and Service Change Freezes to be implemented to maintain operational communications;
Major Incident Manager(s)	means the applicable Supplier, Authority and/or US Supplier representatives nominated for co-ordination during Major Incidents or identified Operational Events or Operational Incidents in accordance with the Major Incident and Operational Event Plan;

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Definition	Description
Major Incident	means a Service Incident that causes or creates a risk of causing a major impact to the Services, or associated Interworking Service, and needs to be addressed on an immediate basis by the Supplier in accordance with their Major Incident and Operational Event Plan;
Management Information	the management information specified in Schedule 3 (Performance Levels), Schedule 15 (Charges and Invoicing) and Schedule 21 (Governance) to be provided by the Supplier to the Authority;
MCX Certification Service	means the process by which the US Supplier verifies the correct interworking of third-party products requiring connection to the ESN Services (and without which no products may access the ESN Services);
Measurement Period	in relation to a Key Performance Indicator or Subsidiary Performance Indicator, the period over which the Supplier's performance is measured (for example, a Service Period if measured monthly or a 3 month period if measured quarterly, or a 12 month period if measured annually);
Minimum Requirement Performance	in respect of the applicable Service, the minimum level of performance which is required by the Authority, as set out against the relevant Performance Indicator in Paragraph 2 of Part 1 of Annex 1 of Schedule 3 (Performance Levels);
Non-Available	in relation to the Supplier System or the Services, that the Supplier System or the Services are not Available;
Non-Critical Service	A period of time defined by the Authority in which Interworking Gateway Service will commence however, during the period of Non-Critical Service, there will be no operational use of the Interworking Gateway Service. The Interworking Gateway Service needs to be available to support pre-arranged trials and pilots. The Non Critical Service Period will conclude at Milestone 13B, when the Critical Service will commence, in readiness for ESN Transition.
Operational Assurance	means to trial the Supplier's functionality of the Services and inter-alia the Interworking Service, as a means of verifying fitness-for-purpose and building confidence amongst users;
Operational Events	means an event that is supported by one or more User Organisations as part of their operational activities (e.g. VIP visit, sporting event, festival etc.);

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Definition	Description
Operational Hours	means 24 hours a day every day without interruption;
Operational Level Agreement(s)	means a non-contractual agreement between the Supplier and the US Supplier, Airwave or an Other ESN Supplier that outlines the roles, accountabilities, responsibilities and expectations of each party in delivering their aspect of the ESN Services including details of relevant service targets, performance indicators and thresholds, escalation and jeopardy management procedures and contact details with the objective of meeting service recipients' service expectations;
Optional Services	The services which are to be provided by the Supplier if required by the Authority in accordance with Clause 5.10 (Optional Services);
Other ESN Suppliers	means for the purposes of this Framework Agreement: (a) the MS Supplier; the Air to Ground Supplier; the ACS Supplier; the ESN WAN Supplier; the Control Room Reference System Supplier; and the MCX Standalone Dispatcher Supplier;
Performance Indicators	means the Key Performance Indicators and the Subsidiary Performance Indicators;
Performance Levels	means the relevant service level thresholds for each Key Performance Indicator or Subsidiary Performance Indicator as defined in Schedule 3 (Performance Levels);
Performance Monitoring Report(s)	has the meaning given in Paragraph 1.1(a) of Part B of Schedule 3 (Performance Levels);
Performance Review Meeting	the regular meetings between the Supplier and the Authority to manage and review the Supplier's performance under this Contract, as further described in Schedule 3 (Performance Levels), Paragraph 1.4 to 1.7;
Permitted Maintenance	has the meaning given in Clause 9.4 (Maintenance);
Problem Management	means the Supplier's obligations set out in Paragraph 6.4.6 of Schedule 2 (Services Description);

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Definition	Description
Problem(s)	means, in the context of Problem Management, a cause or potential cause of one or more Service Incidents;
Recovery Point Objective Priority	for a Service means the relative priority of the Recovery Point Objective for that Service, expressed as Priority One, Priority Two, Priority Three or Priority Four as applicable in Annex B of Schedule 2 (Services Description);
Recovery Point Objective	measures the amount of irrecoverable System Data loss for a particular Service as a result of a Service Incident;
Release and Deployment Plan	means the Supplier's documented plan for software releases and deployment and configuration changes produced in accordance with the Supplier's release and deployment management process;
Release Policy	means the Supplier's policy for releases captured within the Supplier's Service Management Framework in accordance with Paragraph 6.1.9 of Schedule 2 (Services Description);
Repeat KPI Failure	a Key Performance Indicator that has failed on more than one occasion in a three month rolling Performance Period
Repeat SPI Failure	a Subsidiary Performance Indicator that has failed on more than one occasion in a three month rolling Performance Period;
Resolver Group	means the resource team (Supplier, US Supplier, Airwave, Other ESN Supplier etc,) which is tasked to take action to resolve a Service Incident;
Root Cause Analysis Report(s)	means the Supplier-produced documenting the outcome of a Supplier's Root Cause Analysis activities;
Root Cause Analysis	means the detailed analysis of the failure of a component or a system in order to determine the reason for the failure;
Satisfaction Survey	has the meaning given in Schedule 3 (Performance Levels), Section 5;
Second-Line Support	means the support services provided by personnel who have more experience in resolving complex technical or service issues (which in the case of ESN is the role of the US Supplier);
Security Management Framework	means a structured and industry recognised standard or reference used by an organisation to identify and manage their business, statutory, regulatory and contractual requirements, in order to systematically and holistically identify, protect and manage security and privacy issues;

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Definition	Description
Service Availability	means as set out in Schedule 3 (Performance Levels), Annex 1 Part B: Definitions, Section 2;
Service Change Freeze	means a period during which no changes or updates are implemented that affect the Services;
Service Change Management	means the Supplier's management of Service Changes carried out in accordance with the provisions of Paragraph 6.4.6 of Schedule 2 (Services Description);
Service Change Requests	means a request for a Service Change;
Service Change(s)	any change in the Supplier's operational procedures which in all respects, when implemented: (a) will not affect the Charges and will not result in any other costs to the Authority; may change the way in which the Services are delivered but will not adversely affect the output of the Services or increase the risks in performing or receiving the Services; will not adversely affect the interfaces or interoperability of the Services with any of the US Supplier's, Airwave's, Authority's infrastructure; and will not require a change to this Contract;
Service Downtime	any period of time during which any of the Services are not Available;
Service Event Management	means the Supplier's management of events and alarms carried out in accordance with the provisions of Paragraph 6.4.1 of Schedule 2 (Services Description);
Service Hours	means the Business Hours or Operational Hours during which the relevant Service shall be Available as set out in Schedule 2 (Services Description) and/or Schedule 3 (Performance Levels);
Service Incident Fix Time	means the period from the Service Incident Identification Time and the Initial Service Incident Investigation Conclusion Time;
Service Incident Identification Time	means the time at which any Service Incident is raised with the Supplier, or raised by Service Event Management, is recorded in the Service Incident Log
Service Incident Log	means the electronic record of Service Incidents created under the Service Incident Management process as described in Paragraph 6.4.2 of Schedule 2 (Services Description);

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Definition	Description
Service Incident Management	means the Supplier's management of Service Incidents carried out in accordance with the provisions of Paragraph 6.4.2 of Schedule 2 (Services Description);
Service Incident Resolution Time	means the period from the Service Restoration Time to the time of the Service Incident Resolution;
Service Incident Resolution	means where in relation to a Service Incident the root cause of the Service Incident has been removed and the Services are being provided in accordance with Schedule 2 (Services Description) and within Minimum Required Performance and any recoverable System Data has been restored and the Service Incident has been closed;
Service Incident Response Time	means the period from the Service Incident Identification Time to the Initial Service Incident Investigation Conclusion Time;
Service Incident(s)	a reported occurrence by the Supplier, the US Supplier, Airwave or Other ESN Suppliers of a failure to deliver any part of the Services or the Interworking Service in accordance with the Authority Requirements or the Performance Indicators, or any other unplanned interruption to the Service Management System or Service or a reduction in the quality of any such item or any other failure of any such item;
Service Level Agreement	means the Supplier's document setting out for the Services provided the expected level of service, including response and resolution times, in accordance with Paragraph 6.4.1.5 of Schedule 2 (Services Description) and Schedule 3 (Performance Levels) and that shall be included as part of the Operational Level Agreement to support the US Supplier in undertaking their Service Integrator and Second-Line Support activities;
Service Level Jeopardy Management	means the Supplier's performance monitoring applied to transactions such as Service Incident Fix Times and the associated proactive management and interventions as necessary to minimise the risk of any breach of agreed performance targets;
Service Management Framework	means the set of documents describing the service management practices, operations and processes provided by the Supplier;
Service Management Key Contacts	means a Supplier document detailing the key Supplier personnel contacts in accordance with Paragraph 6.1.6 of Schedule 2 (Services Description);

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Definition	Description
Service Management Operating Model	means the set of documents produced by the Supplier that describe as applicable: (a) the processes, procedures and work instructions for service management of the Services, including the operational interfaces between the Supplier, the US Supplier, Airwave and the Other ESN Suppliers; - the delineation of responsibility for the service management of the Services between the Supplier, US Supplier, Airwave and Other ESN Suppliers; - information and knowledge shared between the Supplier, US Supplier, Airwave and Other ESN Suppliers in order to optimise the service management of the Services, including how the Supplier's Service Management System will be used; - how service continuity of the Services will be maintained between the Supplier, US Supplier, Airwave, Authority, Service Recipients, and Other ESN Suppliers; - how the Supplier, US Supplier, Airwave, Authority and Other ESN Suppliers will work together to ensure the Supplier and the US Supplier, Airwave and Other ESN Suppliers can meet their performance levels agreed with the Authority; and - links to the Operational Level Agreements agreed between the Supplier and the US Supplier and separately Airwave;
Service Management Processes	means the ITIL-aligned service management functions for the Services the Supplier will carry out as captured within the Service Management Framework in accordance with Paragraph 6.1.5 of Schedule 2 (Services Description);
Service Management Strategy and Design	shall mean the Supplier's documentation as described in Paragraph 6.1.4 of Schedule 2 (Services Description);

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Definition	Description
Service Management System	the system provided by the Supplier for use by the Supplier, US Supplier and other authorised Service Recipients as may be required that supports the operation and management of the Services, including: (a) identity management of users of the system via single sign-on; role based access control; recording and auditing of user actions when using the system; free text and criteria-based search for information; scripting to automate system functions; and management of messages sent or received by the system or its users;
Service Operations	means the Supplier's solution for service operations that satisfies the requirements of Paragraph 6.3 of Schedule 2 (Services Description);
Service Period	a calendar month, save that: (a) the first service period shall begin on the Effective Date and shall expire at the end of the first calendar month that ends more than ten (10) days after the Effective Date; and the final service period shall commence on the first day of the calendar month in which the Term expires or terminates and shall end on the expiry or termination of the Term;
Service Recipients	means recipients of the Supplier's Services;
Service Request Management	means the processes and procedures associated with managing Service Requests;
Service Request	means a formal request by a User for something to be provided (for example a request for information, a standard change as set out in a service catalogue, or access to a service);
Service Response Time	means the period from the Service Incident Identification Time to the Initial Service Incident Investigation Conclusion Time;
Service Restoration Time	means the time at which Service has been restored (possibly by using a workaround which is deemed acceptable by the US Supplier and/or Authority and/or User Organisations);
Service Review Meeting(s)	the regular meetings between the Supplier and the Authority to manage and review the Supplier's performance under this Contract;

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Definition	Description
Service Support Commencement	means the milestone as set out in Schedule 13 (Implementation Plan) at which the Supplier's Service Management System and Service Operations have been assured by the US Supplier and the Authority and are ready to provide Services to User Organisations;
Service Validation and Testing	means the Supplier's approach to validation and testing of the Services produced in accordance with the provisions of Paragraph 6.5 of Schedule 2 (Services Description);
Services	any and all of the services to be provided by the Supplier under this Contract, including those set out in Schedule 2 (Services Description);
Severity One Service Incident	has the meaning given in Paragraph [4.17 of Part 2 of Annex 1] of Schedule 3 (Performance Levels);
Severity Two Service Incident	has the meaning given in Paragraph [4.17 of Part 2 of Annex 1] of Schedule 3 (Performance Levels);
Subsidiary Performance Indicator(s)	means the subsidiary performance indicators set out in Paragraph 1 of Part 1 of Annex 1 of Schedule 3 (Performance Levels);
System Data	comprises all stored system data, including but not limited to: (b) configuration data required to operate and rebuild the Services (such as Interworking Gateway Solution configuration data, Service Management System etc.) historical data (such as Event Logs, Usage Data, Charging Data Records etc.). For the avoidance of doubt this excludes user live data traffic;
System Response Time	has the meaning given in Schedule 3 (Performance Levels), Annex 1, Part A, Paragraph 3.1.4;
Third-Line Support Accountabilities and Responsibilities	means the Supplier document that details the Supplier's Third-Line Support-related accountabilities and responsibilities, and their relationship with the US Supplier, Airwave, the Authority and Other ESN Suppliers accountabilities and responsibilities as applicable;
Third-Line Support	means the technical support provided by a supplier and the supplier's personnel with specialist technical knowledge to support the resolution of Service Incidents and Problems;

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Definition	Description
Tier One Services	means all of those Services listed in Annex B of Schedule 2 (Services Description) where the column titled 'Permitted Maintenance' for the Service identifies that Service as 'Tier One';
Tier Three Services	means all of those Services listed in Annex B of Schedule 2 (Services Description) where the column titled 'Permitted Maintenance' for the Service identifies that Service as 'Tier Three';
Tier Two Services	means all of those Services listed in Annex B of Schedule 2 (Services Description) where the column titled 'Permitted Maintenance' for the Service identifies that Service as 'Tier Two'.
Training Materials	means the set of written documents, complete with instructions and screenshots that can be used to train Users or for individual self-learning on the use of the Services and includes, but not limited to, lesson plans, supporting notes, presentations, interactive materials for e-learning, handouts, self-test questions and User Manuals and providing details of technical, procedural, best practice, customer lifecycle and service management aspects;
Training Strategy	means the Supplier-documented approach to defining training objectives, creating and delivering training, assessing outcomes and ensuring Training Materials are appropriate to the audience;
Usage Data	means information describing the usage of the Services or the Services by Users (for example timestamped data by Interworking Gateway Solution interface with details of talkgroup or DCS port or Interworking Gateway Solution instance) [and which may be in addition to the provision of Charging Data Records];
User Manuals	means the deliverables to be produced by the Supplier as outlined in Paragraph 6.7.1.3 of Schedule 2 (Services Description);
User Organisation(s)	means the organisations permitted to use the ESN Services;

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Definition	Description
User Organisation Data	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (i) supplied to the Supplier by or on behalf of the User Organisation; and/or (ii) which the Supplier is required to generate, process, store or transmit pursuant to this Contract; or any Personal Data for which the User Organisation is the Controller;
User Service Supplier (“US Supplier”)	means the supplier appointed by the Authority to provide the ESN Services undertaking system integration and ESN Service Integrator activities;
Working Days	means any day other than a Saturday, Sunday or public holiday in England and Wales;
Activity Report(s)	means the reports in a standard format agreed with the Authority that include: (a) implementation and transition-related activities and progress against agreed timescales and any risks/issues arising that may affect progress, as applicable; (b) Service Changes planned (both overall and for the reporting period); (c) Service Incident trends (both raised and resolved); (d) open Service Incidents aged; (e) problems (including Service Incident root causes removed and Service Incidents avoided; both overall and for the reporting period); and (f) response times;
Activity Reporting	means the process by which Activity Reports are managed and delivered;
Code of Connection (“CoCo”)	means the policy document produced by the Supplier and approved by the Authority in accordance with the requirements set out in Schedule 5 (Security Management);
Configuration Management	means the Supplier's process responsible for ensuring that the Assets required to deliver the Services are properly controlled and that accurate and reliable information about those assets is available when and where it is needed;

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Definition	Description
Configuration Management Database ('CMDB')	means the Supplier's database used for Configuration Management;
ESN Service Desk	the single point of contact service desk, with associated telephony and email channels, set up by the US Supplier for second line support activities that will interface with the Supplier for all third-line support requirements;
Knowledge Management	means the Supplier obligations pursuant to collecting, analysing, storing (through a Known Error Database) and sharing knowledge, for example through Knowledge Articles, with stakeholders as appropriate;
Major Operational Incident	means a Service Incident, Operational Incident or Operational Event that causes or creates a risk of causing a major impact to the ESN Services as determined by the US Supplier and/or notified by the Authority;
Maximum Fix Time	means, for any Service Incident, the Maximum Fix Time value as listed in the table in Paragraph 4.13 of Part B: Definitions of Annex 1 of Schedule 3 (Performance Levels);
Minimum Required Performance	in respect of the applicable Service, the minimum level of performance which is required by the Authority, as set out against the relevant Performance Indicator in Paragraph 2 of Part A: Performance Indicators and Service Credits of Annex 1 of Schedule 3 (Performance Levels);
Operational Incident	means an incident that requires a response by one or more User Organisations as part of their operational activities (e.g. road traffic accident, criminal act, fire);
Operational Incident Management	means the Supplier's support for Service Recipients' management of Operational Incidents in accordance with the provisions of Schedule 2 (Services Description) and as documented in the Service Management Framework;
Performance Levels	means the relevant service level thresholds for each Key Performance Indicator or Subsidiary Performance Indicator as defined in Schedule 3 (Performance Levels);

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Definition	Description
Release and Deployment Management	means the Supplier's ITIL practice associated with releasing and deploying hardware, software and configuration changes including but not limited to upgrades, security patches and system updates in accordance with the provisions of Schedule 2 (Services Description);
Release and Deployment Management Process	means the Supplier's documented process for Release and Deployment Management included in the Release and Deployment Plan as described in Schedule 2;
Reporting	means the Supplier's obligations associated with the delivery of reports associated with the performance of the Services including for example Activity Reports, Performance Monitoring Reports, Balance Scorecard Reports and other reports in accordance with the requirements of Schedule 2 (Service Description) and Schedule 2 (Performance Levels);
Satisfaction Survey	has the meaning given in Paragraph 5.1 of Part B: Definitions of Annex 1 of Schedule 3 (Performance Levels);
Severity Five Service Incident	has the meaning given in Paragraph 2.33 of Part B: Definitions of Annex 1 of Schedule 3 (Performance Levels);
Severity Four Service Incident	has the meaning given in Paragraph 2.33 of Part B: Definitions of Annex 1 of Schedule 3 (Performance Levels);
Severity Three Service Incident	has the meaning given in Paragraph 2.32 of Part B: Definitions of Annex 1 of Schedule 3 (Performance Levels);
SPI Service Points	means in relation to an SPI Failure, the points that are set out against the relevant Subsidiary Performance Indicator in the relevant table in Part A: Performance Indicators and Service Credits of Annex 1 of Schedule 3 (Performance Levels);

GLOSSARY

ESN	Emergency Services Network
ITIL	Information Technology Infrastructure Library
SLA	Service Level Agreement
UTC	Coordinated Universal Time

