



# **Marketing Production Services: Content Versioning & Distribution**

## **Call-Off Contract (CR\_3330)**

### **Letter of Appointment**

The Secretary of State for Business & Trade  
and  
Tag Europe Ltd

CCS RM6125 – Campaign Solutions 2

V4.0 January 2023

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## Framework Schedule 6 (Letter of Appointment)

## Letter of Appointment

The Agency is one of a number of agencies appointed by the Crown Commercial Service (CCS) to the Framework Agreement and is therefore able to enter into this Call-Off Contract.

This Letter of Appointment is issued in accordance with the provisions of the Framework Contract RM6125 between CCS and the Agency, dated 07/09/2021, in relation to Lot 3.

Capitalised terms and expressions used in this letter have the same meanings as in the Call-Off Incorporated Terms unless the context otherwise requires.

CALL-OFF LOT(S): LOT 3

<b>Order Number:</b>	Project_3074/ CR_3330 – Purchase Order (PO) will be raised as and when required during the term of the contract.
<b>From:</b>	The Secretary of State for Business & Trade (the “Client”)
<b>To:</b>	Tag Europe Limited (trading as Tag)

<b>Call-Off Start Date:</b>	01 April 2024
<b>Call-Off Expiry Date:</b>	31 March 2026
<b>Call-Off Initial Period:</b>	Twenty-Four (24) months
<b>Call-Off Optional Extension Period:</b>	The client may extend the Contract for up to two further periods of up to 12 (twelve) months each in accordance with Clause 10.1.2 of the Core Terms by giving no less than 3 Months' written notice before the Contract expires (each a “Call-Off Optional Extension Period”).

<b>Deliverables required:</b>	Deliverables required are set out in Framework Schedule 1 of the Framework Agreement (in so far as this relates to Lot 3 but excluding the requirement for the supplier to provide a DAM platform) and any Briefs are to be delivered in line with this Letter of Appointment. Any subsequent call for Deliverables shall be set out using the relevant “TAG Briefing Templates for Various Tasks” as per Annex A of this Letter of Appointment and priced and agreed using the Statement of Works form as per Annex B of this Letter of Appointment.
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Framework Schedule 6 (Letter of Appointment)

	<p>In the event of a conflict between a “TAG Briefing Templates for Various Tasks” and a Statement of Works, the Statement of Works shall take precedence.</p> <p>All final output files (including open/ editable assets) for each project are to be uploaded onto DBT’s specified DAM using the relevant naming convention and appropriate meta data tags.</p>
<b>Key Staff:</b>	<p><b>For the Client:</b></p> <p><b><i>Department for Business &amp; Trade</i></b>  David Watson (Deputy Director of Communication &amp; Marketing)  Andy Jones (Deputy Director of Communications and Marketing)  Damien Roberts (Head of Creative in Production)  Ann Gordon (Senior Marketing Campaign Manager)</p> <p><b>For the Agency:</b></p> <p><b><i>Tag Europe Limited</i></b>  Chris Brown (Group Account Director)  Arhondi Korka (Integrated Project Manager)  Vian Obaidi (Growth Manager)</p> <p>Each of the positions mentioned above at Tag Europe Limited are Key Roles.</p>
<b>Guarantor(s)</b>	Dentsu International Treasury Limited
<b>Call-Off Contract Charges (including any applicable discount(s), but excluding VAT):</b>	<p>The total maximum Contract Charges for the Call-Off Initial Period are: £1,200,000 (excluding VAT).</p> <p>The total maximum Contract Charges for each Call-Off Optional Extension Period are: £600,000 (excluding VAT).</p> <p>The Client does not commit to spend up to these values and will not be liable for any payment in relation to not spending up to those values.</p> <p>Any unspent budget in any period may carried forward to the next period at the Client’s discretion.</p> <p>Please refer to Call Off Schedule 5 (Pricing Details)</p>
<b>Liability</b>	<b>See Clause 11 of the Core Terms</b>





## Framework Schedule 6 (Letter of Appointment)

	<b>Estimated Year 1 Charges: Six Hundred Thousand Pounds (£600,000).</b>
<b>Additional Insurance Requirements</b>	None.
<b>Client billing address for invoicing:</b>	Department for Business & Trade, Old Admiralty Building, Westminster, London SW1A 2BL.
<b>Special Terms</b>	The Agency shall grant the Client the rights to use its proprietary technology platform Digital Interact pursuant to its separate Software as a Service licence, incorporated into Framework RM6125. To the extent of any conflict with Section 6 (ICT Services) and the Agency's SaaS licence terms, the Agency's SaaS licence terms shall prevail.

## PROGRESS REPORT FREQUENCY

Monthly Management Information to be provided to the Client via email within one week of the first day of the month.

## PROGRESS MEETING FREQUENCY

Quarterly meeting to be within the first 2 weeks of each quarter.

## KEY SUBCONTRACTOR(S)

Not Applicable

## COMMERCIALLY SENSITIVE INFORMATION

Agency's Commercially Sensitive Information - Please refer to Joint-Schedule 4

## SOCIAL VALUE COMMITMENT

The Agency agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Proposal)

## GUARANTEE

The Agency has been required to procure a Guarantee in accordance with Joint Schedule 8 (see below) and the Client acknowledges receipt of the Guarantee from Dentsu International Treasury Limited dated 23 April 2024 to enable the Client to enter into this Call-Off Contract with the Agency.

## Framework Schedule 6 (Letter of Appointment)

### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Letter of Appointment including the Call-Off Special Terms and Call-Off Special Schedules.
2. *Joint Schedule 1 (Definitions and Interpretation) RM6125*
3. *Framework Schedule 1 (in so far as this relates to Lot 3)*
4. *The following Schedules in equal order of precedence:*
  - *Joint Schedules for RM6125*
    - *Joint Schedule 2 (Variation Form)*
    - *Joint Schedule 3 (Insurance Requirements)*
    - *Joint Schedule 4 (Commercially Sensitive Information)*
    - *Joint Schedule 5 (Corporate Social Responsibility)*
    - *Joint Schedule 7 (Financial Difficulties)*
    - *Joint Schedule 8 (Guarantee)*
    - *Joint Schedule 10 (Rectification Plan)*
    - *Joint Schedule 11 (Processing Data)*
  - *Call-Off Schedules for CR\_3330 (this letter of appointment)*
    - *Call-Off Schedule 1 (Transparency Reports)*
    - *Call-Off Schedule 2 (Staff Transfer)*
    - *Call-Off Schedule 3 (Continuous Improvement)*
    - *Call-Off Schedule 5 (Pricing Details)*
    - *Call-Off Schedule 6 (ICT Services) (Not Applicable)*
    - *Call-Off Schedule 7 (Key Supplier Staff)*
    - *Call-Off Schedule 8 (Business Continuity and Disaster Recovery)*
    - *Call-Off Schedule 9 (Security)*
    - *Call-Off Schedule 10 (Exit Management)*
    - *Call-Off Schedule 13 (Implementation Plan and Testing) (Not Applicable)*
    - *Call-Off Schedule 14 (Performance Management)*
    - *Call-Off Schedule 15 (Call-Off Contract Management)*
    - *Call-Off Schedule 20 (Call-Off Specification)*
5. CCS Core Terms
6. *Joint Schedule 5 (Corporate Social Responsibility) RM6125*
7. *Call-Off Schedule 4 (Proposal) as long as any parts of the Call-Off Proposal that offer a better commercial position for the Client (as decided by the Client) take precedence over the documents above.*

No other Agency terms are part of the Call-Off Contract. That includes any terms written on the back of, or added to this Order Form, or presented at the time of delivery. For the



Framework Schedule 6 (Letter of Appointment)

avoidance of doubt, the relationship between the Parties is non-exclusive. The Client is entitled to appoint any other agency to perform services and produce goods which are the same or similar to the Deliverables.

FORMATION OF CALL-OFF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Agency agrees to enter into a Call-Off Contract with the Client to provide the Deliverables in accordance with the terms of this letter and the Call-Off Incorporated Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Call-Off Incorporated Terms. The Parties hereby acknowledge and agree that this Call-Off Contract shall be formed when the Client acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Agency within two (2) Working Days from such receipt.

For and on behalf of the Agency:		For and on behalf of the Client:	
Signature:	<div>DocuSigned by: [Redacted Signature]</div>	Signature:	<div>DocuSigned by: [Redacted Signature]</div>
Name:	<div>E44EAE80166B48F... <b>Kevan Thorn</b></div>	Name:	<div>871AF82686FB498... <b>Jonathan Arrowsmith</b></div>
Role:	CEO	Role:	Deputy Director Commercial
Date:	30/5/2024	Date:	30/5/2024



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## Framework Schedule 6 (Letter of Appointment)

### Annex A

#### TAG BRIEFING TEMPLATES FOR VARIOUS TASKS

1. Deliverables required are set out in Call-Off Schedule 20 (Specification) in compliance with Framework Schedule 1 of the Framework Agreement (in so far as this relates to Lot 3 but excluding the requirement to provide a DAM platform) and the Brief and are to be delivered in line with this Letter of Appointment.
2. Any subsequent calls for Deliverables shall be set out using the relevant "TAG Briefing Templates for Various Tasks" and priced and agreed using the Statement of Works form as per Annex B of this Letter of Appointment. To be clear, the Client will attach the relevant "TAG Briefing Template" to each Statement of Work (from those set out below).
3. In the event of a conflict between a "TAG Briefing Templates for Various Tasks" and a Statement of Works, the Statement of Works shall take precedence.
4. All final output files (including open/ editable assets) for each project are to be uploaded onto DIT's specified DAM using the relevant naming convention and appropriate meta data tags.

**"TAG Briefing Templates for Various Tasks" Brief Template Summary** (NB below is the word version but it is intended that the full Excel version taken from the TAG Framework Agreement will be used in practice)

Template	Summary
<b>Adapt of existing asset</b>	Complete this brief if you want to adapt an existing asset, across any media format
<b>New Creative</b>	Complete this brief for any new development of a campaign and or asset
<b>Content re-imagination</b>	Complete this brief if you have an existing asset that you want to creatively re-imagine, that doesn't require a full creative agency development
<b>Transcreation</b>	Complete this brief template if you have a transcreation/translation requirement



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## Framework Schedule 6 (Letter of Appointment)

### Adapt of Existing Asset

<b>Name of person requesting brief</b>	
<b>Email address</b>	
<b>Additional approvers</b>	Please add name/email address for any additional approvers
<b>Campaign Name</b>	
<b>Business area/Department</b>	
<b>Market(s) (select from drop down menu)</b>	
<b>Channel Type (select from drop down menu)</b>	
<b>Job Type (select from drop down menu)</b>	
<b>Job Description</b>	
<b>Existing asset reference</b>	Please provide a reference to existing asset (link/DAM ref)
<b>Media Plan available</b> <b>*Ensure media plan is attached to your brief</b>	Yes
<b>Deliverables</b>	If no Media plan, please provide a list of deliverables



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#### Framework Schedule 6 (Letter of Appointment)

<b>Client approval date</b>	
<b>Delivery date</b>	
<b>Usage considerations</b>	Are there any usage requirements that need to be considered as part of this brief

#### New Creative (refer to Excel version for full specification)

<b>Name of person requesting brief</b>	
<b>Email address</b>	
<b>Additional approvers</b>	Please add name/email of any additional approvers
<b>Campaign Name</b>	
<b>Business area/Department</b>	
<b>Market (select from drop down menu)</b>	
<b>Channel Type (select from drop down menu)</b>	01. Content
<b>Media Agency</b>	
<b>Creative Agency</b>	
<b>Media Plan available</b>	Yes
<b>*Ensure media plan is attached to your brief</b>	
<b>Background</b>	Customer journey
	Audience
	Objectives

Framework Ref: RM 6125

Project Version: v4

Crown Copyright 2021



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#### Framework Schedule 6 (Letter of Appointment)

	Measure of success KPI's
<b>Job Description</b>	
<b>Deliverables and Delivery requirements</b>	
<b>Localisations in future</b>	
<b>Usage</b>	Are there any usage requirements that need to be considered as part of this brief?
<b>Budget</b>	Please specify a budget, or any budget considerations for this project
<b>Client approval date</b>	
<b>Delivery date</b>	

#### Content Re-imagination (refer to Excel version for full specification)

<b>Name of person requesting brief</b>	
<b>Email address</b>	



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Framework Schedule 6 (Letter of Appointment)

<b>Additional approvers</b>	Please add name/email of any additional approvers
<b>Campaign Name</b>	
<b>Business area/department</b>	
<b>Market(s)</b> (select from drop down menu)	
<b>Channel Type</b> (select from drop down menu)	
<b>Job Description</b>	
<b>Existing asset reference</b>	Please provide a reference to existing asset (link/DAM ref)
<b>Brand guidelines available</b> (Select from drop down menu)	Yes
<b>Media Plan available</b> *Ensure media plan is attached to your brief	Yes
<b>Creative agency consulted?</b> (select from drop down menu)	Yes
<b>Deliverables</b>	If no Media plan, please provide a list of deliverables





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#### Framework Schedule 6 (Letter of Appointment)

<b>Client approval date</b>	
<b>Delivery date</b>	
<b>Usage considerations</b>	Are there any usage requirements that need to be considered as part of this brief

#### Transcreation (refer to Excel version for full specification)

<b>Name of person requesting brief</b>	
<b>Email address</b>	
<b>Additional approvers</b>	Please add name/email of any additional approvers
<b>Campaign Name</b>	
<b>Business area/department</b>	
<b>Market</b> (select from drop down menu)	
<b>Job Description</b>	Clear, concise description of the overall single task on the project



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#### Framework Schedule 6 (Letter of Appointment)

<b>Brand Background</b>	Essential information about the brand
<b>Campaign background</b>	The wider strategic context of the execution
<b>Execution aim</b>	The specific, measurable strategic objective of the execution
<b>Single-minded proposition</b>	The single thought that the execution should convey
<b>Primary target audience</b>	Socio-economic, lifestyle based and human description of core target
<b>Tone of voice</b>	Desired tone and feel of execution
<b>Linguistic insights</b>	Reasoning behind any specific wordplays or sub-textual elements



Framework Schedule 6 (Letter of Appointment)

Client approval date	
Delivery date	

Appropriate visual reference is also required, final master artwork/MPEG if possible



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## Framework Schedule 6 (Letter of Appointment)

### Annex B

#### Statement of Work

**This Statement of Work is issued under and in accordance with the Call-Off Contract entered into between the parties dated [TBC].**

Any schedule attached to this Statement of Work will describe in detail the different types of Services to be provided under that Statement of Work. A schedule attached to this Statement of Work only applies to the relevant project to be delivered under that Statement of Work, and not to any other Statement of Work, or to the provision of the Services as a whole.

i) Where a Statement of Work would result in:

- a variation of the Services procured under this Call-Off Contract;
- an increase in the Charges agreed under this Call-Off Contract; or
- a change in the economic balance between the Parties to the detriment of the Client that is not provided for in this Call-Off Contract, the relevant term(s) will be will be dealt with as a proposed Variation to this Call-Off Contract in accordance with the Variation procedure set out in Clause 24.

<b>Project:</b>	<i>Set out a short description of the Project.</i>
<b>Project start Date</b> <b>Notice period for cancellation</b> <b>[Project Notice Period]:</b>	<i>Set out the start date for this Project and its duration and the likely end date if known– state whether for a fixed term or an initial term and then rolling subject to notice.</i>  <i>Where the parties are agreeing a Project Notice Period for cancellation of Project, specify the notice period</i>
<b>Overarching Brand/Campaign</b>	<i>If this campaign is part of a wider overarching campaign, or uses specific Government owned brands (such as the GREAT Britain brand for example) please state them and what the relationship of this campaign will be to them.</i>
<b>Deliverables</b>	<i>Set out a description of the Deliverables to be supplied by the Agency for this Project.</i>



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Framework Schedule 6 (Letter of Appointment)

State any specific activities agreed in the pitch that are to be delivered as part of this campaign.

Ensure you capture any work across distinct specialisms or channels, or example if you were working on an integrated campaign you may write:

- Creative for campaigns (service)
- Development and testing of creative propositions (deliverables)
- Creative assets for use on social media
- Delivery of creative assets for “Above the Line” media
- Seamless working with the client’s media buyer to deliver assets in the correct format to required deadlines
- PR
- PR strategy that compliments the “Above the Line” approach
- Development and delivery of PR hooks/stunts in agreement with the client
- Development of three Op eds, case studies and three feature articles
- Management of media at up to seven events, working with departmental press office
- Evaluation in accordance with the HMG evaluation Framework

State if you require any specific requirements and ways of working such as third-party consents, licences, clearances that Agency needs to obtain and products or purchases.

State that Client’s use of the Deliverables will be “subject to any third-party usage rights which are notified to the Client in accordance with this Call-Off Contract “.

**Inclusion of  
Additional Schedules**

N/A



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Framework Schedule 6 (Letter of Appointment)

<b>Project Plan:</b>	Set out the timing of each phase of the project, any key dates and/ or delivery of the Services and/or the Deliverables (if known)
<b>Contract Charges:</b>	<p>Set out the calculation of the Contract Charges [(including rules for the recovery of expenses)] payable to Agency for this Project e.g. details of any fixed price, time and materials in which case Agency's Rate Card should be attached, together with invoice dates or milestones that trigger payment.</p> <p>DBT has adopted the agreed CCS framework rate card for this contract please refer to Call-Off Schedule 5 for Pricing Details.</p> <p>Set out any payment terms specific to the Project.</p> <p><b>Examples of different wording for Contract Charges:</b></p> <p>The Client shall pay the Agency the sum of £[...] for delivery of these Services, payable in monthly instalments. For the avoidance of doubt, the Contract Charges shall be inclusive of all third-party costs</p> <p>OR</p> <p>The Contract Charges shall be calculated using the hourly charge out rates shown in [the Agency's rate card, [provided that the total Contract Charges shall not exceed £ [...].] For the avoidance of doubt, the Contract Charges shall inclusive of all third-party costs.</p>
<b>Client Assets:</b>	Set out details of the materials or information to be provided to the Agency.
<b>International locations:</b>	If Services are to be supplied outside the UK, specify additional territories here
<b>Client Affiliates:</b>	If relevant, set out any Client Affiliates which will be using Deliverables
<b>Special Terms:</b>	Set out any special terms that are intended to take precedence over the Call-Off Terms and/or the Schedules to the Call-Off Terms such as, security requirements, warranties, specific insurance requirements, any specific data reporting requirements etc..



Framework Schedule 6 (Letter of Appointment)

<b>Key Individuals:</b>	<i>Set out details of the key personnel from the Agency for this Project if relevant.</i>
<b>Authorised Agency Approver:</b>	<i>Set out details of the person(s) who have the authority to agree day to day decisions on behalf of Agency for this project.</i>
<b>Authorised Client Approver:</b>	<i>Set out details of the person(s) who have the authority to agree day to day decisions on behalf of Client for this Project.</i>

Signed by:.....

by (print name):.....

As Agency Authorised Approver for and on behalf of

[Agency]

Date.....

Signed by:.....

by (print name):.....

As Client Authorised Approver for and on behalf of

[Client]

Date.....



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## Call-Off Schedule 1 (Transparency Reports)

### Call-Off Schedule 1 (Transparency Reports)

- 1.1 The Agency recognises that the Client is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Agency shall comply with the provisions of this Schedule in order to assist the Client with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Agency's reporting requirements set out in the Framework Agreement, within three (3) Months of the Start Date the Agency shall submit to the Client for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Client rejects any proposed Transparency Report submitted by the Agency, the Agency shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Client. If the Parties fail to agree on a draft Transparency Report the Client shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Agency shall provide accurate and up-to-date versions of each Transparency Report to the Client at the frequency referred to in the Annex of this Schedule.





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Call-Off Schedule 1 (Transparency Reports)

## Annex A: List of Transparency Reports

Title	Content	Format	Frequency
Order Contract Charges	Apply the agreed rate card against each statement of work.	Word Document	Monthly
Technical	KPI on outcome against each statement of work.	Word Document	Monthly
Performance management	Contract KPI to measure performance against statement of work and quality of service.	Excel Document	Monthly
Social Value	KPI relevant to themes and outcomes.	Word Document	Quarterly



Call-Off Schedule 2 (Staff Transfer)

Call-Off Schedule 2 (Staff Transfer)

1. Definitions

1.1 In this Schedule, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Acquired Directive"</b>	<b>Rights</b>	the European Council Directive 77/187/EEC on the approximation of laws of European member states relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, as amended or re-enacted from time to time;
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<b>"Employee Liability"</b>	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 including in relation to the following:
	<ul style="list-style-type: none"><li>a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;</li><li>b) unfair, wrongful or constructive dismissal compensation;</li><li>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;</li><li>d) compensation for less favourable treatment of part-time workers or fixed term employees;</li><li>e) outstanding employment debts and unlawful deduction of wages including any PAYE and National Insurance Contributions;</li></ul>



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## Call-Off Schedule 2 (Staff Transfer)

- 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;

### "Former Agency"

a supplier supplying services to the Client before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Subcontractor of such supplier (or any Subcontractor of any such Subcontractor);

### "New Fair Deal"

the revised Fair Deal position set out in the HM Treasury guidance: "*Fair Deal for Staff Pensions: Staff Transfer from Central Government*" issued in October 2013 including:

- (i) any amendments to that document immediately prior to the Relevant Transfer Date; and
- (ii) any similar pension protection in accordance with the Annexes D1-D3 inclusive to Part D of this Schedule as notified to the Agency by the Client;

### "Old Fair Deal"

HM Treasury Guidance "*Staff Transfers from Central Government: A Fair Deal for Staff Pensions*" issued in June 1999 including the supplementary guidance "*Fair Deal for Staff pensions: Procurement of Bulk Transfer Agreements and Related Issues*" issued in June 2004;

### "Partial Termination"

the partial termination of the relevant Contract to the extent that it relates to the provision of any part of the Services as further provided for in Clause 10.4 (When CCS or the Client can end this contract) or 10.6 (When the Agency can end the contract);

### "Relevant Transfer"

a transfer of employment to which the Employment Regulations applies;



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## Call-Off Schedule 2 (Staff Transfer)

<b>"Relevant Date"</b>	<p><b>Transfer</b> in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place. For the purposes of Part D: Pensions and its Annexes, where the Agency or a Subcontractor was the Former Agency and there is no Relevant Transfer of the Fair Deal Employees because they remain continuously employed by the Agency (or Subcontractor), references to the Relevant Transfer Date shall become references to the Start Date;</p>
<b>"Staffing Information"</b>	<p>in relation to all persons identified on the Agency's Provisional Agency Personnel List or Agency's Final Agency Personnel List, as the case may be, such information as the Client may reasonably request (subject to all applicable provisions of the Data Protection Legislation), but including in an anonymised format:</p> <ul style="list-style-type: none"> <li>(a) their ages, dates of commencement of employment or engagement, gender and place of work;</li> <li>(b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;</li> <li>(c) the identity of the employer or relevant contracting Party;</li> <li>(d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;</li> <li>(e) their wages, salaries, bonuses and profit sharing arrangements as applicable;</li> <li>(f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;</li> <li>(g) any outstanding or potential contractual, statutory or other liabilities in respect of such</li> </ul>



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## Call-Off Schedule 2 (Staff Transfer)

individuals (including in respect of personal injury claims);

- (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
- (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
- (j) any other "employee liability information" as such term is defined in regulation 11 of the Employment Regulations;

**"Agency's Final Agency Personnel List"** a list provided by the Agency of all Agency Staff whose will transfer under the Employment Regulations on the Service Transfer Date;

**"Agency's Provisional Agency Personnel List"** a list prepared and updated by the Agency of all Agency Staff who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Agency;

**"Term"** the period commencing on the Start Date and ending on the expiry of the Initial Period or any Extension Period or on earlier termination of the relevant Contract;

**"Transferring Client Employees"** those employees of the Client to whom the Employment Regulations will apply on the Relevant Transfer Date;

**"Transferring Former Agency Employees"** in relation to a Former Agency, those employees of the Former Agency to whom the Employment Regulations will apply on the Relevant Transfer Date.

## 2. INTERPRETATION

- 2.1 Where a provision in this Schedule imposes any obligation on the Agency including (without limit) to comply with a requirement or provide an indemnity, undertaking or warranty, the Agency shall procure that each of its Subcontractors shall comply with such obligation and provide such indemnity, undertaking or warranty to CCS, the



## Call-Off Schedule 2 (Staff Transfer)

Client, Former Agency, Replacement Agency or Replacement Subcontractor, as the case may be and where the Subcontractor fails to satisfy any claims under such indemnities the Agency will be liable for satisfying any such claim as if it had provided the indemnity itself.

- 2.2 The provisions of Paragraphs 2.1 and 2.6 of Part A, Paragraph 3.1 of Part B, Paragraphs 1.5, 1.7 and 1.9 of Part C, Part D and Paragraphs 1.4, 2.3 and 2.8 of Part E of this Schedule (together "Third Party Provisions") confer benefits on third parties (each such person a "Third Party Beneficiary") and are intended to be enforceable by Third Party Beneficiaries by virtue of the CRTPA.
- 2.3 Subject to Paragraph 2.2 above, a person who is not a Party to this Call-Off Contract has no right under the CRTPA to enforce any term of this Call-Off Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.
- 2.4 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Client, which may, if given, be given on and subject to such terms as the Client may determine.
- 2.5 Any amendments or modifications to this Call-Off Contract may be made, and any rights created under Paragraph 2.2 above may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

### 3. Which parts of this Schedule apply

Only the following parts of this Schedule shall apply to this Call Off Contract:

- *[Part A (Staff Transfer at the Start Date – Outsourcing from the Client)] Not Applicable*
- *[Part B (Staff Transfer at the Start Date – Transfer from a Former Agency)] Not Applicable*
- *[Part C (No Staff Transfer on the Start Date)]*
- *[Part D (Pensions) Not Applicable* ]
  - *[ - Annex D1 (CSPS)* ]
  - *[ - Annex D2 (NHSPS)* ]
  - *[ - Annex D3 (LGPS)* ]
  - *[ - Annex D4 (Other Schemes)* ]
- *Part E (Staff Transfer on Exit)*



## Call-Off Schedule 2 (Staff Transfer)

**Part A: Staff Transfer at the Start Date – Not Applicable  
Outsourcing from the Client****1. What is a relevant transfer****1.1 The Client and the Agency agree that:**

- 1.1.1 the commencement of the provision of the Services or of each relevant part of the Services will be a Relevant Transfer in relation to the Transferring Client Employees; and
- 1.1.2 as a result of the operation of the Employment Regulations, the contracts of employment between the Client and the Transferring Client Employees (except in relation to any terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Relevant Transfer Date as if originally made between the Agency and/or any Sub-contractor and each such Transferring Client Employee.

**1.2 The Client shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of the Transferring Client Employees in respect of the period arising up to (but not including) the Relevant Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period up to (but not including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Client; and (ii) the Agency and/or any Subcontractor (as appropriate).**

**2. Indemnities the Client must give****2.1 Subject to Paragraph 2.2, the Client shall indemnify the Agency and any Subcontractor against any Employee Liabilities arising from or as a result of:**

- 2.1.1 any act or omission by the Client in respect of any Transferring Client Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Client Employee occurring before the Relevant Transfer Date;
- 2.1.2 the breach or non-observance by the Client before the Relevant Transfer Date of:
  - (a) any collective agreement applicable to the Transferring Client Employees; and/or
  - (b) any custom or practice in respect of any Transferring Client Employees which the Client is contractually bound to honour;



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- 2.1.3 any claim by any trade union or other body or person representing the Transferring Client Employees arising from or connected with any failure by the Client to comply with any legal obligation to such trade union, body or person arising before the Relevant Transfer Date;
  - 2.1.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
    - (a) in relation to any Transferring Client Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
    - (b) in relation to any employee who is not a Transferring Client Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Client to the Agency and/or any Subcontractor as appropriate, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date.
  - 2.1.5 a failure of the Client to discharge, or procure the discharge of, all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Client Employees arising before the Relevant Transfer Date;
  - 2.1.6 any claim made by or in respect of any person employed or formerly employed by the Client other than a Transferring Client Employee for whom it is alleged the Agency and/or any Subcontractor as appropriate may be liable by virtue of the Employment Regulations and/or the Acquired Rights Directive; and
  - 2.1.7 any claim made by or in respect of a Transferring Client Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Client Employee relating to any act or omission of the Client in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Agency or any Subcontractor to comply with regulation 13(4) of the Employment Regulations.
- 2.2 The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Agency or any





## Call-Off Schedule 2 (Staff Transfer)

Subcontractor whether occurring or having its origin before, on or after the Relevant Transfer Date including any Employee Liabilities:

- 2.2.1 arising out of the resignation of any Transferring Client Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Agency and/or any Subcontractor to occur in the period from (and including) the Relevant Transfer Date; or
  - 2.2.2 arising from the failure by the Agency or any Subcontractor to comply with its obligations under the Employment Regulations.
- 2.3 If any person who is not identified by the Client as a Transferring Client Employee claims, or it is determined in relation to any person who is not identified by the Client as a Transferring Client Employee, that his/her contract of employment has been transferred from the Client to the Agency and/or any Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 2.3.1 the Agency shall, or shall procure that the Subcontractor shall, within 5 Working Days of becoming aware of that fact, notify the Client in writing; and
  - 2.3.2 the Client may offer (or may procure that a third party may offer) employment to such person, or take such other reasonable steps as the Client considers appropriate to deal with the matter provided always that such steps are in compliance with Law, within 15 Working Days of receipt of notice from the Agency and/or any Subcontractor.
- 2.4 If an offer referred to in Paragraph 2.3.2 is accepted, or if the situation has otherwise been resolved by the Client, the Agency shall, or shall procure that a Subcontractor shall, immediately release the person from his/her employment or alleged employment;
- 2.5 If by the end of the 15 Working Day period referred to in Paragraph 2.3.2:
- 2.5.1 no such offer of employment has been made;
  - 2.5.2 such offer has been made but not accepted; or
  - 2.5.3 the situation has not otherwise been resolved,
- the Agency and/or any Subcontractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
- 2.6 Subject to the Agency and/or any Subcontractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in applicable Law and subject also to Paragraph 2.7, the Client will indemnify the Agency and/or the relevant Subcontractor against all



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Employee Liabilities arising out of the termination of the employment pursuant to the provisions of Paragraph 2.5 provided that the Agency takes, or procures that the Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.

### 2.7 The indemnity in Paragraph 2.6:

#### 2.7.1 shall not apply to:

##### (a) any claim for:

(i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

(ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees;

in any case in relation to any alleged act or omission of the Agency and/or any Subcontractor; or

(b) any claim that the termination of employment was unfair because the Agency and/or any Subcontractor neglected to follow a fair dismissal procedure; and

#### 2.7.2 shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Agency and/or any Subcontractor (as appropriate) to the Client within 6 months of the Start Date

2.8 If any such person as is referred to in Paragraph 2.3 is neither re-employed by the Client nor dismissed by the Agency and/or any Subcontractor within the time scales set out in Paragraph 2.5, such person shall be treated as having transferred to the Agency and/or any Subcontractor and the Agency shall, or shall procure that the relevant Subcontractor shall, comply with such obligations as may be imposed upon it under applicable Law.

## 3. Indemnities the Agency must give and its obligations

3.1 Subject to Paragraph 3.2, the Agency shall indemnify the Client against any Employee Liabilities arising from or as a result of:

3.1.1 any act or omission by the Agency or any Subcontractor in respect of any Transferring Client Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Client Employee whether occurring before, on or after the Relevant Transfer Date;



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- 3.1.2 the breach or non-observance by the Agency or any Subcontractor on or after the Relevant Transfer Date of:
- (a) any collective agreement applicable to the Transferring Client Employees; and/or
  - (b) any custom or practice in respect of any Transferring Client Employees which the Agency or any Subcontractor is contractually bound to honour;
- 3.1.3 any claim by any trade union or other body or person representing any Transferring Client Employees arising from or connected with any failure by the Agency or any Subcontractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
- 3.1.4 any proposal by the Agency or a Subcontractor made before the Relevant Transfer Date to make changes to the terms and conditions of employment or working conditions of any Transferring Client Employees to their material detriment on or after their transfer to the Agency or the relevant Subcontractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Client Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;
- 3.1.5 any statement communicated to or action undertaken by the Agency or any Subcontractor to, or in respect of, any Transferring Client Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Client in writing;
- 3.1.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Client Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date; and
  - (b) in relation to any employee who is not a Transferring Client Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to



## Call-Off Schedule 2 (Staff Transfer)

transfer his/her employment from the Client to the Agency or a Subcontractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date;

- 3.1.7 a failure of the Agency or any Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Author Client ity Employees in respect of the period from (and including) the Relevant Transfer Date;
  - 3.1.8 any claim made by or in respect of a Transferring Client Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Client Employee relating to any act or omission of the Agency or any Subcontractor in relation to their obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Client's failure to comply with its obligations under regulation 13 of the Employment Regulations; and
  - 3.1.9 a failure by the Agency or any Sub-contractor to comply with its obligations under paragraph 2.8 above.
- 3.2 The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Client whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Client's failure to comply with its obligations under the Employment Regulations.
- 3.3 The Agency shall comply, and shall procure that each Subcontractor shall comply, with all its obligations under the Employment Regulations (including its obligation to inform and consult in accordance with regulation 13 of the Employment Regulations) and shall perform and discharge, and shall procure that each Subcontractor shall perform and discharge, all its obligations in respect of the Transferring Client Employees, from (and including) the Relevant Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period from and including the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Client and the Agency.

#### **4. Information the Agency must provide**

- 4.1 The Agency shall, and shall procure that each Subcontractor shall, promptly provide to the Client in writing such information as is necessary to enable the Client to carry



## Call-Off Schedule 2 (Staff Transfer)

out its duties under regulation 13 of the Employment Regulations. The Client shall promptly provide to the Agency and any Subcontractor in writing such information as is necessary to enable the Agency and any Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations.

**5. Cabinet Office requirements**

- 5.1 The Parties agree that the Principles of Good Employment Practice issued by the Cabinet Office in December 2010 apply to the treatment by the Agency of employees whose employment begins after the Relevant Transfer Date, and the Agency undertakes to treat such employees in accordance with the provisions of the Principles of Good Employment Practice.
- 5.2 The Agency shall, and shall procure that each Subcontractor shall, comply with any requirement notified to it by the Client relating to pensions in respect of any Transferring Client Employee as set down in:
- 5.2.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised December 2013;
  - 5.2.2 Old Fair Deal; and/or
  - 5.2.3 The New Fair Deal.
- 5.3 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraphs 5.1 or 5.2 shall be agreed in accordance with the Variation Procedure.

**6. Pensions**

- 6.1 The Agency shall, and/or shall procure that each of its Subcontractors shall, comply with:
- 6.1.1 the requirements of Part 1 of the Pensions Act 2008, section 258 of the Pensions Act 2004 and the Transfer of Employment (Pension Protection) Regulations 2005 for all transferring staff; and
  - 6.1.2 Part D: Pensions (and its Annexes) to this Schedule.



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## Call-Off Schedule 2 (Staff Transfer)

### **Part B: Staff transfer at the Start Date – Not Applicable**

#### **Transfer from a Former Agency**

#### **1. What is a relevant transfer**

##### **1.1 The Client and the Agency agree that:**

1.1.1 the commencement of the provision of the Services or of any relevant part of the Services will be a Relevant Transfer in relation to the Transferring Former Agency Employees; and

1.1.2 as a result of the operation of the Employment Regulations, the contracts of employment between each Former Agency and the Transferring Former Agency Employees (except in relation to any terms disapplied through the operation of regulation 10(2) of the Employment Regulations) shall have effect on and from the Relevant Transfer Date as if originally made between the Agency and/or any Subcontractor and each such Transferring Former Agency Employee.

1.2 The Client shall procure that each Former Agency shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of all the Transferring Former Agency Employees in respect of the period up to (but not including) the Relevant Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part in respect of the period up to (but not including) the Relevant Transfer Date) and the Agency shall make, and the Client shall procure that each Former Agency makes, any necessary apportionments in respect of any periodic payments.

#### **2. Indemnities given by the Former Agency**

2.1 Subject to Paragraph 2.2, the Client shall procure that each Former Agency shall indemnify the Agency and any Subcontractor against any Employee Liabilities arising from or as a result of:

2.1.1 any act or omission by the Former Agency in respect of any Transferring Former Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Agency Employee arising before the Relevant Transfer Date;

2.1.2 the breach or non-observance by the Former Agency arising before the Relevant Transfer Date of:

(a) any collective agreement applicable to the Transferring Former Agency Employees; and/or



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- (b) any custom or practice in respect of any Transferring Former Agency Employees which the Former Agency is contractually bound to honour;
- 2.1.3 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
  - (a) in relation to any Transferring Former Agency Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
  - (b) in relation to any employee who is not a Transferring Former Agency Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Agency to the Agency and/or any Subcontractor as appropriate, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.4 a failure of the Former Agency to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Former Agency Employees in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.5 any claim made by or in respect of any person employed or formerly employed by the Former Agency other than a Transferring Former Agency Employee for whom it is alleged the Agency and/or any Subcontractor as appropriate may be liable by virtue of the relevant Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
- 2.1.6 any claim made by or in respect of a Transferring Former Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Agency Employee relating to any act or omission of the Former Agency in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Agency or any Subcontractor to comply with regulation 13(4) of the Employment Regulations.



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- 2.2 The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Agency or any Subcontractor whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities:
- 2.2.1 arising out of the resignation of any Transferring Former Agency Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Agency or any Subcontractor to occur in the period from (and including) the Relevant Transfer Date; or
  - 2.2.2 arising from the failure by the Agency and/or any Subcontractor to comply with its obligations under the Employment Regulations.
- 2.3 If any person who is not identified by the Former Agency as a Transferring Former Agency Employee claims, or it is determined in relation to any person who is not identified by the Former Agency as a Transferring Former Agency Employee, that his/her contract of employment has been transferred from a Former Agency to the Agency and/or any Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 2.3.1 the Agency shall, or shall procure that the Subcontractor shall, within 5 Working Days of becoming aware of that fact, notify the Client and in writing and, where required by the Client, notify the relevant Former Agency in writing; and
  - 2.3.2 the Former Agency may offer (or may procure that a third party may offer) employment to such person, or take such other steps as the Former Agency considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law, within 15 Working Days of receipt of notice from the Agency and/or the Subcontractor (as appropriate).
- 2.4 If an offer referred to in Paragraph 2.3.2 is accepted, , or if the situation has otherwise been resolved by the Former Agency and/or the Client, the Agency shall, or shall procure that the Subcontractor shall, immediately release the person from his/her employment or alleged employment.
- 2.5 If by the end of the 15 Working Day period referred to in Paragraph 2.3.2:
- 2.5.1 no such offer of employment has been made;
  - 2.5.2 such offer has been made but not accepted; or
  - 2.5.3 the situation has not otherwise been resolved,
- the Agency and/or any Subcontractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person;





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2.6 Subject to the Agency and/or any Subcontractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in Law and subject also to Paragraph 2.7, the Client shall procure that the Former Agency will indemnify the Agency and/or the relevant Subcontractor against all Employee Liabilities arising out of the termination of the employment pursuant to the provisions of Paragraph 2.5 provided that the Agency takes, or shall procure that the Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.

2.7 The indemnity in Paragraph 2.6:

2.7.1 shall not apply to:

(a) any claim for:

(i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

(ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees;

in any case in relation to any alleged act or omission of the Agency and/or any Subcontractor; or

(b) any claim that the termination of employment was unfair because the Agency and/or Subcontractor neglected to follow a fair dismissal procedure; and

2.7.2 shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Agency and/or any Subcontractor (as appropriate) to the Client and, if applicable, the Former Agency, within 6 months of the Start Date.

2.8 If Subcontract or any such person as is described in Paragraph 2.3 is neither re-employed by the Former Agency nor dismissed by the Agency and/or any Subcontractor within the time scales set out in Paragraph 2.5, such person shall be treated as having transferred to the Agency and/or any Subcontractor and the Agency shall, or shall procure that the Subcontractor shall, comply with such obligations as may be imposed upon it under applicable Law.

### **3. Indemnities the Agency must give and its obligations**

3.1 Subject to Paragraph 3.2, the Agency shall indemnify the Client and/or the Former Agency against any Employee Liabilities arising from or as a result of:



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- 3.1.1 any act or omission by the Agency or any Subcontractor in respect of any Transferring Former Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Agency Employee whether occurring before, on or after the Relevant Transfer Date;
- 3.1.2 the breach or non-observance by the Agency or any Subcontractor on or after the Relevant Transfer Date of:
  - (a) any collective agreement applicable to the Transferring Former Agency Employee; and/or
  - (b) any custom or practice in respect of any Transferring Former Agency Employees which the Agency or any Subcontractor is contractually bound to honour;
- 3.1.3 any claim by any trade union or other body or person representing any Transferring Former Agency Employees arising from or connected with any failure by the Agency or a Subcontractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
- 3.1.4 any proposal by the Agency or a Subcontractor prior to the Relevant Transfer Date to make changes to the terms and conditions of employment or working conditions of any Transferring Former Agency Employees to their material detriment on or after their transfer to the Agency or a Subcontractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Former Agency Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;
- 3.1.5 any statement communicated to or action undertaken by the Agency or a Subcontractor to, or in respect of, any Transferring Former Agency Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Client and/or the Former Agency in writing;
- 3.1.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
  - (a) in relation to any Transferring Former Agency Employee, to the extent that the proceeding, claim or demand by HMRC or other



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statutory authority relates to financial obligations arising on or after the Relevant Transfer Date; and

- (b) in relation to any employee who is not a Transferring Former Agency Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Agency to the Agency or a Subcontractor, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date;

3.1.7 a failure of the Agency or any Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Former Agency Employees in respect of the period from (and including) the Relevant Transfer Date;

3.1.8 any claim made by or in respect of a Transferring Former Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Agency Employee relating to any act or omission of the Agency or any Subcontractor in relation to obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Former Agency's failure to comply with its obligations under regulation 13 of the Employment Regulations; and

3.1.9 a failure by the Agency or any Subcontractor to comply with its obligations under Paragraph 2.8 above

3.2 The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Former Agency whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Former Agency's failure to comply with its obligations under the Employment Regulations.

3.3 The Agency shall comply, and shall procure that each Subcontractor shall comply, with all its obligations under the Employment Regulations (including without limitation its obligation to inform and consult in accordance with regulation 13 of the Employment Regulations) and shall perform and discharge all its obligations in respect of all the Transferring Former Agency Employees, on and from the Relevant Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements, and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and all such sums due under the Admission Agreement which in any case are attributable in



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whole or in part to the period from (and including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Agency and the Former Agency.

### **4. Information the Agency must give**

The Agency shall, and shall procure that each Subcontractor shall, promptly provide to the Client and/or at the Client's direction, the Former Agency, in writing such information as is necessary to enable the Client and/or the Former Agency to carry out their respective duties under regulation 13 of the Employment Regulations. The Client shall procure that the Former Agency shall promptly provide to the Agency and any Subcontractor in writing such information as is necessary to enable the Agency and any Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations.

### **5. Cabinet Office requirements**

5.1 The Agency shall, and shall procure that each Subcontractor shall, comply with any requirement notified to it by the Client relating to pensions in respect of any Transferring Former Agency Employee as set down in:

- 5.1.1 the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised 2007;
- 5.1.2 Old Fair Deal; and/or
- 5.1.3 The New Fair Deal.

5.2 Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraph 5.1 shall be agreed in accordance with the Variation Procedure.

### **6. Limits on the Former Agency's obligations**

Notwithstanding any other provisions of this Part B, where in this Part B the Client accepts an obligation to procure that a Former Agency does or does not do something, such obligation shall be limited so that it extends only to the extent that the Client's contract with the Former Agency contains a contractual right in that regard which the Client may enforce, or otherwise so that it requires only that the Client must use reasonable endeavours to procure that the Former Agency does or does not act accordingly.

### **7. Pensions**

7.1 The Agency shall, and shall procure that each Subcontractor shall, comply with:

- 7.1.1 the requirements of Part 1 of the Pensions Act 2008, section 258 of the Pensions Act 2004 and the Transfer of Employment (Pension Protection) Regulations 2005 for all transferring staff; ; and



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7.1.2 Part D: Pensions (and its Annexes) to this Schedule.



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### Part C: No Staff Transfer on the Start Date

#### 1. What happens if there is a staff transfer

- 1.1 The Client and the Agency agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Client and/or any Former Agency.
- 1.2 If any employee of the Client and/or a Former Agency claims, or it is determined in relation to any employee of the Client and/or a Former Agency, that his/her contract of employment has been transferred from the Client and/or the Former Agency to the Agency and/or any Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
  - 1.2.1 the Agency shall, and shall procure that the relevant Subcontractor shall, within 5 Working Days of becoming aware of that fact, notify the Client in writing and, where required by the Client, notify the Former Agency in writing; and
  - 1.2.2 the Client and/or the Former Agency may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification from the Agency or the Subcontractor (as appropriate) or take such other reasonable steps as the Client or Former Agency (as the case may be) it considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 1.3 If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Client and/or the Former Agency),, the Agency shall, or shall procure that the Subcontractor shall, immediately release the person from his/her employment or alleged employment.
- 1.4 If by the end of the 15 Working Day period referred to in Paragraph 1.2.2:
  - 1.4.1 no such offer of employment has been made;
  - 1.4.2 such offer has been made but not accepted; or
  - 1.4.3 the situation has not otherwise been resolved;
 the Agency may within 5 Working Days give notice to terminate the employment or alleged employment of such person.
- 1.5 Subject to the Agency and/or the relevant Subcontractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 1.8 the Client shall:



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- 1.5.1 indemnify the Agency and/or the relevant Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Client's employees referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Agency takes, or shall procure that the Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities; and
- 1.5.2 procure that the Former Agency indemnifies the Agency and/or any Subcontractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Agency referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Agency takes, or shall procure that the relevant Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 1.6 If any such person as is described in Paragraph 1.2 is neither re employed by the Client and/or the Former Agency as appropriate nor dismissed by the Agency and/or any Subcontractor within the 15 Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Agency and/or the Subcontractor (as appropriate) and the Agency shall, or shall procure that the Subcontractor shall, comply with such obligations as may be imposed upon it under Law.
- 1.7 Where any person remains employed by the Agency and/or any Subcontractor pursuant to Paragraph 1.6, all Employee Liabilities in relation to such employee shall remain with the Agency and/or the Subcontractor and the Agency shall indemnify the Client and any Former Agency, and shall procure that the Subcontractor shall indemnify the Client and any Former Agency, against any Employee Liabilities that either of them may incur in respect of any such employees of the Agency and/or employees of the Subcontractor.
- 1.8 The indemnities in Paragraph 1.5:
  - 1.8.1 shall not apply to:
    - (a) any claim for:
      - (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
      - (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Agency and/or Subcontractor; or



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- (b) any claim that the termination of employment was unfair because the Agency and/or any Subcontractor neglected to follow a fair dismissal procedure; and

1.8.2 shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Agency and/or any Subcontractor to the Client and, if applicable, Former Agency within 6 months of the Start Date.

- 1.9 If the Agency and/or the Subcontractor does not comply with Paragraph 1.2, all Employee Liabilities in relation to such employees shall remain with the Agency and/or the Subcontractor and the Agency shall (i) comply with the provisions of Part D: Pensions of this Schedule, and (ii) indemnify the Client and any Former Agency against any Employee Liabilities that either of them may incur in respect of any such employees of the Agency and/or employees of the Subcontractor.

## **2. Limits on the Former Agency's obligations**

Where in this Part C the Client accepts an obligation to procure that a Former Agency does or does not do something, such obligation shall be limited so that it extends only to the extent that the Client's contract with the Former Agency contains a contractual right in that regard which the Client may enforce, or otherwise so that it requires only that the Client must use reasonable endeavours to procure that the Former Agency does or does not act accordingly.





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### Part D: Pensions – Not Applicable

#### 1. Definitions

In this Part D and Part E, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions), and shall be deemed to include the definitions set out in the Annexes to this Part D:

<b>"Actuary"</b>	a Fellow of the Institute and Faculty of Actuaries;
<b>"Admission Agreement"</b>	either or both of the CSPA Admission Agreement (as defined in Annex D1: CSPA) or the LGPS Admission Agreement (as defined in Annex D3: LGPS), as the context requires;
<b>"Best Value Direction"</b>	the Best Value Authorities Staff Transfers (Pensions) Direction 2007 or the Welsh Authorities Staff Transfers (Pensions) Direction 2012 (as appropriate);
<b>"Broadly Comparable"</b>	<p>(a) in respect of a pension scheme, a status satisfying the condition that there are no identifiable employees who will suffer material detriment overall in terms of future accrual of pension benefits as assessed in accordance with Annex A of New Fair Deal and demonstrated by the issue by the Government Actuary's Department of a broad comparability certificate; and/or</p> <p>(b) in respect of benefits provided for or in respect of a member under a pension scheme, benefits that are consistent with that pension scheme's certificate of broad comparability issued by the Government Actuary's Department,</p> <p>and <b>"Broad Comparability"</b> shall be construed accordingly;</p>
<b>"CSPA"</b>	the schemes as defined in Annex D1 to this Part D;
<b>"Direction Letter/Determination"</b>	has the meaning in Annex D2 to this Part D;
<b>"Fair Deal Eligible"</b>	each of the CSPA Eligible Employees, the NHSPA Eligible Employees and/or the LGPS Eligible Employees (as



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### **"Employees"**

applicable) (and shall include any such employee who has been admitted to and/or remains eligible to join a Broadly Comparable pension scheme at the relevant time in accordance with paragraph 10 or 11 of this Part D);

### **"Fair Deal Employees"**

any of:

- (a) Transferring Client Employees;
- (b) Transferring Former Agency Employees;
- (c) employees who are not Transferring Client Employees or Transferring Former Agency Employees but to whom the Employment Regulations apply on the Relevant Transfer Date to transfer their employment to the Agency or a Subcontractor, and whose employment is not terminated in accordance with the provisions of Paragraphs 2.5 of Parts A or B or Paragraph 1.4 of Part C;
- (d) where the Agency or a Subcontractor was the Former Agency, the employees of the Agency (or Subcontractor);

who at the Relevant Transfer Date are or become entitled to New Fair Deal or Best Value Direction protection in respect of any of the Statutory Schemes or a Broadly Comparable pension scheme provided in accordance with paragraph 10 of this Part D as notified by the Client;

### **"Fund Actuary"**

a Fund Actuary as defined in Annex D3 to this Part D;

### **"LGPS"**

the scheme as defined in Annex D3 to this Part D;

### **"NHSPS"**

the schemes as defined in Annex D2 to this Part D;

(a)

(b)



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**"Statutory Schemes"** means the CSPA, NHSPA or LGPS.

## 2. Agency obligations to participate in the pension schemes

- 2.1 In respect of all or any Fair Deal Employees each of Annex D1: CSPA, Annex D2: NHSPA and/or Annex D3: LGPS shall apply, as appropriate.
- 2.2 The Agency undertakes to do all such things and execute any documents (including any relevant Admission Agreement and/or Direction Letter/ Determination, if necessary) as may be required to enable the Agency to participate in the appropriate Statutory Scheme in respect of the Fair Deal Employees and shall bear its own costs in such regard.
- 2.3 The Agency undertakes:
  - 2.3.1 to pay to the Statutory Schemes all such amounts as are due under the relevant Admission Agreement and/or Direction Letter/ Determination or otherwise and shall deduct and pay to the Statutory Schemes such employee contributions as are required; and
  - 2.3.2 subject to paragraph 5 of Annex D3: LGPS to be fully responsible for all other costs, contributions, payments and other amounts relating to its participation in the Statutory Schemes, including for the avoidance of doubt any exit payments and the costs of providing any bond, indemnity or guarantee required in relation to such participation.
- 2.4 Where the Agency is the Former Agency (or a Subcontractor is a Subcontractor of the Former Agency) and there is no Relevant Transfer of the Fair Deal Employees because they remain continuously employed by the Agency (or Subcontractor) at the Start Date, this Part D and its Annexes shall be modified accordingly so that the Agency (or Subcontractor) shall comply with its requirements from the Start Date or, where it previously provided a Broadly Comparable pension scheme, from the date it is able to close accrual of its Broadly Comparable pension scheme (following appropriate consultation and contractual changes as appropriate) if later. The Agency (or Subcontractor) shall make arrangements for a bulk transfer from its Broadly Comparable pension scheme to the relevant Statutory Scheme in accordance with the requirements of the previous contract with the Client<sup>1</sup>.D

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<sup>1</sup>We recommend that you seek specific legal advice on this clause.



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### **3. Agency obligation to provide information**

#### **3.1 The Agency undertakes to the Client:**

- 3.1.1 to provide all information which the Client may reasonably request concerning matters referred to in this Part D as expeditiously as possible; and
- 3.1.2 not to issue any announcements to any Fair Deal Employee prior to the Relevant Transfer Date concerning the matters stated in this Part D without the consent in writing of the Client (such consent not to be unreasonably withheld or delayed);
- 3.1.3 retain such records as would be necessary to manage the pension aspects in relation to any current or former Fair Deal Eligible Employees arising on expiry or termination of the relevant Contract.

### **4. Indemnities the Agency must give**

#### **4.1 The Agency shall indemnify and keep indemnified CCS, [NHS Pensions], the Client and/or any Replacement Agency and/or any Replacement Subcontractor on demand from and against all and any Losses whatsoever suffered or incurred by it or them which:**

- 4.1.1 arise out of or in connection with any liability towards all and any Fair Deal Employees arising in respect of service on or after the Relevant Transfer Date which arise from any breach by the Agency of this Part D, and/or the CSPS Admission Agreement and/or the Direction Letter/Determination and/or the LGPS Admission Agreement;
- 4.1.2 relate to the payment of benefits under and/or participation in a pension scheme (as defined in section 150(1) Finance Act 2004) provided by the Agency or a Subcontractor on and after the Relevant Transfer Date until the date of termination or expiry of the relevant Contract, including the Statutory Schemes or any Broadly Comparable pension scheme provided in accordance with paragraphs 10 or 11 of this Part D;
- 4.1.3 relate to claims by Fair Deal Employees of the Agency and/or of any Subcontractor or by any trade unions, elected employee representatives or staff associations in respect of all or any such Fair Deal Employees which Losses:

Subcontractor:

- (a) relate to any rights to benefits under a pension scheme (as defined in section 150(1) Finance Act 2004) in respect of periods of employment on and after the Relevant Transfer Date until the date of termination or expiry of the relevant Contract; or



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- (b) arise out of the failure of the Agency and/or any relevant Subcontractor to comply with the provisions of this Part D before the date of termination or expiry of the relevant Contract; and/or

- 4.1.4 arise out of or in connection with the Agency (or its Subcontractor) allowing anyone who is not an NHSPS Fair Deal Employee to join or claim membership of the NHSPS at any time during the Term.

#### 4.2 The indemnities in this Part D and its Annexes:

- 4.2.1 shall survive termination of the relevant Contract; and
- 4.2.2 shall not be affected by the caps on liability contained in Clause 11 (How much you can be held responsible for).

### 5. What happens if there is a dispute

- 5.1 The Dispute Resolution Procedure will not apply to any dispute (i) between the CCS and/or the Client and/or the Agency or (ii) between their respective actuaries and/or the Fund Actuary about any of the actuarial matters referred to in this Part D and its Annexes shall in the absence of agreement between the CCS and/or the Client and/or the Agency be referred to an independent Actuary:

- 5.1.1 who will act as an expert and not as an arbitrator;
- 5.1.2 whose decision will be final and binding on the CCS and/or the Client and/or the Agency; and
- 5.1.3 whose expenses shall be borne equally by the CCS and/or the Client and/or the Agency unless the independent Actuary shall otherwise direct.

The independent Actuary shall be agreed by the Parties or, failing such agreement the independent Actuary shall be appointed by the President for the time being of the Institute and Faculty of Actuaries on the application by the Parties.

### 6. Other people's rights

- 6.1 The Parties agree Clause 19 (Other people's rights in this contract) does not apply and that the CRTPA applies to this Part D to the extent necessary to ensure that any Fair Deal Employee will have the right to enforce any obligation owed to him or her or it by the Agency under this Part D, in his or her or its own right under section 1(1) of the CRTPA.

- 6.2 Further, the Agency must ensure that the CRTPA will apply to any Sub-Contract to the extent necessary to ensure that any Fair Deal Employee will have the right to enforce any obligation owed to them by the Subcontractor in his or her or its own right under section 1(1) of the CRTPA.



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**7. What happens if there is a breach of this Part D**

7.1 The Agency agrees to notify the Client should it breach any obligations it has under this Part D and agrees that the Client shall be entitled to terminate its Contract for material Default in the event that the Agency:

7.1.1 commits an irremediable breach of any provision or obligation it has under this Part D; or

7.1.2 commits a breach of any provision or obligation it has under this Part D which, where capable of remedy, it fails to remedy within a reasonable time and in any event within 28 days of the date of a notice from the Client giving particulars of the breach and requiring the Agency to remedy it.

**8. Transferring Fair Deal Employees**

8.1 Save on expiry or termination of the relevant Contract, if the employment of any Fair Deal Eligible Employee transfers to another employer (by way of a transfer under the Employment Regulations or other form of compulsory transfer of employment) the Agency shall or shall procure that any relevant Sub-contractor shall:

8.1.1 notify the Client as far as reasonably practicable in advance of the transfer to allow the Client to make the necessary arrangements for participation with the relevant Statutory Scheme(s);

8.1.2 consult with about, and inform those Fair Deal Eligible Employees of the pension provisions relating to that transfer; and

8.1.3 procure that the employer to which the Fair Deal Eligible Employees are transferred (the "**New Employer**") complies with the provisions of this Part D and its Annexes provided that references to the "Agency" will become references to the New Employer, references to "Relevant Transfer Date" will become references to the date of the transfer to the New Employer and references to "Fair Deal Employees" will become references to the Fair Deal Eligible Employees so transferred to the New Employer.

**9. What happens to pensions if this Contract ends**

9.1 The provisions of Part E: Staff Transfer On Exit (Mandatory) apply in relation to pension issues on expiry or termination of the relevant Contract.

9.2 The Agency shall (and shall procure that any of its Subcontractors shall) prior to the termination of the relevant Contract provide all such co-operation and assistance (including co-operation and assistance from the Broadly Comparable pension scheme's Actuary) as the Replacement Agency and/or NHS Pension and/or CSPS and/or the relevant Administering Client and/or the Client may reasonably require, to enable the Replacement Agency to participate in the appropriate Statutory Scheme in



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respect of any Fair Deal Eligible Employee that remains eligible for New Fair Deal protection following a Service Transfer.

### 10. Broadly Comparable Pension Schemes on the Relevant Transfer Date

10.1 If the terms of any of paragraphs 4 of Annex D2: NHSPS or 3.1 of Annex D3: LGPS applies, the Agency must (and must, where relevant, procure that each of its Subcontractors will) ensure that, with effect from the Relevant Transfer Date until the day before the Service Transfer Date, the relevant Fair Deal Employees will be eligible for membership of a pension scheme under which the benefits are Broadly Comparable to those provided under the relevant Statutory Scheme, and then on such terms as may be decided by the Client.

10.2 Such Broadly Comparable pension scheme must be:

- 10.2.1 established by the Relevant Transfer Date<sup>2</sup>;
- 10.2.2 a registered pension scheme for the purposes of Part 4 of the Finance Act 2004;
- 10.2.3 capable of receiving a bulk transfer payment from the relevant Statutory Scheme or from a Former Agency's Broadly Comparable pension scheme (unless otherwise instructed by the Client);
- 10.2.4 capable of paying a bulk transfer payment to the Replacement Agency's Broadly Comparable pension scheme (or the relevant Statutory Scheme if applicable) (unless otherwise instructed by the Client); and
- 10.2.5 maintained until such bulk transfer payments have been received or paid (unless otherwise instructed by the Client).

10.3 Where the Agency has set up a Broadly Comparable pension scheme pursuant to the provisions of this Paragraph 10, the Agency shall (and shall procure that any of its Subcontractors shall):

- 10.3.1 supply to the Client details of its (or its Subcontractor's) Broadly Comparable pension scheme and provide a full copy of the valid certificate of broad comparability (which remains valid as at the Relevant Transfer Date) covering all relevant Fair Deal Employees, as soon as it is able to do so before the Relevant Transfer Date (where possible) and in any event no later than seven (7) days after receipt of the certificate;

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<sup>2</sup>We recommend that you seek specific legal advice on this clause.



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- 10.3.2 be fully responsible for all costs, contributions, payments and other amounts relating to the setting up, certification of, ongoing participation in and/or withdrawal and exit from the Broadly Comparable pension scheme, including for the avoidance of doubt any debts arising under section 75 or 75A of the Pensions Act 1995;
  - 10.3.3 instruct any such Broadly Comparable pension scheme's Actuary to provide all such co-operation and assistance in agreeing bulk transfer process with the Actuary to the Former Agency's Broadly Comparable pension scheme or the Actuary to the relevant Statutory Scheme (as appropriate) and to provide all such co-operation and assistance with any other Actuary appointed by the Client (where applicable). This will be with a view to the bulk transfer terms providing day for day and/or pound for pound (as applicable) (or actuarially equivalent where there are benefit differences between the two schemes) credits in the Broadly Comparable pension scheme in respect of any Fair Deal Eligible Employee who consents to such a transfer<sup>3</sup>; and
  - 10.3.4 provide a replacement Broadly Comparable pension scheme in accordance with this paragraph 10 with immediate effect for those Fair Deal Eligible Employees who are still employed by the Agency and/or relevant Subcontractor and are still eligible for New Fair Deal protection in the event that the Agency and/or Subcontractor's Broadly Comparable pension scheme is terminated. The relevant Fair Deal Eligible Employees must be given the option to transfer their accrued benefits from the previous Broadly Comparable pension scheme to the new Broadly Comparable pension scheme on day for day and/or pound for pound terms (as applicable) (or actuarially equivalent where there are benefit differences between the two schemes).
- 10.4 Where the Agency has provided a Broadly Comparable pension scheme pursuant to the provisions of this paragraph 10, the Agency shall (and shall procure that any of its Subcontractors shall) prior to the termination of the relevant Contract:
- 10.4.1 allow and make all necessary arrangements to effect, in respect of any Fair Deal Eligible Employee that remains eligible for New Fair Deal protection, following a Service Transfer, the bulk transfer of past service from any such Broadly Comparable pension scheme into the Replacement Agency's Broadly Comparable pension scheme (or the relevant Statutory Scheme if applicable). The bulk transfer terms provided shall be on a past service reserve basis which should be calculated allowing for projected final salary at the assumed date of

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<sup>3</sup> We recommend that you seek specific legal advice on this clause.





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retirement, leaving service or death (in the case of final salary benefits). The actuarial basis for this past service reserve basis should be aligned to the funding requirements of the Broadly Comparable pension scheme in place at the time the bulk transfer terms are offered. The bulk transfer terms shall be subject to an underpin in relation to any service credits awarded in the Broadly Comparable pension scheme in accordance with paragraph 10.3.3 such that the element of the past service reserve amount which relates to such service credits shall be no lower than that required by the bulk transfer terms that were agreed in accordance with paragraph 10.3.3 but using the last day of the Fair Deal Eligible Employees' employment with the Agency or Subcontractor (as appropriate) as the date used to determine the actuarial assumptions; and

- 10.4.2 if the transfer payment paid by the trustees of the Broadly Comparable pension scheme is less (in the opinion of the Actuary to the Replacement Agency's Broadly Comparable pension scheme (or to the relevant Statutory Scheme if applicable)) than the transfer payment which would have been paid had paragraph 10.4.1 been complied with, the Agency shall (or shall procure that the Subcontractor shall) pay the amount of the difference to the Replacement Agency's Broadly Comparable pension scheme (or relevant Statutory Scheme if applicable) or as the Client shall otherwise direct. The Agency shall indemnify the Client or the Replacement Agency's Broadly Comparable pension scheme (or the relevant Statutory Scheme if applicable) (as the Client directs) for any failure to pay the difference as required under this paragraph.

## 11. Broadly Comparable Pension Scheme in Other Circumstances

- 11.1 If the terms of any of paragraphs 2.2 of Annex D1: CSPS, 5.2 of Annex D2: NHSPS and/or 3.2 of Annex D3: LGPS apply, the Agency must (and must, where relevant, procure that each of its Subcontractors will) ensure that, with effect from the cessation of participation in the Statutory Scheme, until the day before the Service Transfer Date, the relevant Fair Deal Eligible Employees will be eligible for membership of a pension scheme under which the benefits are Broadly Comparable to those provided under the relevant Statutory Scheme at the date of cessation of



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participation in the relevant Statutory Scheme, and then on such terms as may be decided by the Client.

### 11.2 Such Broadly Comparable pension scheme must be:

- 11.2.1 established by the date of cessation of participation in the Statutory Scheme<sup>4</sup>;
- 11.2.2 a registered pension scheme for the purposes of Part 4 of the Finance Act 2004;
- 11.2.3 capable of receiving a bulk transfer payment from the relevant Statutory Scheme (where instructed to do so by the Client);
- 11.2.4 capable of paying a bulk transfer payment to the Replacement Agency's Broadly Comparable pension scheme (or the relevant Statutory Scheme if applicable) (unless otherwise instructed by the Client); and
- 11.2.5 maintained until such bulk transfer payments have been received or paid (unless otherwise instructed by the Client).

### 11.3 Where the Agency has provided a Broadly Comparable pension scheme pursuant to the provisions of this paragraph 11, the Agency shall (and shall procure that any of its Subcontractors shall):

- 11.3.1 supply to the Client details of its (or its Subcontractor's) Broadly Comparable pension scheme and provide a full copy of the valid certificate of broad comparability (which remains valid as at the date of cessation of participation in the Statutory Scheme) covering all relevant Fair Deal Eligible Employees, as soon as it is able to do so before the cessation of participation in the Statutory Scheme (where possible) and in any event no later than seven (7) days after receipt of the certificate;
- 11.3.2 be fully responsible for all costs, contributions, payments and other amounts relating to the setting up, certification of, ongoing participation in and/or withdrawal and exit from the Broadly Comparable pension scheme, including for the avoidance of doubt any debts arising under section 75 or 75A of the Pensions Act 1995;
- 11.3.3 where required to do so by the Client, instruct any such Broadly Comparable pension scheme's Actuary to provide all such co-operation and assistance in agreeing a bulk transfer process with the Actuary to the relevant Statutory Scheme and to provide all such co-operation and assistance with any other Actuary appointed by the Client (where applicable). The Agency must ensure that day for day

<sup>4</sup>We recommend that you seek specific legal advice on this clause.

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and/or pound for pound (as applicable) (or actuarially equivalent where there are benefit differences between the two schemes) credits in the Broadly Comparable pension scheme are provided in respect of any Fair Deal Employee who consents to such a transfer from the Statutory Scheme and the Agency shall be fully responsible for any costs of providing those credits in excess of the bulk transfer payment received by the Broadly Comparable pension scheme<sup>5</sup>; and

- 11.3.4 provide a replacement Broadly Comparable pension scheme in accordance with this paragraph 11 with immediate effect for those Fair Deal Eligible Employees who are still employed by the Agency and/or relevant Subcontractor and are still eligible for New Fair Deal protection in the event that the Agency and/or Subcontractor's Broadly Comparable pension scheme is closed to future accrual and/or terminated. The relevant Fair Deal Eligible Employees must be given the option to transfer their accrued benefits from the previous Broadly Comparable pension scheme to the new Broadly Comparable pension scheme on day for day and/or pound for pound terms (as applicable) (or actuarially equivalent where there are benefit differences between the two schemes).

- 11.4 Where the Agency has provided a Broadly Comparable pension scheme pursuant to the provisions of this paragraph 11, the Agency shall (and shall procure that any of its Subcontractors shall) prior to the termination of the relevant Contract allow and make all necessary arrangements to effect, in respect of any Fair Deal Eligible Employee that remains eligible for New Fair Deal protection, following a Service Transfer, the bulk transfer of past service from any such Broadly Comparable pension scheme into the Replacement Agency's Broadly Comparable pension scheme (or relevant Statutory Scheme if applicable). The bulk transfer terms provided shall be sufficient to secure day for day and/or pound for pound credits (as applicable) (or actuarially equivalent where there are benefit differences between the two schemes) in the Replacement Agency's Broadly Comparable pension scheme (or relevant Statutory Scheme if applicable). For the avoidance of doubt, should the amount offered by the Broadly Comparable pension scheme be less than the amount required by the Replacement Agency's Broadly Comparable pension scheme (or the relevant Statutory Scheme if applicable) to fund the required credits ("**the Shortfall**"), the Agency or the Subcontractor (as agreed between them) must pay the Replacement Agency's Broadly Comparable pension scheme (or relevant Statutory Scheme if applicable) the Shortfall as required, provided that in the absence of any agreement between the Agency and any Subcontractor, the Shortfall shall be paid by the Agency. The Agency shall indemnify the Client or the Replacement Agency's Broadly Comparable pension

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<sup>5</sup> We recommend that you seek specific legal advice on this clause.



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scheme (or the relevant Statutory Scheme if applicable) (as the Client directs) for any failure to pay the Shortfall under this paragraph.

**12. Right of Set-off**

12.1 The Client shall have a right to set off against any payments due to the Agency under the relevant Contract an amount equal to:

- 12.1.1 any unpaid employer's contributions or employee's contributions or any other financial obligations under the CSPA or any CSPA Admission Agreement in respect of the CSPA Eligible Employees whether due from the Agency or from any relevant Subcontractor or due from any third party under any indemnity, bond or guarantee;
- 12.1.2 any unpaid employer's contributions or employee's contributions or any other financial obligations under the NHSPA or any Direction Letter/Determination in respect of the NHSPA Eligible Employees whether due from the Agency or from any relevant Subcontractor or due from any third party under any indemnity, bond or guarantee; or
- 12.1.3 any unpaid employer's contributions or employee's contributions or any other financial obligations under the LGPS or any LGPS Admission Agreement in respect of the LGPS Eligible Employees whether due from the Agency or from any relevant Subcontractor or due from any third party under any indemnity, bond or guarantee;

**and shall pay such set off amount to the relevant Statutory Scheme.**

The Client shall also have a right to set off against any payments due to the Agency under the relevant Contract all reasonable costs and expenses incurred by the Client as result of Paragraphs 12.1 above.



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## **Annex D1:**

### **Civil Service Pensions Schemes (CSPS)**

#### **1. Definitions**

In this Annex D1: CSPS to Part D: Pensions, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"CSPS Admission Agreement"</b>	an admission agreement in the form available on the Civil Service Pensions website immediately prior to the Relevant Transfer Date to be entered into for the CSPS in respect of the Services;
<b>"CSPS Eligible Employee"</b>	any CSPS Fair Deal Employee who at the relevant time is an active member or eligible to participate in the CSPS under a CSPS Admission Agreement;
<b>"CSPS Fair Deal Employee"</b>	a Fair Deal Employee who at the Relevant Transfer Date is or becomes entitled to protection in respect of the CSPS in accordance with the provisions of New Fair Deal;
<b>"CSPS"</b>	the Principal Civil Service Pension Scheme available to Civil Servants and employees of bodies under Schedule 1 of the Superannuation Act 1972 (and eligible employees of other bodies admitted to participate under a determination under section 25 of the Public Service Pensions Act 2013), as governed by rules adopted by Parliament; the Partnership Pension Account and its (i) Ill health Benefits Arrangements and (ii) Death Benefits Arrangements; the Civil Service Additional Voluntary Contribution Scheme; and "alpha" introduced under The Public Service (Civil Servants and Others) Pensions Regulations 2014.

#### **2. Access to equivalent pension schemes after transfer**

- 2.1 In accordance with New Fair Deal, the Agency and/or any of its Subcontractors to which the employment of any CSPS Fair Deal Employee compulsorily transfers as a result of either the award of the relevant Contract or a Relevant Transfer, if not an employer which participates automatically in the CSPS, shall each secure a CSPS Admission Agreement to ensure that CSPS Fair Deal Employees or CSPS Eligible Employees as appropriate shall be either admitted into, or offered continued membership of, the relevant section of the CSPS that they currently contribute to, or were eligible to join immediately prior to the Relevant Transfer Date or became eligible to join on the Relevant Transfer Date. The Agency and/or any of its Subcontractors shall procure that the CSPS Fair Deal Employees continue to accrue



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benefits in the CSPA in accordance with the provisions governing the relevant section of the CSPA for service from (and including) the Relevant Transfer Date.

- 2.2 If the Agency and/or any of its Subcontractors enters into a CSPA Admission Agreement in accordance with paragraph 2.1 but the CSPA Admission Agreement is terminated during the term of the relevant Contract for any reason at a time when the Agency or Subcontractor still employs any CSPA Eligible Employees, the Agency shall (and procure that its Subcontractors shall) at no extra cost to the Client, offer the remaining CSPA Eligible Employees membership of a pension scheme which is Broadly Comparable to the CSPA on the date those CSPA Eligible Employees ceased to participate in the CSPA in accordance with the provisions of paragraph 11 of Part D.



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## Annex D2: NHS Pension Schemes

### 1. Definitions

In this Annex D2: NHSPS to Part D: Pensions, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

**"Direction  
Letter/Determination"**

an NHS Pensions Direction or Determination (as appropriate) issued by the Secretary of State in exercise of the powers conferred by section 7 of the Superannuation (Miscellaneous Provisions) Act 1967 or by section 25 of the Public Service Pensions Act 2013 (as appropriate) and issued to the Agency or a Subcontractor of the Agency (as appropriate) relating to the terms of participation of the Agency or Subcontractor in the NHSPS in respect of the NHSPS Fair Deal Employees;

**"NHS Broadly  
Comparable Employees"**

each of the Fair Deal Employees who at a Relevant Transfer Date was a member of, or was entitled to become a member of, or but for their compulsory transfer of employment would have been entitled to be or become a member of, the NHSPS as a result of either:

- (a) their employment with the Client, an NHS Body or other employer which participates automatically in the NHSPS; or
- (b) their employment with a Former Agency who provides access to either the NHSPS pursuant to a Direction Letter/Determination or to a Broadly Comparable pension scheme in respect of their employment with that Former Agency (on the basis that they are entitled to protection under New Fair Deal (or previous guidance), having been formerly in employment with the Client, an NHS Body or other employer who participated automatically in the NHSPS in connection with the Services, prior to being employed by the Former Agency),

but who is now ineligible to participate in the NHSPS under the rules of the NHSPS and in respect of whom the Client has agreed are to be provided with a Broadly Comparable pension scheme to provide Pension



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Benefits that are Broadly Comparable to those provided under the NHSPS.

### **"NHSPS Eligible Employees"**

any NHSPS Fair Deal Employee who at the relevant time is an active member or eligible to participate in the NHSPS under a Direction Letter/Determination Letter.

### **"NHSPS Fair Deal Employees"**

other than the NHS Broadly Comparable Employees, each of the Fair Deal Employees who at a Relevant Transfer Date was a member of, or was entitled to become a member of, or but for their compulsory transfer of employment would have been entitled to be or become a member of, the NHSPS as a result of either:

- (a) their employment with the Client, an NHS Body or other employer which participates automatically in the NHSPS; or
- (b) their employment with a Former Agency who provides access to the NHSPS pursuant to a Direction Letter/Determination or to a Broadly Comparable pension scheme in respect of their employment with that Former Agency (on the basis that they are entitled to protection under New Fair Deal (or previous guidance), having been formerly in employment with the Client, an NHS Body or other employer who participated automatically in the NHSPS in connection with the Services, prior to being employed by the Former Agency),

and, in each case, being continuously engaged for more than fifty per cent (50%) of their employed time in the delivery of services (the same as or similar to the Services).

For the avoidance of doubt, an individual who is in or entitled to become a member of the NHSPS as a result of being engaged in the Services and being covered by an "open" Direction Letter/ Determination or other NHSPS "access" facility but who has never been employed directly by the Client, an NHS Body (or other





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	body which participates automatically in the NHSPS) is not an NHSPS Fair Deal Employee;
<b>"NHS Body"</b>	has the meaning given to it in section 275 of the National Health Service Act 2006 as amended by section 138(2)(c) of Schedule 4 to the Health and Social Care Act 2012;
<b>"NHS Pensions"</b>	NHS Pensions as the administrators of the NHSPS or such other body as may from time to time be responsible for relevant administrative functions of the NHSPS;
<b>"NHSPS"</b>	the National Health Service Pension Scheme for England and Wales, established pursuant to the Superannuation Act 1972 and the Public Service Pensions Act 2013 governed by subsequent regulations under those Acts including the NHS Pension Scheme Regulations;
<b>"NHS Pension Scheme Regulations"</b>	as appropriate, any or all of the National Health Service Pension Scheme Regulations 1995 (SI 1995/300), the National Health Service Pension Scheme Regulations 2008 (SI 2008/653), the National Health Service Pension Scheme Regulations 2015 (2015/94) and any subsequent regulations made in respect of the NHSPS, each as amended from time to time;
<b>"NHS Premature Retirement Rights"</b>	rights to which any NHS Fair Deal Employee (had they remained in the employment of the Client, an NHS Body or other employer which participates automatically in the NHSPS) would have been or is entitled under the NHS Pension Scheme Regulations, the NHS Compensation for Premature Retirement Regulations 2002 (SI 2002/1311), the NHS (Injury Benefits) Regulations 1995 (SI 1995/866) and section 45 of the General Whitley Council conditions of service, or any other legislative or contractual provision which replaces, amends, extends or consolidates the same from time to time;
<b>"Pension Benefits"</b>	any benefits payable in respect of an individual (including but not limited to pensions related



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allowances and lump sums) relating to old age, invalidity or survivor's benefits provided under an occupational pension scheme.

## 2. Membership of the NHS Pension Scheme

- 2.1 In accordance with New Fair Deal, the Agency and/or any of its Subcontractors to which the employment of any NHSPS Fair Deal Employee compulsorily transfers as a result of either the award of this Contract or a Relevant Transfer, if not an NHS Body or other employer which participates automatically in the NHSPS, shall each secure a Direction Letter/Determination to enable the NHSPS Fair Deal Employees to retain either continuous active membership of or eligibility for the NHSPS for so long as they remain employed in connection with the delivery of the Services under the relevant Contract.
- 2.2 Where it is not possible for the Agency and/or any of its Subcontractors to secure a Direction Letter/Determination on or before the Relevant Transfer Date, the Agency must secure a Direction Letter/Determination as soon as possible after the Relevant Transfer Date, and in the period between the Relevant Transfer Date and the date the Direction Letter/Determination is secure, the Agency must ensure that:
  - (a) all employer's and NHSPS Fair Deal Employees' contributions intended to go to the NHSPS are kept in a separate bank account; and**
  - (b) the Pension Benefits and Premature Retirement Rights of NHSPS Fair Deal Employees are not adversely affected.**
- 2.3 The Agency must supply to the Client a complete copy of each Direction Letter/Determination within 5 Working Days of receipt of the Direction Letter/Determination.
- 2.4 The Agency must ensure (and procure that each of its Sub-Contracts (if any) ensures) that all of its NHSPS Fair Deal Employees have a contractual right to continuous active membership of or eligibility for the NHSPS for so long as they have a right to membership or eligibility of that scheme under the terms of the Direction Letter/Determination.
- 2.5 The Agency will (and will procure that its Subcontractors (if any) will) comply with the terms of the Direction Letter/Determination, the NHS Pension Scheme Regulations (including any terms which change as a result of changes in Law) and any relevant policy issued by the Department of Health and Social Care in respect of the NHSPS Fair Deal Employees for so long as it remains bound by the terms of any such Direction Letter/Determination.



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2.6 Where any employee omitted from the Direction Letter/Determination supplied in accordance with Paragraph 2 of this Annex are subsequently found to be an NHSPS Fair Deal Employee, the Agency will (and will procure that its Subcontractors (if any) will) treat that person as if they had been an NHSPS Fair Deal Employee from the Relevant Transfer Date so that their Pension Benefits and NHS Premature Retirement Rights are not adversely affected.

2.7 The Agency will (and will procure that its Subcontractors (if any) will) Subcontractor provide any guarantee, bond or indemnity required by NHS Pensions in relation to a Direction Letter/Determination.

### **3. Continuation of early retirement rights after transfer**

3.1 From the Relevant Transfer Date until the Service Transfer Date, the Agency must provide (and/or must ensure that its Subcontractors (if any) provide) NHS Premature Retirement Rights in respect of the NHSPS Fair Deal Employees that are identical to the benefits they would have received had they remained employees of the Client, an NHS Body or other employer which participates automatically in the NHSPS.

### **4. NHS Broadly Comparable Employees**

4.1 The Agency shall (and procure that its Subcontractors shall), with effect from the Relevant Transfer Date, offer the NHSPS Broadly Comparable Employees membership of a pension scheme which is Broadly Comparable to NHSPS on the Relevant Transfer Date in accordance with paragraph 10 of Part D. For the avoidance of doubt, this requirement is separate from any requirement to offer a Broadly Comparable pension scheme in accordance with paragraph 5.2 below.

### **5. What the buyer can do if the Agency breaches its pension obligations**

5.1 The Agency agrees that the Client is entitled to make arrangements with NHS Pensions for the Client to be notified if the Agency (or its Subcontractor) breaches the terms of its Direction Letter/Determination. Notwithstanding the provisions of the foregoing, the Agency shall notify the Client in the event that it (or its Subcontractor) breaches the terms of its Direction Letter/Determination.

5.2 If the Agency (or its Subcontractors, if relevant) ceases to participate in the NHSPS for whatever reason, the Agency (or any such Subcontractor, as appropriate) shall offer to offer the NHSPS Eligible Employees membership of a pension scheme which is Broadly Comparable to the NHSPS on the date the NHSPS Eligible Employees ceased to participate in the NHSPS in accordance with the provisions of paragraph 11 of Part D. Subcontractor.



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**6. Compensation when pension scheme access can't be provided**

6.1 If the Agency (or its Subcontractor, if relevant) is unable to provide the NHSPS Fair Deal Employees with either membership of:

6.1.1 the NHSPS (having used its best endeavours to secure a Direction Letter/Determination); or

6.1.2 a Broadly Comparable pension scheme,

the Client may in its sole discretion permit the Agency (or any of its Subcontractors) to compensate the NHSPS Fair Deal Employees in a manner that is Broadly Comparable or equivalent in cash terms, the Agency (or Subcontractor as relevant) having consulted with a view to reaching agreement with any recognised trade union or, in the absence of such body, the NHSPS Fair Deal Employees. The Agency must meet (or must procure that the relevant Subcontractor meets) the costs of the Client determining whether the level of compensation offered is reasonable in the circumstances.

6.2 This flexibility for the Client to allow compensation in place of Pension Benefits is in addition to and not instead of the Client's right to terminate the Contract.

**7. Indemnities that an Agency must give**

7.1 The Agency must indemnify and keep indemnified the CCS, the Client and any Replacement Agency against all Losses arising out of any claim by any NHSPS Fair Deal Employee or any NHS Broadly Comparable Employees that the provision of (or failure to provide) Pension Benefits and NHS Premature Retirement Rights from the Relevant Transfer Date, or the level of such benefit provided, constitutes a breach of his or her employment rights.



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## Annex D3:

### Local Government Pension Schemes (LGPS)

Note the LGPS unlike the CSPA & NHSPA is a funded scheme which has associated cost implications as follows:

There is not 1 LGPS but approx. 90 different Funds, each with their own separate Scheme Employer and Administering Client, it is important to identify the correct one(s) and amend the definition of "Fund" accordingly.

It is important to check whether CCS and or the Client can actually participate in the LGPS. Where a government department is taking on services which were formerly the responsibility of a Local Authority it may be necessary to obtain secretary of state approval for participation in the LGPS, this is because the services are being provided to Gov. Dept. and not to a Local Authority.

Unlike New Fair Deal the 2007 Best Value pension direction does not provide a right to bulk transfer past service. Whilst typically before the 2007 direction LA did provide such a right, it is a significant additional cost and therefore bulk transfer wording has been excluded. If required take legal advice due to the exceptionally high costs which can result from a requirement to provide bulk transfers.]

## 1. Definitions

In this Annex D3: LGPS to Part D: Pensions, the following words have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"2013 Regulations"</b>	the Local Government Pension Scheme Regulations 2013 (SI 2013/2356) (as amended from time to time);
<b>"Administering Client"</b>	in relation to <b>the Fund [insert name]</b> , the relevant Administering Client of that Fund for the purposes of the 2013 Regulations;
<b>"Fund Actuary"</b>	the actuary to a Fund appointed by the Administering Client of that Fund;
<b>"Fund"</b>	<b>[insert name], a pension fund within the LGPS;</b>
<b>["Initial Contribution Rate"<sup>6</sup>]</b>	[XX %] of pensionable pay (as defined in the 2013 Regulations);]

<sup>6</sup> We recommend that you seek specific legal advice on this definition.

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<b>"LGPS"</b>	the Local Government Pension Scheme as governed by the LGPS Regulations, and any other regulations (in each case as amended from time to time) which are from time to time applicable to the Local Government Pension Scheme;
<b>"LGPS Admission Agreement"</b>	an admission agreement within the meaning in Schedule 1 of the 2013 Regulations;
<b>"LGPS Admission Body"</b>	an admission body (within the meaning of Part 3 of Schedule 2 of the 2013 Regulations);
<b>"LGPS Eligible Employees"</b>	any LGPS Fair Deal Employee who at the relevant time is an active member or eligible to participate in the LGPS under an LGPS Admission Agreement;
<b>"LGPS Fair Deal Employees"</b>	any Fair Deal Employee who at the Relevant Transfer Date is or becomes entitled to protection in respect of the LGPS or a pension scheme that is Broadly Comparable to the LGPS in accordance with the provisions in accordance with the provisions of New Fair Deal and/or the Best Value Direction; ;
<b>"LGPS Regulations"</b>	the 2013 Regulations and The Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014 (SI 2014/525), and any other regulations (in each case as amended from time to time) which are from time to time applicable to the LGPS.

## 7. Agency to become an LGPS Admission Body

- 2.1 In accordance with the principles of New Fair Deal and/or the Best Value Direction, the Agency and/or any of its Subcontractors to which the employment of any LGPS Fair Deal Employee compulsorily transfers as a result of either the award of the relevant Contract or a Relevant Transfer, if not a scheme employer which participates automatically in the LGPS, shall each become an LGPS Admission Body by entering into an LGPS Admission Agreement on or before the Relevant Transfer Date to enable the LGPS Fair Deal Employees to retain either continuous active membership of or eligibility for the LGPS on and from the Relevant Transfer Date for so long as they remain employed in connection with the delivery of the Services under the relevant Contract.



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### **OPTION 1<sup>7</sup>**

#### 2.2 [Any LGPS Fair Deal Employees who:

- 2.2.1 were active members of the LGPS (or a Broadly Comparable pension scheme) immediately before the Relevant Transfer Date shall be admitted to the LGPS with effect on and from the Relevant Transfer Date; and
- 2.2.2 were eligible to join the LGPS (or a Broadly Comparable pension scheme) but were not active members of the LGPS (or a Broadly Comparable pension scheme) immediately before the Relevant Transfer Date shall retain the ability to join the LGPS on or after the Relevant Transfer Date if they wish to do so. ]

### **OPTION 2**

#### [Any LGPS Fair Deal Employees whether:

- 2.2.3 active members of the LGPS (or a Broadly Comparable pension scheme) immediately before the Relevant Transfer Date; or
- 2.2.4 eligible to join the LGPS (or a Broadly Comparable pension scheme) but not active members of the LGPS (or a Broadly Comparable pension scheme) immediately before the Relevant Transfer Date

shall be admitted to the LGPS with effect on and from the Relevant Transfer Date. The Agency shall not automatically enrol or re-enrol for the purposes of the Pensions Act 2008 any LGPS Fair Deal Employees in any pension scheme other than the LGPS unless they cease to be eligible for membership of the LGPS.]

- 2.3 The Agency will (and will procure that its Subcontractors (if any) will) provide at its own cost any indemnity, bond or guarantee required by an Administering Client in relation to an LGPS Admission Agreement.

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<sup>7</sup>We recommend that you seek specific legal advice on this clause.



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### 8. Broadly Comparable Scheme

- 3.1 If the Agency and/or any of its Subcontractors is unable to obtain an LGPS Admission Agreement in accordance with paragraph 2.1 because the Administering Client will not allow it to participate in the Fund, the Agency shall (and procure that its Subcontractors shall), with effect from the Relevant Transfer Date, offer the LGPS Fair Deal Employees membership of a pension scheme which is Broadly Comparable to LGPS on the Relevant Transfer Date in accordance with the provisions of paragraph 10 of Part D.
- 3.2 If the Agency and/or any of its Subcontractors becomes an LGPS Admission Body in accordance with paragraph 2.1 but the LGPS Admission Agreement is terminated during the term of the relevant Contract for any reason at a time when the Agency or Subcontractors still employs any LGPS Eligible Employees, the Agency shall (and procure that its Subcontractors shall) at no extra cost to the Client, offer the remaining LGPS Eligible Employees membership of a pension scheme which is Broadly Comparable to the LGPS on the date the LGPS Eligible Employees ceased to participate in the LGPS in accordance with the provisions of paragraph 11 of Part D.

### 9. Discretionary Benefits

Where the Agency and/or any of its Subcontractors is an LGPS Admission Body, the Agency shall (and procure that its Subcontractors shall) comply with its obligations under regulation 60 of the 2013 Regulations in relation to the preparation of a discretionary policy statement.

### 10. LGPS RISK SHARING<sup>8</sup>

- 10.1 Subject to paragraphs 5.4 to 5.10, if at any time during the term of the relevant Contract the Administering Client, pursuant to the LGPS Admission Agreement or the LGPS Regulations, requires the Agency or any Subcontractor to pay employer contributions or other payments to the Fund in aggregate in excess of the Initial Contribution Rate, the excess of employer contributions above the Initial Contribution Rate for a Contract Year (the "Excess Amount") shall be paid by the Agency or the Subcontractor, as the case may be, and the Agency shall be reimbursed by the Client.
- 10.2 Subject to paragraphs 5.4 to 5.9 and 5.11, if at any time during the term of the relevant Contract, the Administering Client, pursuant to the LGPS Admission Agreement or the LGPS Regulations, requires the Agency or any Subcontractor to pay employer contributions or payments to the Fund in aggregate below the Initial Contribution Rate

<sup>8</sup> We recommend that you seek specific legal advice on this clause.





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for a Contract Year, the Agency shall reimburse the Client an amount equal to A–B (the “Refund Amount”) where:

**A = the amount which would have been paid if contributions and payments had been paid equal to the Initial Contribution Rate for that Contract Year; and**

**B = the amount of contributions or payments actually paid by the Agency or Subcontractor for that Contract Year, as the case may be, to the Fund.**

- 10.3 Subject to paragraphs 5.4 to 5.10, where the Administering Client obtains an actuarial valuation and a revised rates and adjustment certificate under the LGPS Regulations and/or the terms of the LGPS Admission Agreement when the LGPS Admission Agreement ceases to have effect and the Agency or any Subcontractor is required to pay any exit payment under Regulation 64(2) of the 2013 Regulations (the “**Exit Payment**”), such Exit Payment shall be paid by the Agency or any Subcontractor (as the case may be) and the Agency shall be reimbursed by the Client.
- 10.4 The Agency and any Subcontractors shall at all times be responsible for the following costs:
- 10.4.1 any employer contributions relating to the costs of early retirement benefits arising on redundancy or as a result of business efficiency under Regulation 30(7) of the 2013 Regulations or otherwise;
  - 10.4.2 any payment of Fund benefits to active members on the grounds of ill health or infirmity of mind or body under Regulation 35 of the 2013 Regulations or otherwise<sup>9</sup>;
  - 10.4.3 any payment of Fund benefits to deferred or deferred pensioner members on the grounds of ill health or infirmity of mind or body under Regulation 38 of the 2013 Regulations or otherwise;
  - 10.4.4 any employer contributions relating to the costs of early or flexible retirement where the actuarial reduction is waived in whole or in part or a cost neutral reduction is not applied with the consent of the Agency or any relevant Subcontractor including without limitation any decision made under Regulation 30(8) of the 2013 Regulations or Schedule 2 of The Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014;
  - 10.4.5 any employer contributions relating to the costs of enhanced benefits made at the discretion of the Agency or any relevant Subcontractors including without limitation additional pension awarded under Regulation 31 of the 2013 Regulations or otherwise;

<sup>9</sup> We recommend that you seek specific legal advice on this clause.



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- 10.4.6 any increase to the employer contribution rate resulting from the award of pay increases by the Agency or relevant Subcontractors in respect of all or any of the LGPS Eligible Employees in excess of the pay increases assumed in the Fund's most recent actuarial valuation (unless the Agency and/or any Subcontractor is contractually bound to provide such increases on the Relevant Transfer Date);
  - 10.4.7 to the extent not covered above, any other costs arising out of or in connection with the exercise of any discretion or the grant of any consent under the LGPS Regulations by the Agency or any relevant Subcontractors where a member does not have an absolute entitlement to that benefit under the LGPS;
  - 10.4.8 any cost of the administration of the Fund that are not met through the Agency's or Subcontractor's employer contribution rate, including without limitation an amount specified in a notice given by the Administering Client under Regulation 70 of the 2013 Regulations;
  - 10.4.9 the costs of any reports and advice requested by or arising from an instruction given by the Agency or a Subcontractor from the Fund Actuary; and/or
  - 10.4.10 any interest payable under the 2013 Regulations or LGPS Administration Agreement.
- 10.5 For the purposes of calculating any Exit Payment, Excess Amount or Refund Amount, any part of such an amount which is attributable to any costs which the Agency or Subcontractors are responsible for in accordance with paragraph 5.4 above shall be disregarded and excluded from the calculation. In the event of any dispute as to level of any cost that should be excluded from the calculation, the opinion of the Fund Actuary shall be final and binding.
- 10.6 Where the Administering Client obtains an actuarial valuation and a revised rates and adjustment certificate under the LGPS Regulations and/or the terms of the LGPS Admission Agreement when the LGPS Admission Agreement ceases to have effect and the Agency or any Subcontractor receives payment of an exit credit payment under Regulation 64(2) of the 2013 Regulations (the "**Exit Credit**"), the Agency shall (or procure that any Subcontractor shall) reimburse the Client an amount equal to the Exit Credit within twenty (20) Working Days of receipt of the Exit Credit.
- 10.7 The Agency shall (or procure that the Subcontractor shall) notify the Client in writing within twenty (20) Working Days:
- 10.7.1 of the end of each Contract Year of any Excess Amount or Refund Amount due in respect of the Contract Year that has just ended and provide a reasonable summary of how the Excess Amount or Refund Amount was calculated; and



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- 10.7.2 of being informed by the Administering Client of any Exit Payment or Exit Credit that is determined by as being due from or to the Agency or a Subcontractor and provide a copy of any revised rates and adjustments certificate detailing the Exit Payment or Exit Credit and its calculation.
- 10.8 Within twenty (20) Working Days of receiving the notification under paragraph 5.7 above, the Client shall either:
- 10.8.1 notify the Agency in writing of its acceptance of the Excess Amount, Refund Amount or Exit Payment;
  - 10.8.2 request further information or evidence about the Excess Amount, Refund Amount or Exit Payment from the Agency; and/or
  - 10.8.3 request a meeting with the Agency to discuss or clarify the information or evidence provided.
- 10.9 Where the Excess Amount, Refund Amount or Exit Payment is agreed following the receipt of further information or evidence or following a meeting in accordance with paragraph 5.8 above, the Client shall notify the Agency in writing. In the event that the Agency and the Client are unable to agree the amount of the Excess Amount, Refund Amount or Exit Payment then they shall follow the Dispute Resolution Procedure.
- 10.10 Any Excess Amount or Exit Payment agreed by the Client or in accordance with the Dispute Resolution Procedure shall be paid by the Client within timescales as agreed between Client and Agency. The amount to be paid by the Client shall be an amount equal to the Excess Amount or Exit Payment less an amount equal to any corporation tax relief which has been claimed in respect of the Excess Amount or Exit Payment by the Agency or a Subcontractor.
- 10.11 Any Refund Amount agreed by the Client or in accordance with the Dispute Resolution Procedure as payable by the Agency or any Subcontractor to the Client, shall be paid by the Agency or any Subcontractor forthwith as the liability has been agreed. In the event the Agency or any Subcontractor fails to pay any agreed Refund Amount, the Client shall demand in writing the immediate payment of the agreed Refund Amount by the Agency and the Agency shall make payment within seven (7) Working Days of such demand.
- 10.12 This paragraph 5 shall survive termination of the relevant Contract.



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## **Annex D4: Other Schemes**



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### Part E: Staff Transfer on Exit

#### 1. Obligations before a Staff Transfer

##### 1.1 The Agency agrees that within 20 Working Days of the earliest of:

- 1.1.1 receipt of a notification from the Client of a Service Transfer or intended Service Transfer;
- 1.1.2 receipt of the giving of notice of early termination or any Partial Termination of the relevant Contract;
- 1.1.3 the date which is 12 Months before the end of the Term; and
- 1.1.4 receipt of a written request of the Client at any time (provided that the Client shall only be entitled to make one such request in any 6 Month period),

it shall provide in a suitably anonymised format so as to comply with the Data Protection Legislation, the Agency's Provisional Agency Personnel List, together with the Staffing Information in relation to the Agency's Provisional Agency Personnel List and it shall provide an updated Agency's Provisional Agency Personnel List at such intervals as are reasonably requested by the Client.

- 1.2 At least 20 Working Days prior to the Service Transfer Date, the Agency shall provide to the Client or at the direction of the Client to any Replacement Agency and/or any Replacement Subcontractor (i) the Agency's Final Agency Personnel List, which shall identify the basis upon which they are Transferring Agency Employees and (ii) the Staffing Information in relation to the Agency's Final Agency Personnel List (insofar as such information has not previously been provided).
- 1.3 The Client shall be permitted to use and disclose information provided by the Agency under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Agency and/or Replacement Subcontractor.
- 1.4 The Agency warrants, for the benefit of The Client, any Replacement Agency, and any Replacement Subcontractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
- 1.5 From the date of the earliest event referred to in Paragraph 1.1.1, 1.1.2 and 1.1.3, the Agency agrees that it shall not, and agrees to procure that each Subcontractor shall not, assign any person to the provision of the Services who is not listed on the Agency's Provisional Agency Personnel List and shall not without the approval of the Client (not to be unreasonably withheld or delayed):

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- 1.5.1 replace or re-deploy any Agency Staff listed on the Agency Provisional Agency Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces
- 1.5.2 make, promise, propose, permit or implement any material changes to the terms and conditions of employment of the Agency Staff (including pensions and any payments connected with the termination of employment);
- 1.5.3 increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Agency Staff save for fulfilling assignments and projects previously scheduled and agreed;
- 1.5.4 introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Agency's Provisional Agency Personnel List;
- 1.5.5 increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services);
- 1.5.6 terminate or give notice to terminate the employment or contracts of any persons on the Agency's Provisional Agency Personnel List save by due disciplinary process;

and shall promptly notify, and procure that each Subcontractor shall promptly notify, the Client or, at the direction of the Client, any Replacement Agency and any Replacement Subcontractor of any notice to terminate employment given by the Agency or relevant Subcontractor or received from any persons listed on the Agency's Provisional Agency Personnel List regardless of when such notice takes effect.

- 1.6 On or around each anniversary of the Start Date and up to four times during the last 12 Months of the Term, the Client may make written requests to the Agency for information relating to the manner in which the Services are organised. Within 20 Working Days of receipt of a written request the Agency shall provide, and shall procure that each Subcontractor shall provide, to the Client such information as the Client may reasonably require relating to the manner in which the Services are organised, which shall include:

- 1.6.1 the numbers of employees engaged in providing the Services;
- 1.6.2 the percentage of time spent by each employee engaged in providing the Services;

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- 1.6.3 the extent to which each employee qualifies for membership of any of the Statutory Schemes or any Broadly Comparable scheme set up pursuant to the provisions of any of the Annexes to Part D (Pensions) (as appropriate); and
  - 1.6.4 a description of the nature of the work undertaken by each employee by location.
- 1.7 The Agency shall provide, and shall procure that each Subcontractor shall provide, all reasonable cooperation and assistance to the Client, any Replacement Agency and/or any Replacement Subcontractor to ensure the smooth transfer of the Transferring Agency Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Agency Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Agency shall provide, and shall procure that each Subcontractor shall provide, to the Client or, at the direction of the Client, to any Replacement Agency and/or any Replacement Subcontractor (as appropriate), in respect of each person on the Agency's Final Agency Personnel List who is a Transferring Agency Employee:
  - 1.7.1 the most recent month's copy pay slip data;
  - 1.7.2 details of cumulative pay for tax and pension purposes;
  - 1.7.3 details of cumulative tax paid;
  - 1.7.4 tax code;
  - 1.7.5 details of any voluntary deductions from pay; and
  - 1.7.6 bank/building society account details for payroll purposes.

## 2. Staff Transfer when the contract ends

- 2.1 The Client and the Agency acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of the relevant Contract or otherwise) resulting in the Services being undertaken by a Replacement Agency and/or a Replacement Subcontractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Client and the Agency agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Agency and the Transferring Agency Employees (except in relation to any contract terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally

## Call-Off Schedule 2 (Staff Transfer)

made between the Replacement Agency and/or a Replacement Subcontractor (as the case may be) and each such Transferring Agency Employee.

- 2.2 The Agency shall, and shall procure that each Subcontractor shall, comply with all its obligations in respect of the Transferring Agency Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Subcontractor shall perform and discharge, all its obligations in respect of all the Transferring Agency Employees arising in respect of the period up to (and including) the Service Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements, and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and all such sums due as a result of any Fair Deal Employees' participation in the Schemes which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Agency and/or the Subcontractor (as appropriate); and (ii) the Replacement Agency and/or Replacement Subcontractor.
- 2.3 Subject to Paragraph 2.4, the Agency shall indemnify the Client and/or the Replacement Agency and/or any Replacement Subcontractor against any Employee Liabilities arising from or as a result of:
  - 2.3.1 any act or omission of the Agency or any Subcontractor in respect of any Transferring Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Agency Employee whether occurring before, on or after the Service Transfer Date;
  - 2.3.2 the breach or non-observance by the Agency or any Subcontractor occurring on or before the Service Transfer Date of:
    - (a) any collective agreement applicable to the Transferring Agency Employees; and/or
    - (b) any other custom or practice with a trade union or staff association in respect of any Transferring Agency Employees which the Agency or any Subcontractor is contractually bound to honour;
  - 2.3.3 any claim by any trade union or other body or person representing any Transferring Agency Employees arising from or connected with any failure by the Agency or a Subcontractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;
  - 2.3.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not





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#### Call-Off Schedule 2 (Staff Transfer)

limited to, PAYE and primary and secondary national insurance contributions:

- (a) in relation to any Transferring Agency Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and
- (b) in relation to any employee who is not identified in the Agency's Final Agency Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Agency to the Client and/or Replacement Agency and/or any Replacement Subcontractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;

2.3.5 a failure of the Agency or any Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Agency Employees in respect of the period up to (and including) the Service Transfer Date);

2.3.6 any claim made by or in respect of any person employed or formerly employed by the Agency or any Subcontractor other than a Transferring Agency Employee identified in the Agency's Final Agency Personnel List for whom it is alleged the Client and/or the Replacement Agency and/or any Replacement Subcontractor may be liable by virtue of the relevant Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and

2.3.7 any claim made by or in respect of a Transferring Agency Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Agency Employee relating to any act or omission of the Agency or any Subcontractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Client and/or Replacement Agency to comply with regulation 13(4) of the Employment Regulations.

2.4 The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Agency and/or any Replacement Subcontractor whether occurring or having its origin before, on or after the Service Transfer Date including any Employee Liabilities:



## Call-Off Schedule 2 (Staff Transfer)

- 2.4.1 arising out of the resignation of any Transferring Agency Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Agency and/or any Replacement Subcontractor to occur in the period on or after the Service Transfer Date); or
  - 2.4.2 arising from the Replacement Agency's failure, and/or Replacement Subcontractor's failure, to comply with its obligations under the Employment Regulations.
- 2.5 If any person who is not identified in the Agency's Final Agency Employee List claims, or it is determined in relation to any employees of the Agency, that his/her contract of employment has been transferred from the Agency to the Replacement Agency and/or Replacement Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
- 2.5.1 the Client shall procure that the Replacement Agency and/or Replacement Subcontractor will, within 5 Working Days of becoming aware of that fact, notify the Client and the Agency in writing; and
  - 2.5.2 the Agency may offer (or may procure that a Subcontractor may offer) employment to such person, or take such other reasonable steps as it considered appropriate to deal the matter provided always that such steps are in compliance with Law, within 15 Working Days of receipt of notice from the Replacement Agency and/or Replacement Subcontractor.
- 2.6 If such offer of is accepted, or if the situation has otherwise been resolved by the Agency or a Subcontractor, Client shall procure that the Replacement Agency shall, or procure that the and/or Replacement Subcontractor shall, immediately release or procure the release the person from his/her employment or alleged employment;
- 2.7 If after the 15 Working Day period specified in Paragraph 2.5.2 has elapsed:
- 2.7.1 no such offer has been made:
  - 2.7.2 such offer has been made but not accepted; or
  - 2.7.3 the situation has not otherwise been resolved
- the Client shall advise the Replacement Agency and/or Replacement Subcontractor (as appropriate) that it may within 5 Working Days give notice to terminate the employment or alleged employment of such person;
- 2.8 Subject to the Replacement Agency's and/or Replacement Subcontractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7 and in accordance with all applicable proper employment procedures set out in applicable Law and subject to Paragraph 2.9 below, the Agency will indemnify the Replacement Agency and/or



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## Call-Off Schedule 2 (Staff Transfer)

Replacement Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Agency's employees pursuant to the provisions of Paragraph 2.7 provided that the Replacement Agency takes, or shall procure that the Replacement Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.

### 2.9 The indemnity in Paragraph 2.8:

#### 2.9.1 shall not apply to:

##### (a) any claim for:

- (i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- (ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

In any case in relation to any alleged act or omission of the Replacement Agency and/or Replacement Subcontractor, or

- (b) any claim that the termination of employment was unfair because the Replacement Agency and/or Replacement Subcontractor neglected to follow a fair dismissal procedure; and

#### 2.9.2 shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Agency and/or Replacement Subcontractor to the Agency within 6 months of the Service Transfer Date.

2.10 If any such person as is described in Paragraph 2.5 is neither re-employed by the Agency or any Subcontractor nor dismissed by the Replacement Agency and/or Replacement Subcontractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Agency Employee.

2.11 The Agency shall comply, and shall procure that each Subcontractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Subcontractor shall perform and discharge, all its obligations in respect of any person identified in the Agency's Final Agency Personnel List before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance

## Call-Off Schedule 2 (Staff Transfer)

contributions and pension contributions and such sums due as a result of any Fair Deal Employees' participation in the Schemes and any requirement to set up a broadly comparable pension scheme which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

- (a) the Agency and/or any Subcontractor; and**
- (b) the Replacement Agency and/or the Replacement Subcontractor.**

2.12 The Agency shall, and shall procure that each Subcontractor shall, promptly provide the Client and any Replacement Agency and/or Replacement Subcontractor, in writing such information as is necessary to enable the Client, the Replacement Agency and/or Replacement Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Client shall procure that the Replacement Agency and/or Replacement Subcontractor, shall promptly provide to the Agency and each Subcontractor in writing such information as is necessary to enable the Agency and each Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations.

2.13 Subject to Paragraph 2.14, the Client shall procure that the Replacement Agency indemnifies the Agency on its own behalf and on behalf of any Replacement Subcontractor and its Subcontractors against any Employee Liabilities arising from or as a result of:

- 2.13.1 any act or omission of the Replacement Agency and/or Replacement Subcontractor in respect of any Transferring Agency Employee in the Agency's Final Agency Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Agency Employee;
- 2.13.2 the breach or non-observance by the Replacement Agency and/or Replacement Subcontractor on or after the Service Transfer Date of:
  - (a) any collective agreement applicable to the Transferring Agency Employees identified in the Agency's Final Agency Personnel List; and/or
  - (b) any custom or practice in respect of any Transferring Agency Employees identified in the Agency's Final Agency Personnel List which the Replacement Agency and/or Replacement Subcontractor is contractually bound to honour;
- 2.13.3 any claim by any trade union or other body or person representing any Transferring Agency Employees identified in the Agency's Final Agency



## Call-Off Schedule 2 (Staff Transfer)

- Personnel List arising from or connected with any failure by the Replacement Agency and/or Replacement Subcontractor to comply with any legal obligation to such trade union, body or person arising on or after the Service Transfer Date;
- 2.13.4 any proposal by the Replacement Agency and/or Replacement Subcontractor to change the terms and conditions of employment or working conditions of any Transferring Agency Employees identified in the Agency's Final Agency Personnel List on or after their transfer to the Replacement Agency or Replacement Subcontractor (as the case may be) on the Service Transfer Date, or to change the terms and conditions of employment or working conditions of any person identified in the Agency's Final Agency Personnel List who would have been a Transferring Agency Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
- 2.13.5 any statement communicated to or action undertaken by the Replacement Agency or Replacement Subcontractor to, or in respect of, any Transferring Agency Employee identified in the Agency's Final Agency Personnel List on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Agency in writing;
- 2.13.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Agency Employee identified in the Agency's Final Agency Personnel List, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and
  - (b) in relation to any employee who is not a Transferring Agency Employee identified in the Agency's Final Agency Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Agency or Subcontractor, to the Replacement Agency or Replacement Subcontractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;
- 2.13.7 a failure of the Replacement Agency or Replacement Subcontractor to discharge or procure the discharge of all wages, salaries and all other



## Call-Off Schedule 2 (Staff Transfer)

- benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Agency Employees identified in the Agency's Final Agency Personnel List in respect of the period from (and including) the Service Transfer Date; and
- 2.13.8 any claim made by or in respect of a Transferring Agency Employee identified in the Agency's Final Agency Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Agency Employee relating to any act or omission of the Replacement Agency or Replacement Subcontractor in relation to obligations under regulation 13 of the Employment Regulations.
- 2.14 The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Agency and/or any Subcontractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Agency and/or any Subcontractor (as applicable) to comply with its obligations under the Employment Regulations.



## Call-Off Schedule 3 (Continuous Improvement)

**Call-Off Schedule 3 (Continuous Improvement)****1. Client's Rights**

- 1.1 The Client and the Agency recognise that, where specified in Framework Schedule 4 (Framework Management), the Client may give CCS the right to enforce the Client's rights under this Schedule.

**2. Agency's Obligations**

- 2.1 The Agency must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables with a view to reducing the Client's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Client.
- 2.2 The Agency must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Client of the Deliverables and the way it provides them, with a view to reducing the Client's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Agency and the Client must provide each other with any information relevant to meeting this objective.
- 2.3 In addition to Paragraph 2.1, the Agency shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("**Continuous Improvement Plan**") for the Client's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
  - 2.3.1 identifying the emergence of relevant new and evolving technologies;
  - 2.3.2 changes in business processes of the Agency or the Client and ways of working that would provide cost savings and/or enhanced benefits to the Client (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
  - 2.3.3 new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and
  - 2.3.4 measuring and reducing the sustainability impacts of the Agency's operations and supply-chains relating to the Deliverables, and identifying opportunities to assist the Client in meeting their sustainability objectives.
- 2.4 The initial Continuous Improvement Plan for the first (1<sup>st</sup>) Contract Year shall be submitted by the Agency to the Client for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.

### Call-Off Schedule 3 (Continuous Improvement)

- 2.5 The Client shall notify the Agency of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Agency shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.
- 2.6 The Agency must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Agency shall provide any further information as requested.
- 2.7 If the Client wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Agency must implement such Variation at no additional cost to the Client or CCS.
- 2.8 Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph 2.5:
  - 2.8.1 the Agency shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
  - 2.8.2 the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Agency's progress against the Continuous Improvement Plan.
- 2.9 The Agency shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1<sup>st</sup>) Contract Year) in accordance with the procedure and timescales set out in Paragraph 2.3.
- 2.10 All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
- 2.11 Should the Agency's costs in providing the Deliverables to the Client be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Client by way of a consequential and immediate reduction in the Charges for the Deliverables.
- 2.12 If at any time during the Term the Agency reduces its Framework Prices for Deliverables provided in accordance with the terms of the Framework Contract, the Agency shall immediately reduce the Charges for the Deliverables under the Call-Off Contract by the same amount. This obligation applies whether or not the Deliverables are offered in a catalogue provided under the Framework Contract.





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## Call-Off Schedule 4 (Proposal)

Redacted due to commercial sensitivity

## Call-Off Schedule 5 (Pricing Details)

### RM6125 Campaign Solutions 2: Personnel

Roles	Internal or External Resource	Local Hourly Rate (UK)	Local Daily Rate (UK)
<b>Project Management</b>			
Client Services Director	Internal		
Global Account Director	Internal		
Account Director	Internal		
Account Manager	Internal		
Account Executive	Internal		
Project Manager	Internal		
<b>Creative Services</b>			
Creative Director	Internal		
Art Director	Internal		
Copywriter	Internal		
Executive Producer	Internal		
Content Producer	Internal		
Production Assistant	Internal		
In-house Photographer	Internal		
<b>Broadcast Production</b>			
Senior Producer	Internal		
Producer	Internal		
Junior Producer	Internal		
VO Director	Internal		
Versioning Producer	Internal		
Business Affairs / TV Admin	Internal		
<b>Post Production</b>			
Post Production Producer	Internal		
Post-Production Assistant	Internal		
Senior Editor	Internal		
Editor	Internal		
Junior Editor	Internal		
VFX Supervision - Shoot Attendance	Internal		
Motion Graphics	Internal		



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### Call-Off Schedule 5 (Pricing Details)

Colourist	Internal		
Sound Designer / Engineer	Internal		
Illustrator	Internal		
CGI Artist	Internal		
Retoucher	Internal		
Artworker	Internal		
Proof Reader	Internal		
3D Modeller/ Animator	Internal		
<b>Transcreation</b>			
Transcreation Manager	Internal		
Transcreation Executive	Internal		
Proof reader	Internal		
<b>Print Services</b>			
Print Project Manager	Internal		
Senior Retoucher	Internal		
Retoucher	Internal		
<b>Digital Services</b>			
Digital Project Manager	Internal		
Senior Digital Project Manager	Internal		
Project/Program Director	Internal		
UI Design	Internal		
UX Design	Internal		
Junior Designer	Internal		
Designer	Internal		
Senior Designer	Internal		
Dot net/Java developer	Internal		
Technical Director	Internal		
Development Lead	Internal		
(QA) Quality Assurance Lead	Internal		
(QA) Quality Assurance Tester	Internal		
UX / UI Lead	Internal		
Design Director	Internal		
Junior Front End Developer	Internal		
Front End Developer	Internal		
Senior Front End Developer	Internal		



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Call-Off Schedule 5 (Pricing Details)

Junior Back End Developer	Internal	
Back End Developer	Internal	
SEO Analyst	Internal	
Senior Back End Developer	Internal	

**RM6125 Campaign Solutions 2: Production**

Category	Services	Unit Rate (UK)	Local Hourly Rate (UK)	Local Daily Rate (UK)
<b>Project Management</b>	Production management fee to source production partner, director & talent			
	Production oversight for simple production (circa 10 days)			
	Production oversight for standard production (circa 20 days)			
	Account Management			
	Producer			
	(In-House) Photographer's Fee			
	Director			
	DOP			
<b>Motion / Stills</b>	Crew (dependent on production requirements)			
	Backgrounds			
	Digital Capture / File management			
<b>Internal films</b>	Training Film Package (Assumes two-day, two camera shoot, two day for designing graphic elements and basic animation. 2 x rounds of amends and supplied to client)			
	Talking Heads Package (i.e. 1 x camera man, 1 x prod assistant, producer, sound recordist & director. Edit, approval files & deliverable encode)			
<b>Kit &amp; Lighting</b>	Stills Camera & Lighting Package - Large			
	Stills Camera & Lighting Package - Medium			

Framework Ref: RM 6125

Project Version: v4

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Call-Off Schedule 5 (Pricing Details)

	Stills Camera & Lighting Package - Small		
	Motion camera Package - Large		
	Motion camera Package - Medium		
	Motion camera Package - Small		
	Motion Lighting - Large		
	Motion Lighting - Medium		
	Motion Lighting - Small		
<b>Wardrobe, Stylist &amp; Props</b>	Consumables		
	Hard Drives		
	Stylist		
	Wardrobe allowance		
	Set Designer		
	Set builder		
	Hair and make-up artist		
	Home economist		
	Prop allowance		
	Transport for the above		
<b>Talent</b>	Casting Fee		
	Talent Fee - Typical BSF		
	Talent Usage		
	Talent Licenses		
	Chaperone Fees		
	Animal Handler		
	Vet		
	Pre-Light/Strike day - small		
	Shoot day - small		
	Pre-Light/Strike day - medium		
<b>Studio Rates/Location</b>	Shoot day - medium		
	Green Screen studio		
	Location Manager		
	Location Security		
	Traffic Management		
	Production trailer		
	Travel allowance - London Studio		
<b>Travel</b>	Travel allowance - London location		



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Call-Off Schedule 5 (Pricing Details)

<b>Subsidiaries</b>	Accommodation - Typical UK Hotel rate		
	Car Hire		
	Parking		
	Visas processing		
	Per Diems		
	Phones / Wifi		
	Catering per person		
<b>Other</b>	Production Fee - please specify this as a %		
	Insurance - please specify if this is a %		
	Covid Contingency / Covid Handler		

RM6125 Campaign Solutions 2: Print

			Price package based on end to end process, to include Project & Production Management, Artwork , Colour Management & Quality Control, with 2 x rounds of revisions and supply of deliverable file format		
Category	Services (inclusive of kit, room and operator)	Hourly (UK)	Master	Adapt	Resize
Bespoke	Artworking - per hour				
	Retouching - per hour				
	Senior retouching - per hour				
	Proofing				
Print	Master Print Press Ad- Single Page				
	Master Print Press Ad - Double Page Spread				
OOH / Outdoor	Print - OOH billboard & poster - 1 KV				

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### Call-Off Schedule 5 (Pricing Details)

<b>Prepress/ release Material</b>	Escalator Panel		
	Bus Wrap (whole bus)		
	Super side		
	Interior Tube/ Bus Panels		
	Ceiling hanger/dangler Double sided A1		
	Release Material		
	Re-Release		
	Leaflet 2 p. Up to 200 words		
	Leaflet 4 p. Up to 300 words		
	Brochure 8 pages		
	Brochure 12 pages		
	Brochure 4 pages		
	Direct mail, newsletter up to 300 words		
	Wobbler		
<b>POS</b>	Edit 1 x basic (1 change per page)		
	Edit - complex (3 changes per page)		
	Header		
	Table Tent		
	Banner Stand		
	Arch		
	Sticker/ Label		
	Flyer (per page)		
	Poster		
	Blade		
	Standee		
	Cube		
	Resize		



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Call-Off Schedule 5 (Pricing Details)

<b>Whitepaper</b>	TMS ingest and reformatting ( Remove hard returns, break up paragraphs, rebuild/link illustrations and graphs)			
	Per Page (Replace text in provided 'artwork'/PDF with approved localised copy. Includes simple graphics/charts and tables. Covers artwork preparation for either online or offline use.)			
	Infographic ( Replace text in provided complex infographic 'artwork'/PDF with approved localised copy. )			
	Inserts / Flyers 1pp insert			
<b>Direct Mail / Literature</b>	Inserts/ FLYers 2pp insert			
	Letter / Application 2pp letter			
	Brochures/ Leaflets 4pp			
	Brochure/ Leaflets 8pp			
	Brochure/ Leaflets 12pp			
	Envelope 1 sided			
	Envelope Outer			
	Cards (Postcards, Counter cards)			

**RM6125 Campaign Solutions 2: Post Production**

Framework Ref: RM 6125

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Call-Off Schedule 5 (Pricing Details)

Category	Services (inclusive of kit, room and operator)	Unit Rate (UK)	Local Hourly Rate (UK)	Local Daily Rate (UK)
Edit	Edit (Offline)			
	Digitising			
	EDL			
	OMFI/AAF			
	Project Back up & drives			
	Project Set up			
Grade & Online	Data wrangle			
	Pre Grade Conform			
	Grade			
	Online / Conform			
	Mac Machine time - Artwork Prep			
	Studio Set up			
Studio	3D Animation i.e. Cinema 4D / After Effects			
	3D Animation i.e. Maya			
	Motion Graphic design (i.e. Photoshop / illustrator / After Effects/ final cut )			
	Rendering			
	VFX Supervision - Shoot Attendance			
	Mastering - Edit Master			
Mastering	Conversion (ARC / Standards)			
	Clearance Files			
	Delivery File (For station/ media agency/ digital platform)			
	Online Delivery Encode			
	Uncompressed			





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#### Call-Off Schedule 5 (Pricing Details)

	FTP site		
	Approval Files		
	Archive storage		

#### RM6125 Campaign Solutions 2: Transcreation

Category	Services (inclusive of kit, room and operator)	Unit Rate (UK)	Local Hourly Rate (UK)	Market A	Market B	Market C	Market D
Cultural Consultation	Cultural Insights*						
	Cultural Consultation*						
Transcreation	Transcreate 20 to 60 sec TVC (includes transcreation of VO, supers, disclaimers, proofread, 2 x rounds of amends)						
	Transcreate 5 to 15 sec TVC (includes transcreation of VO, supers, disclaimers, proofread, 2 x rounds of amends)						
	Transcreate additional length (if briefed together)						
	Radio Transcreate up to 30"						
	Transcreate Print Assets (KV / OOH)						
	Transcreate static banner						
	Transcreate GIF						
	Transcreate HTML5 banner						
	Transcreation of Social Media post [copy]						



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#### Call-Off Schedule 5 (Pricing Details)

	Transcreation of Social Media post [image]						
	Transcreation of website (per page, up to 400 words)						
	Transcreation - Copywriter						
	Copywriter attendance as VO Director - if required						
	VO Recording Direction						
	Proof reading						

\*Cultural Insights - Top-line feedback on given marketing communication ideas or concepts, identifying any potential cultural, visual and linguistic sensitivities

\*Cultural Consultation - In-depth analysis of a specific on given marketing communication ideas or concepts, identifying any potential cultural, visual and linguistic sensitivities with executive summary of the key findings, rationale and alternative creative solutions. Focused on analysing a particular brand or category in any given market or region, providing an accurate landscape including: competitive brands; advertising trends and patterns; market trends political, social and economic conditions.

Category	Services (inclusive of kit, room and operator)	Unit Rate (UK)	Market A	Market B	Market C	Market D
Translation only	Translation Per Word (up to 250 words)					
	Translation Per Word (Above 250 words)					
	Translation memory					



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#### Call-Off Schedule 5 (Pricing Details)

Market Tiers for Transcreation (Nb. VO market tiers differ to language tiers)			
A Market	B Market	C Market	D Market
China	Argentina	Bangladesh	Australia
Denmark	Belguim	India	Canada
Egypt	Brazil	Indonesia	Ethiopia
Finland	Bulgaria	Malaysia	Ghana
Hong Kong	Croatia	Pakistan	New Zea- land
Israel	Czech Republic	Philippines	Nigeria
Japan	France	Sri Lanka	South Africa
Jordan	Germany	Thailand	UK
Kazakhstan	Greece	Vietnam	USA
Korea	Hungary		
Morocco	Italy		
Norway	Kenya		
Russia	Latam Markets		
Saudi Arabia	Mexico		
Singapore	Netherlands		
Sweden	Poland		
Taiwan	Romania		
Ukraine	Serbia		
United Arab Emirates	Slovakia		
	Slovenia		
	Spain		
	Switzerland		
	Turkey		

#### RM6125 Campaign Solutions 2: Broadcast Localisation

Category	Services	Unit Rate (UK)	Hourly Rate (UK)
Business Affairs	Pre-Clearance		
	Broadcast Clearance		
	Cinema Clearance		
	TV Admin (i.e. usage negotiations)		

Framework Ref: RM 6125

Project Version: v4

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Call-Off Schedule 5 (Pricing Details)

<b>Localisation Adaptation &amp; Versioning of TVC / OLV up to 60" edit</b>	Copy Instructions	
	Copy Instructions - re-issue	
	Closed Captions	
	Ingest & QC of Single Master Asset	
	Ingest & QC of Campaign Master Assets	
	Simple Adapt Package - up to 1 hours edit, include Editor & Producer/ PM time; artwork prep; approval, deliverable, storage and archive of file	
	Standard Adapt Package - up to 2 hours edit, include Editor & Producer/ PM time; artwork prep; approval, deliverable, storage and archive of file	
	Complex Adapt Package - up to 4 hours edit, include Editor & Producer/ PM time; artwork prep; approval, deliverable, storage and archive of file	
	Subsequent Edit Package i.e. cut down edit (when briefed together in the same session)	
	Re-size / Re-format Package	
<b>Broadcast Bespoke</b>	File Conversion - no amends required	
	Encode of Delivery File (spec required for delivery partner/ Station / Media agency / digital platform)	
	Offline Edit / Rough Cut - per hr	
	Online Edit - per hr	
	Artwork Prep - per hr	
	Approval File - per item	
	Sound Mix - per commercial mix	
	AV Producer - per hr	
<b>Category</b>	<b>Services</b>	<b>Unit Rate (UK)</b>



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#### Call-Off Schedule 5 (Pricing Details)

<b>Deliverables</b>	Standard HD Delivery, (per edit, per delivery point)		
	Express HD Delivery (per edit, per delivery point within 4 hrs)		
	Standard Network Payout (6+ stations)		
	Express Network Payout (6+ stations within 4hrs)		
	International Standard HD Delivery		
	International Express HD Delivery		
	Closed Captions		
	Radio Delivery per station		
	Radio Network Delivery		
	VOD Delivery		
	Cinema Delivery		

#### RM6125 Campaign Solutions 2: Audio

Category	Services (inclusive of kit, room and operator)	Unit Rate (UK)	Local Hourly Rate (UK)	Tier 1	Tier 2	Tier 3	Tier 4
<b>Sound</b>	Talent Basic Studio Fee (up to 2 hrs)						
	Prep Session						
	Studio Session / Record						
	Transfer						
	Session Archive						
	Sound Mix/ Sound Design						
	Rough Mix MPEG						
	Casting Fee						
	VO Direction						
	ISDN/Source						
	FTP Creation						

Framework Ref: RM 6125

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### Call-Off Schedule 5 (Pricing Details)

	WAV File	
	Cinema Stereo (Non-Dolby)	
	Cinema 5.1 Mix	
	Dolby Cinema Package	
	VO Producer	
	Music Composition	
	Music Search Fees	
	Sound Effects (search & use)	

Tier 1	Tier 2	Tier 3			Tier 4				
Canada	Brazil	Australia	Spain	Finland	Colombia	UAE/Middle East	Dominican Republic	Lithuania	Romania
Italy	China	Belgium	Sweden	Georgia	Egypt/Middle East	Ukraine	Ecuador	Macedonia	Senegal
Japan	France	Denmark	Switzerland	Greece	Ethiopia	Azerbaijan	El Salvador	Moldova	Serbia
UK	Germany	Mexico	Taiwan	Hungary	Ghana	Bolivia	Estonia	Mongolia	Slovakia
USA	Hong Kong	New Zealand	Turkey	Ireland	India	Bosnia	Iceland	Nepal	Slovenia
	South Korea	Nigeria	Argentina	Israel	Kazakhstan	Bulgaria	Indonesia	Pakistan	Sri Lanka
	Netherlands	Norway	Austria	Malta	Kenya	Cambodia	Kosovo	Panama	Tanzania
		Singapore	Chile	Poland	Malaysia	Costa Rica	Laos	Paraguay	Thailand
		South Africa	Cote d'Ivoire	Portugal	Morocco	Croatia	Latvia	Peru	Uzbekistan
		Puerto Rico	Uruguay		Russia	Czech Republic	Lebanon	Philippines	Venezuela

Framework Ref: RM 6125

Project Version: v4

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Call-Off Schedule 5 (Pricing Details)

## RM6125 Campaign Solutions 2: Digital

LOCALISATION SERVICES			
Category	Services	Description	Unit Rate
Email Master	Master	Assumptions: New UX/UI template design required. Translated Copy (subject, body copy and footer copy/links) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile). HTML development Required. Litmus (or equivalent) testing/QA required.	
	Adapt	Assumptions: New UX/UI template design required. Translated Copy (subject, body copy and footer copy/links) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile). HTML development Required. Litmus (or equivalent) testing/QA required.	
HTML Banners - Standard(eg Non-expanding/Non Video ads)	Master	Assumptions: New Design required. Master format to be MPU or Double MPU. Translated Copy supplied by client. All images inc. logos supplied by client. HTML development required. Back up jpg required. Technical QA required.	
	Adapt	Assumptions: Translation only (i.e existing code/template will be utilised. Only images and copy to be changed). Translated Copy supplied by client. All images inc. logos supplied by client.	

Framework Ref: RM 6125

Project Version: v4

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Call-Off Schedule 5 (Pricing Details)


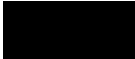



<b>Rich Media Content (eg expanding and video ads)</b>		Back up jpg required. Technical QA required.	
	Resize	Assumptions: Existing code, images and copy will be utilised. Resize only (e.g., resize from MPU to double MPU). Back up jpg required. Technical QA required.	
	Master	Assumptions: New Design required. Master format to be MPU or Double MPU. Translated Copy supplied by client. All images inc. logos supplied by client. HTML development required. Back up jpg required. Technical QA required. Video formatting and subtitles.	
	Adapt	Assumptions: Translation only (i.e existing code/template will be utilised. Only images and copy to be changed). Translated Copy supplied by client. All images inc. logos supplied by client. Back up jpg required. Technical QA required. Video subtitles.	
	Resize	Assumptions: Existing code, images and copy will be utilised. Resize only (eg resize from Expanding MPU to Expanding double MPU). Video subtitling inc. Technical QA required. Back up jpg required.	





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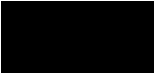
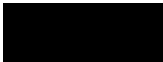
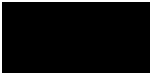


Call-Off Schedule 5 (Pricing Details)

Static Asset	Master	Assumptions: New Design required. Master format to be agreed with client. Translated Copy supplied by client. All images inc. logos supplied by client.	
	Adapt	Assumptions: Translation only (i.e existing code/template will be utilised. Only images and copy to be changed). Translated Copy supplied by client. All images inc. logos supplied by client. Back up jpg required. Technical QA required. Video subtitles.	
	Resize	Assumptions: Existing images and copy will be utilised. Resize only (eg resize from MPU to double MPU).	
Landing Page	Master	Assumptions: New UX/UI template design required. Translated Copy (body copy, footer copy/links. Alt tags, Meta data etc) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile).HTML development required. Tech QA required.	
	Adapt	Assumptions: Based on existing template design. Only copy and images to change. No functional or UX changes. Translated Copy (body copy, footer copy/links. Alt tags, Meta data etc) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile) HTML development required. Tech QA required.	



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Call-Off Schedule 5 (Pricing Details)

<b>Microsite (Max 10 pages)</b>	Master	Assumptions: New UX/UI template design required. Translated Copy (body copy, footer copy/links. Alt tags, Meta data etc) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile). HTML development required. Tech QA required.	
	Adapt	Assumptions: Based on existing template design. Only copy and images to change. No functional or UX changes. Translated Copy (body copy, footer copy/links. Alt tags, Meta data etc) supplied by client. All images inc. logos supplied by client. Responsive Design (Desktop & Mobile). HTML development required. Tech QA required.	
<b>Social Media Post (Image and copy only)</b>	Master	Assumptions: New design/image formatting required. Translated copy supplied by client. All images inc. logos supplied by client.	
	Adapt	Assumptions: - Based on existing post (only copy and image changes) - Translated Copy supplied by client. - All images inc. logos supplied by client	
	Resize	Assumptions: - Based on existing post - Resize only - Translated Copy supplied by client. - All images inc. logos supplied by client	



Call-Off Schedule 6 (ICT Services)

**Call-Off Schedule 6 (ICT Services) (Not Applicable)**

**1. Definitions**

1.1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Agency System"</b>	the information and communications technology system used by the Agency in supplying the Deliverables, including the COTS Software, the Agency Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Client System);
<b>"Client Property"</b>	the property, other than real property and IPR, including the Client System, any equipment issued or made available to the Agency by the Client in connection with this Contract;
<b>"Client Software"</b>	any software which is owned by or licensed to the Client and which is or will be used by the Agency for the purposes of providing the Deliverables;
<b>"Client System"</b>	the Client's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Client or the Agency in connection with this Contract which is owned by or licensed to the Client by a third party and which interfaces with the Agency System or which is necessary for the Client to receive the Deliverables;
<b>"Commercial off the shelf Software" or "COTS Software"</b>	Non-customised software where the IPR may be owned and licensed either by the Agency or a third party depending on the context, and which is commercially available for purchase and subject to standard licence terms
<b>"Defect"</b>	any of the following:  any error, damage or defect in the manufacturing of a Deliverable; or



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## Call-Off Schedule 6 (ICT Services)

any error or failure of code within the Software which causes a Deliverable to malfunction or to produce unintelligible or incorrect results; or

any failure of any Deliverable to provide the performance, features and functionality specified in the requirements of the Client or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from passing any Test required under this Call Off Contract; or

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 requirements of the Client or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from passing any Test required under this Contract;

### **"Emergency Maintenance"**

ad hoc and unplanned maintenance provided by the Agency where either Party reasonably suspects that the ICT Environment or the Services, or any part of the ICT Environment or the Services, has or may have developed a fault;

### **"ICT Environment"**

the Client System and the Agency System;

### **"Licensed Software"**

all and any Software licensed by or through the Agency, its Sub-Contractors or any third party to the Client for the purposes of or pursuant to this Call Off Contract, including any COTS Software;

### **"Maintenance Schedule"**

has the meaning given to it in paragraph 8 of this Schedule;

### **"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



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## Call-Off Schedule 6 (ICT Services)

	the malicious software is introduced wilfully, negligently or without knowledge of its existence;
<b>"New Release"</b>	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;
<b>"Open Source Software"</b>	computer software that has its source code made available subject to an open-source licence under which the owner of the copyright and other IPR in such software provides the rights to use, study, change and distribute the software to any and all persons and for any and all purposes free of charge;
<b>"Operating Environment"</b>	means the Client System and any premises (including the Client Premises, the Agency's premises or third party premises) from, to or at which: <p>the Deliverables are (or are to be) provided; or</p> <p>the Agency manages, organises or otherwise directs the provision or the use of the Deliverables; or</p> <p>where any part of the Agency System is situated;</p>
<b>"Permitted Maintenance"</b>	has the meaning given to it in paragraph 8.2 of this Schedule;
<b>"Quality Plans"</b>	has the meaning given to it in paragraph 6.1 of this Schedule;
<b>"Sites"</b>	has the meaning given to it in Joint Schedule 1(Definitions), and for the purposes of this Call Off Schedule shall also include any premises from, to or at which physical interface with the Client System takes place;
<b>"Software"</b>	Specially Written Software COTS Software and non-COTS Supplier and third party Software;



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## Call-Off Schedule 6 (ICT Services)

<b>"Software Supporting Materials"</b>	has the meaning given to it in paragraph 9.1 of this Schedule;
<b>"Source Code"</b>	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;
<b>"Specially Written Software"</b>	any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Agency (or by a Sub-Contractor or other third party on behalf of the Agency) specifically for the purposes of this Contract, including any modifications or enhancements to COTS Software. For the avoidance of doubt Specially Written Software does not constitute New IPR;

## 2. When this Schedule should be used

2.1. This Schedule is designed to provide additional provisions necessary to facilitate the provision of ICT Services which are part of the Deliverables.

## 3. Client due diligence requirements

3.1. The Agency shall satisfy itself of all relevant details, including but not limited to, details relating to the following;

- 3.1.1. suitability of the existing and (to the extent that it is defined or reasonably foreseeable at the Start Date) future Operating Environment;
- 3.1.2. operating processes and procedures and the working methods of the client ;
- 3.1.3. ownership, functionality, capacity, condition and suitability for use in the provision of the Deliverables of the Clients Assets; and
- 3.1.4. existing contracts (including any licences, support, maintenance and other contracts relating to the Operating Environment) referred to in the Due Diligence Information which may be novated to, assigned to or managed by the Agency under this Contract and/or which the Agency will require the benefit of for the provision of the Deliverables.

3.2. The Agency confirms that it has advised the Client in writing of:

- 3.2.1. each aspect, if any, of the Operating Environment that is not suitable for the provision of the ICT Services;



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#### Call-Off Schedule 6 (ICT Services)

- 3.2.2. the actions needed to remedy each such unsuitable aspect; and
- 3.2.3. a timetable for and the costs of those actions.

#### 4. **Licensed software warranty**

##### 4.1. The Agency represents and warrants that:

- 4.1.1. it has and shall continue to have all necessary rights in and to the Licensed Software made available by the Agency (and/or any Sub-Contractor) to the Client which are necessary for the performance of the Agency's obligations under this Contract including the receipt of the Deliverables by the Client;
- 4.1.2. all components of the Specially Written Software shall:
  - 4.1.2.1. be free from material design and programming errors;
  - 4.1.2.2. perform in all material respects in accordance with the relevant specifications contained in Call Off Schedule 14 (Performance Management Framework ) and Documentation; and
  - 4.1.2.3. not infringe any IPR.

#### 5. **Provision of ICT Services**

##### 5.1. The Agency shall:

- 5.1.1. ensure that the release of any new COTS Software in which the Agency owns the IPR, or upgrade to any Software in which the Agency owns the IPR complies with the interface requirements of the Client and (except in relation to new Software or upgrades which are released to address Malicious Software) shall notify the Client three (3) Months before the release of any new COTS Software or Upgrade;
- 5.1.2. ensure that all Software including upgrades, updates and New Releases used by or on behalf of the Agency are currently supported versions of that Software and perform in all material respects in accordance with the relevant specification;
- 5.1.3. ensure that the Agency System will be free of all encumbrances;
- 5.1.4. ensure that the Deliverables are fully compatible with any Client Software, Client System, or otherwise used by the Agency in connection with this Contract;
- 5.1.5. minimise any disruption to the Services and the ICT Environment and/or the client's operations when providing the Deliverables;



## Call-Off Schedule 6 (ICT Services)

### 6. Standards and Quality Requirements

- 6.1. The Agency shall develop, in the timescales specified in the Order Form, quality plans that ensure that all aspects of the Deliverables are the subject of quality management systems and are consistent with BS EN ISO 9001 or any equivalent standard which is generally recognised as having replaced it ("**Quality Plans**").
- 6.2. The Agency shall seek Approval from the Client (not be unreasonably withheld or delayed) of the Quality Plans before implementing them. Approval shall not act as an endorsement of the Quality Plans and shall not relieve the Agency of its responsibility for ensuring that the Deliverables are provided to the standard required by this Contract.
- 6.3. Following the approval of the Quality Plans, the Agency shall provide all Deliverables in accordance with the Quality Plans.
- 6.4. The Agency shall ensure that the Agency Personnel shall at all times during the Call Off Contract Period:
  - 6.4.1. be appropriately experienced, qualified and trained to supply the Deliverables in accordance with this Contract;
  - 6.4.2. apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Deliverables; and
  - 6.4.3. obey all lawful instructions and reasonable directions of the Client (including, if so required by the Client, the ICT Policy) and provide the Deliverables to the reasonable satisfaction of the Client.

### 7. ICT Audit

- 7.1. The Agency shall allow any auditor access to the Agency premises to:
  - 7.1.1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
  - 7.1.2. review any records created during the design and development of the Agency System and pre-operational environment such as information relating to Testing;
  - 7.1.3. review the Agency's quality management systems including all relevant Quality Plans.

### 8. Maintenance of the ICT Environment

- 8.1. If specified by the Client in the Order Form, the Agency shall create and maintain a rolling schedule of planned maintenance to the ICT Environment ("**Maintenance**").





## Call-Off Schedule 6 (ICT Services)

**Schedule")** and make it available to the Client for Approval in accordance with the timetable and instructions specified by the Client.

- 8.2. Once the Maintenance Schedule has been Approved, the Agency shall only undertake such planned maintenance (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.
- 8.3. The Agency shall give as much notice as is reasonably practicable to the Client prior to carrying out any Emergency Maintenance.
- 8.4. The Agency shall carry out any necessary maintenance (whether Permitted Maintenance or Emergency Maintenance) where it reasonably suspects that the ICT Environment and/or the Services or any part thereof has or may have developed a fault. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible so as to minimise) disruption to the ICT Environment and the provision of the Deliverables.

## 9. Intellectual Property Rights in ICT

### 9.1. Assignments granted by the Agency: Specially Written Software

- 9.1.1. The Agency assigns (by present assignment of future rights to take effect immediately on it coming into existence) to the Client with full guarantee (or shall procure assignment to the Client), title to and all rights and interest in the Specially Written Software together with and including:
  - 9.1.1.1. the Documentation, Source Code and the Object Code of the Specially Written Software; and
  - 9.1.1.2. all build instructions, test instructions, test scripts, test data, operating instructions and other documents and tools necessary for maintaining and supporting the Specially Written Software and the New IPR (together the "**Software Supporting Materials**").
- 9.1.2. The Agency shall:
  - 9.1.2.1. inform the Client of all Specially Written Software or New IPRs that are a modification, customisation, configuration or enhancement to any COTS Software;
  - 9.1.2.2. deliver to the Client the Specially Written Software and any computer program elements of the New IPRs in both Source Code and Object Code forms together with relevant Documentation and all related Software Supporting Materials within seven days of completion or, if a relevant Milestone has been identified in an Implementation Plan, Achievement of that Milestone and shall provide updates of them promptly following each new release of the Specially Written Software, in each case on media that is

## Call-Off Schedule 6 (ICT Services)

reasonably acceptable to the Client and the Client shall become the owner of such media upon receipt; and

- 9.1.2.3. without prejudice to paragraph 9.1.2.2, provide full details to the Client of any of the Agency's Existing IPRs or Third Party IPRs which are embedded or which are an integral part of the Specially Written Software or New IPR and the Agency hereby grants to the Client and shall procure that any relevant third party licensor shall grant to the Client a perpetual, irrevocable, non-exclusive, assignable, royalty-free licence to use, sub-license and/or commercially exploit such Agency's Existing IPRs and Third Party IPRs to the extent that it is necessary to enable the Client to obtain the full benefits of ownership of the Specially Written Software and New IPRs.

- 9.1.3. The Agency shall promptly execute all such assignments as are required to ensure that any rights in the Specially Written Software and New IPRs are properly transferred to the Client.

## 9.2. Licences for non-COTS IPR from the Agency and third parties to the Client

- 9.2.1. Unless the Client gives its Approval, the Agency must not use any:
  - a) of its own Existing IPR that is not COTS Software;
  - b) third party software that is not COTS Software
- 9.2.2. Where the Client Approves the use of the Agency's Existing IPR that is not COTS Software the Agency shall grants to the Client a perpetual, royalty-free and non-exclusive licence to use adapt, and sub-license the same for any purpose relating to the Deliverables (or substantially equivalent deliverables) or for any purpose relating to the exercise of the Client's (or, if the Client is a Central Government Body, any other Central Government Body's) business or function including the right to load, execute, store, transmit, display and copy (for the purposes of archiving, backing-up, loading, execution, storage, transmission or display) for the Call Off Contract Period and after expiry of the Contract to the extent necessary to ensure continuity of service and an effective transition of Services to a Replacement Agency.
- 9.2.3. Where the Client Approves the use of third party Software that is not COTS Software the Agency shall procure that the owners or the authorised licensors of any such Software grant a direct licence to the Client on terms at least equivalent to those set out in Paragraph 9.2.2. If the Agency cannot obtain such a licence for the Client it shall:
  - 9.2.3.1. notify the Client in writing giving details of what licence terms can be obtained and whether there are alternative software providers which the Agency could seek to use; and



## Call-Off Schedule 6 (ICT Services)

- 9.2.3.2. only use such third party IPR as referred to at paragraph 9.2.3.1 if the Client Approves the terms of the licence from the relevant third party.
- 9.2.4. Where the Agency is unable to provide a license to the Agency's Existing IPR in accordance with Paragraph 9.2.2 above, it must meet the requirement by making use of COTS Software or Specially Written Software.
- 9.2.5. The Agency may terminate a licence granted under paragraph 9.2.1 by giving at least thirty (30) days' notice in writing if there is an Authority Cause which constitutes a material Default which, if capable of remedy, is not remedied within twenty (20) Working Days after the Agency gives the Client written notice specifying the breach and requiring its remedy.
- 9.3. Licenses for COTS Software by the Agency and third parties to the Client
  - 9.3.1. The Agency shall either grant, or procure that the owners or the authorised licensors of any COTS Software grant, a direct licence to the Client on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.
  - 9.3.2. Where the Agency owns the COTS Software it shall make available the COTS software to a Replacement Agency at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.
  - 9.3.3. Where a third party is the owner of COTS Software licensed in accordance with this Paragraph 9.3 the Agency shall support the Replacement Agency to make arrangements with the owner or authorised licensee to renew the license at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.
  - 9.3.4. The Agency shall notify the Client within seven (7) days of becoming aware of any COTS Software which in the next thirty-six (36) months:
    - 9.3.4.1. will no longer be maintained or supported by the developer; or
    - 9.3.4.2. will no longer be made commercially available
- 9.4. Clients's right to assign/novate licences
  - 9.4.1. The Client may assign, novate or otherwise transfer its rights and obligations under the licences granted pursuant to paragraph 9.2 (to:
    - 9.4.1.1. a Central Government Body; or
    - 9.4.1.2. to anybody (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 Client .



## Call-Off Schedule 6 (ICT Services)

- 9.4.2. If the Client ceases to be a Central Government Body, the successor body to the Client shall still be entitled to the benefit of the licences granted in paragraph 9.2.

**9.5. Licence granted by the Client**

- 9.5.1. The Client grants to the Agency a royalty-free, non-exclusive, non-transferable licence during the Contract Period to use the Client Software and the Specially Written Software solely to the extent necessary for providing the Deliverables in accordance with this Contract, including the right to grant sub-licences to Sub-Contractors provided that any relevant Sub-Contractor has entered into a confidentiality undertaking with the Agency on the same terms as set out in Clause 15 (Confidentiality).

**9.6. Open Source Publication**

- 9.6.1. Unless the Client otherwise agrees in advance in writing (and subject to paragraph 9.6.3) all Specially Written Software and computer program elements of New IPR shall be created in a format, or able to be converted (in which case the Agency shall also provide the converted format to the Client) into a format, which is:

9.6.1.1. suitable for publication by the Client as Open Source; and

9.6.1.2. based on Open Standards (where applicable),

and the Client may, at its sole discretion, publish the same as Open Source.

- 9.6.2. The Agency hereby warrants that the Specially Written Software and the New IPR:

9.6.2.1. are suitable for release as Open Source and that the Agency has used reasonable endeavours when developing the same to ensure that publication by the Client will not enable a third party to use them in any way which could reasonably be foreseen to compromise the operation, running or security of the Specially Written Software, New IPRs or the Client System;

9.6.2.2. have been developed using reasonable endeavours to ensure that their publication by the Client shall not cause any harm or damage to any party using them;

9.6.2.3. do not contain any material which would bring the Client into disrepute;

9.6.2.4. can be published as Open Source without breaching the rights of any third party;



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#### Call-Off Schedule 6 (ICT Services)

- 9.6.2.5. will be supplied in a format suitable for publication as Open Source ("**the Open Source Publication Material**") no later than the date notified by the Client to the Agency; and
- 9.6.2.6. do not contain any Malicious Software.
- 9.6.3. Where the Client has Approved a request by the Agency for any part of the Specially Written Software or New IPRs to be excluded from the requirement to be in an Open Source format due to the intention to embed or integrate Agency Existing IPRs and/or Third Party IPRs (and where the Parties agree that such IPRs are not intended to be published as Open Source), the Agency shall:
  - 9.6.3.1. as soon as reasonably practicable, provide written details of the nature of the IPRs and items or Deliverables based on IPRs which are to be excluded from Open Source publication; and
  - 9.6.3.2. include in the written details and information about the impact that inclusion of such IPRs or Deliverables based on such IPRs, will have on any other Specially Written Software and/or New IPRs and the Client's ability to publish such other items or Deliverables as Open Source.

#### 9.7. Malicious Software

- 9.7.1. The Agency shall, throughout the Contract Period, use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor to check for, contain the spread of, and minimise the impact of Malicious Software.
- 9.7.2. If Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Government Data, assist each other to mitigate any losses and to restore the provision of the Deliverables to its desired operating efficiency.
- 9.7.3. Any cost arising out of the actions of the Parties taken in compliance with the provisions of paragraph 9.7.2 shall be borne by the Parties as follows:
  - 9.7.3.1. by the Agency, where the Malicious Software originates from the Agency Software, the third party Software supplied by the Agency or the Government Data (whilst the Government Data was under the control of the Agency) unless the Agency can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Client when provided to the Agency; and



Call-Off Schedule 6 (ICT Services)

- 9.7.3.2. by the Client, if the Malicious Software originates from the Client Software or the Client Data (whilst the Client Data was under the control of the Client).



## Call-Off Schedule 7 (Key Agency Staff)

**Call-Off Schedule 7 (Key Agency Staff)**

- 1.1 The Order Form (Letter of Appointment) lists the key roles (“**Key Roles**”) and names of the persons who the Agency shall appoint to fill those Key Roles at the Start Date.
- 1.2 The Agency shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- 1.3 The Client may identify any further roles as being Key Roles and, following agreement to the same by the Agency, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- 1.4 The Agency shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
  - 1.4.1 requested to do so by the Client or the Client Approves such removal or replacement (not to be unreasonably withheld or delayed);
  - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
  - 1.4.3 the person’s employment or contractual arrangement with the Agency or Subcontractor is terminated for material breach of contract by the employee.
- 1.5 The Agency shall:
  - 1.5.1 notify the Client promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Agency shall ensure appropriate temporary cover for that Key Role);
  - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
  - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least three (3) Months’ notice;
  - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
  - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.



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Call-Off Schedule 7 (Key Agency Staff)

- 1.6 The Client may require the Agency to remove or procure that any Subcontractor shall remove any Key Staff that the Client considers in any respect unsatisfactory. The Client shall not be liable for the cost of replacing any Key Staff.





Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"BCDR Plan"	has the meaning given to it in Paragraph 2.2 of this Schedule;
"Business Continuity Plan"	has the meaning given to it in Paragraph 2.3.2 of this Schedule;
"Disaster"	the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable);
"Disaster Recovery Deliverables"	the Deliverables embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
"Disaster Recovery Plan"	has the meaning given to it in Paragraph 2.3.3 of this Schedule;
"Disaster Recovery System"	the system embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
"Related Agency"	any person who provides Deliverables to the Client which are related to the Deliverables from time to time;
"Review Report"	has the meaning given to it in Paragraph 6.3 of this Schedule; and
"Agency's Proposals"	has the meaning given to it in Paragraph 6.3 of this Schedule;

2. BCDR Plan

2.1 The Client and the Agency recognise that, where specified in Schedule 4 (Framework Management), CCS shall have the right to enforce the Client's rights under this Schedule.



#### Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

- 2.2 At least ninety (90) Working Days prior to the Start Date the Agency shall prepare and deliver to the Client for the Client's written approval a plan (a "**BCDR Plan**"), which shall detail the processes and arrangements that the Agency shall follow to:
  - 2.2.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and
  - 2.2.2 the recovery of the Deliverables in the event of a Disaster
- 2.3 The BCDR Plan shall be divided into three sections:
  - 2.3.1 Section 1 which shall set out general principles applicable to the BCDR Plan;
  - 2.3.2 Section 2 which shall relate to business continuity (the "**Business Continuity Plan**"); and
  - 2.3.3 Section 3 which shall relate to disaster recovery (the "**Disaster Recovery Plan**").
- 2.4 Following receipt of the draft BCDR Plan from the Agency, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

### 3. General Principles of the BCDR Plan (Section 1)

- 3.1 Section 1 of the BCDR Plan shall:
  - 3.1.1 set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;
  - 3.1.2 provide details of how the invocation of any element of the BCDR Plan may impact upon the provision of the Deliverables and any goods and/or services provided to the Client by a Related Agency;
  - 3.1.3 contain an obligation upon the Agency to liaise with the Client and any Related Agencies with respect to business continuity and disaster recovery;
  - 3.1.4 detail how the BCDR Plan interoperates with any overarching disaster recovery or business continuity plan of the Client and any of its other Related Agency in each case as notified to the Agency by the Client from time to time;
  - 3.1.5 contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multiple channels;
  - 3.1.6 contain a risk analysis, including:
    - (a) failure or disruption scenarios and assessments of likely frequency of occurrence;



## Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

- (b) identification of any single points of failure within the provision of Deliverables and processes for managing those risks;
- (c) identification of risks arising from the interaction of the provision of Deliverables with the goods and/or services provided by a Related Agency; and
- (d) a business impact analysis of different anticipated failures or disruptions;
- 3.1.7 provide for documentation of processes, including business processes, and procedures;
- 3.1.8 set out key contact details for the Agency (and any Subcontractors) and for the Client;
- 3.1.9 identify the procedures for reverting to "normal service";
- 3.1.10 set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to minimise data loss;
- 3.1.11 identify the responsibilities (if any) that the Client has agreed it will assume in the event of the invocation of the BCDR Plan; and
- 3.1.12 provide for the provision of technical assistance to key contacts at the Client as required by the Client to inform decisions in support of the Client's business continuity plans.
- 3.2 The BCDR Plan shall be designed so as to ensure that:
  - 3.2.1 the Deliverables are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;
  - 3.2.2 the adverse impact of any Disaster is minimised as far as reasonably possible;
  - 3.2.3 it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
  - 3.2.4 it details a process for the management of disaster recovery testing.
- 3.3 The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Deliverables and the business operations supported by the provision of Deliverables.
- 3.4 The Agency shall not be entitled to any relief from its obligations under the Performance Indicators (PI's) or Service levels, or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Agency of this Contract.



## Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

**4. Business Continuity (Section 2)**

- 4.1 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes facilitated by the provision of Deliverables remain supported and to ensure continuity of the business operations supported by the Services including:
- 4.1.1 the alternative processes, options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Deliverables; and
  - 4.1.2 the steps to be taken by the Agency upon resumption of the provision of Deliverables in order to address the effect of the failure or disruption.
- 4.2 The Business Continuity Plan shall:
- 4.2.1 address the various possible levels of failures of or disruptions to the provision of Deliverables;
  - 4.2.2 set out the goods and/or services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Deliverables;
  - 4.2.3 specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators (PI's) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Business Continuity Plan; and
  - 4.2.4 set out the circumstances in which the Business Continuity Plan is invoked.

**5. Disaster Recovery (Section 3)**

- 5.1 The Disaster Recovery Plan (which shall be invoked only upon the occurrence of a Disaster) shall be designed to ensure that upon the occurrence of a Disaster the Agency ensures continuity of the business operations of the Client supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
- 5.2 The Agency's BCDR Plan shall include an approach to business continuity and disaster recovery that addresses the following:
- 5.2.1 loss of access to the Client Premises;
  - 5.2.2 loss of utilities to the Client Premises;
  - 5.2.3 loss of the Agency's helpdesk or CAFM system;
  - 5.2.4 loss of a Subcontractor;
  - 5.2.5 emergency notification and escalation process;
  - 5.2.6 contact lists;
  - 5.2.7 staff training and awareness;



## Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

- 5.2.8 BCDR Plan testing;
- 5.2.9 post implementation review process;
- 5.2.10 any applicable Performance Indicators (PI's) with respect to the provision of the disaster recovery services and details of any agreed relaxation to the Performance Indicators (PI's) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Disaster Recovery Plan;
- 5.2.11 details of how the Agency shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
- 5.2.12 access controls to any disaster recovery sites used by the Agency in relation to its obligations pursuant to this Schedule; and
- 5.2.13 testing and management arrangements.

## 6. Review and changing the BCDR Plan

- 6.1 The Agency shall review the BCDR Plan:
  - 6.1.1 on a regular basis and as a minimum once every six (6) Months;
  - 6.1.2 within three (3) calendar Months of the BCDR Plan (or any part) having been invoked pursuant to Paragraph 7; and
  - 6.1.3 where the Client requests in writing any additional reviews (over and above those provided for in Paragraphs 6.1.1 and 6.1.2 of this Schedule) whereupon the Agency shall conduct such reviews in accordance with the Client's written requirements. Prior to starting its review, the Agency shall provide an accurate written estimate of the total costs payable by the Client for the Client's approval. The costs of both Parties of any such additional reviews shall be met by the Client except that the Agency shall not be entitled to charge the Client for any costs that it may incur above any estimate without the Client's prior written approval.
- 6.2 Each review of the BCDR Plan pursuant to Paragraph 6.1 shall assess its suitability having regard to any change to the Deliverables or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan, and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Agency within such period as the Client shall reasonably require.
- 6.3 The Agency shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Client a report (a "**Review Report**") setting

#### Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

out the Agency's proposals (the "**Agency's Proposals**") for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan.

- 6.4 Following receipt of the Review Report and the Agency's Proposals, the Parties shall use reasonable endeavours to agree the Review Report and the Agency's Proposals. If the Parties are unable to agree Review Report and the Agency's Proposals within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 6.5 The Agency shall as soon as is reasonably practicable after receiving the approval of the Agency's Proposals effect any change in its practices or procedures necessary so as to give effect to the Agency's Proposals. Any such change shall be at the Agency's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Deliverables.

### 7. Testing the BCDR Plan

- 7.1 The Agency shall test the BCDR Plan:
  - 7.1.1 regularly and in any event not less than once in every Contract Year;
  - 7.1.2 in the event of any major reconfiguration of the Deliverables
  - 7.1.3 at any time where the Client considers it necessary (acting in its sole discretion).
- 7.2 If the Client requires an additional test of the BCDR Plan, it shall give the Agency written notice and the Agency shall conduct the test in accordance with the Client's requirements and the relevant provisions of the BCDR Plan. The Agency's costs of the additional test shall be borne by the Client unless the BCDR Plan fails the additional test in which case the Agency's costs of that failed test shall be borne by the Agency.
- 7.3 The Agency shall undertake and manage testing of the BCDR Plan in full consultation with and under the supervision of the Client and shall liaise with the Client in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Client.
- 7.4 The Agency shall ensure that any use by it or any Subcontractor of "live" data in such testing is first approved with the Client. Copies of live test data used in any such testing shall be (if so required by the Client) destroyed or returned to the Client on completion of the test.
- 7.5 The Agency shall, within twenty (20) Working Days of the conclusion of each test, provide to the Client a report setting out:
  - 7.5.1 the outcome of the test;
  - 7.5.2 any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and



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7.5.3 the Agency's proposals for remedying any such failures.

7.6 Following each test, the Agency shall take all measures requested by the Client to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Agency, at its own cost, by the date reasonably required by the Client.

**8. Invoking the BCDR Plan**

8.1 In the event of a complete loss of service or in the event of a Disaster, the Agency shall immediately invoke the BCDR Plan (and shall inform the Client promptly of such invocation). In all other instances the Agency shall invoke or test the BCDR Plan only with the prior consent of the Client.

**9. Circumstances beyond your control**

9.1 The Agency shall not be entitled to relief under Clause 20 (Circumstances beyond your control) if it would not have been impacted by the Force Majeure Event had it not failed to comply with its obligations under this Schedule.



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Call-Off Schedule 9 (Security)

## Call-Off Schedule 9 (Security)

### Part A: Short Form Security Requirements

#### 1. Definitions

**1.1** In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

**"Breach of Security"** the occurrence of:

- a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Client and/or the Agency in connection with this Contract; and/or
- b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Client and/or the Agency in connection with this Contract,

in either case as more particularly set out in the Security Policy where the Client has required compliance therewith in accordance with paragraph 2.2;

**"Security Management Plan"**

the Agency's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Agency to the Client and as updated from time to time.

#### 2. Complying with security requirements and updates to them

**2.1** The Client and the Agency recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Client's rights under this Schedule.

**2.2** The Agency shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Client that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Agency fully complies with the Security Policy.





## Call-Off Schedule 9 (Security)

- 2.3** Where the Security Policy applies the Client shall notify the Agency of any changes or proposed changes to the Security Policy.
- 2.4** If the Agency believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Client. In doing so, the Agency must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
- 2.5** Until and/or unless a change to the Charges is agreed by the Client pursuant to the Variation Procedure the Agency shall continue to provide the Deliverables in accordance with its existing obligations.

**3. Security Standards**

- 3.1** The Agency acknowledges that the Client places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
- 3.2** The Agency shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
- 3.2.1 is in accordance with the Law and this Contract;
  - 3.2.2 as a minimum demonstrates Good Industry Practice;
  - 3.2.3 meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
  - 3.2.4 where specified by the Client in accordance with paragraph 2.2 complies with the Security Policy and the ICT Policy.
- 3.3** The references to standards, guidance and policies contained or set out in Paragraph 3.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Agency from time to time.
- 3.4** In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Agency should notify the Client's Representative of such inconsistency immediately upon becoming aware of the same, and the Client's Representative shall, as soon as practicable, advise the Agency which provision the Agency shall be required to comply with.



## Call-Off Schedule 9 (Security)

**4. Security Management Plan****4.1 Introduction**

- 4.1.1 The Agency shall develop and maintain a Security Management Plan in accordance with this Schedule. The Agency shall thereafter comply with its obligations set out in the Security Management Plan.

**4.2 Content of the Security Management Plan**

- 4.2.1 The Security Management Plan shall:

- a) comply with the principles of security set out in Paragraph 3 and any other provisions of this Contract relevant to security;
- b) identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Agency;
- c) detail the process for managing any security risks from Subcontractors and third parties authorised by the Client with access to the Deliverables, processes associated with the provision of the Deliverables, the Client Premises, the Sites and any ICT, Information and data (including the Client's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- d) be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Client Premises, the Sites, and any ICT, Information and data (including the Client's Confidential Information and the Government Data) to the extent used by the Client or the Agency in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- e) set out the security measures to be implemented and maintained by the Agency in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
- f) set out the plans for transitioning all security arrangements and responsibilities for the Agency to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with paragraph 2.2 the Security Policy; and
- g) be written in plain English in language which is readily comprehensible to the staff of the Agency and the Client engaged in

#### Call-Off Schedule 9 (Security)

the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

### **4.3 Development of the Security Management Plan**

- 4.3.1 Within twenty (20) Working Days after the Start Date and in accordance with Paragraph 4.4, the Agency shall prepare and deliver to the Client for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
- 4.3.2 If the Security Management Plan submitted to the Client in accordance with Paragraph 4.3.1, or any subsequent revision to it in accordance with Paragraph 4.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Agency shall amend it within ten (10) Working Days of a notice of non-approval from the Client and re-submit to the Client for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Client. If the Client does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
- 4.3.3 The Client shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 4.3.2. However a refusal by the Client to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 4.2 shall be deemed to be reasonable.
- 4.3.4 Approval by the Client of the Security Management Plan pursuant to Paragraph 4.3.2 or of any change to the Security Management Plan in accordance with Paragraph 4.4 shall not relieve the Agency of its obligations under this Schedule.

### **4.4 Amendment of the Security Management Plan**

- 4.4.1 The Security Management Plan shall be fully reviewed and updated by the Agency at least annually to reflect:
  - a) emerging changes in Good Industry Practice;
  - b) any change or proposed change to the Deliverables and/or associated processes;
  - c) where necessary in accordance with paragraph 2.2, any change to the Security Policy;
  - d) any new perceived or changed security threats; and

#### Call-Off Schedule 9 (Security)

- e) any reasonable change in requirements requested by the Client.
- 4.4.2 The Agency shall provide the Client with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Client. The results of the review shall include, without limitation:
  - a) suggested improvements to the effectiveness of the Security Management Plan;
  - b) updates to the risk assessments; and
  - c) suggested improvements in measuring the effectiveness of controls.
- 4.4.3 Subject to Paragraph 4.4.4, any change or amendment which the Agency proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 4.4.1, a request by the Client or otherwise) shall be subject to the Variation Procedure.
- 4.4.4 The Client may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

### 5. Security breach

- 5.1 Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 5.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Agency shall:
  - 5.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Client) necessary to:
    - a) minimise the extent of actual or potential harm caused by any Breach of Security;
    - b) remedy such Breach of Security to the extent possible and protect the integrity of the Client and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
    - c) prevent an equivalent breach in the future exploiting the same cause failure; and
    - d) as soon as reasonably practicable provide to the Client, where the Client so requests, full details (using the reporting



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mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Client.

- 5.3** In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Client.



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## Call-Off Schedule 10 (Exit Management)

### Call-Off Schedule 10 (Exit Management)

#### 1. Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Exclusive Assets"</b>	Agency Assets used exclusively for the Agency in the provision of the Deliverables;
<b>"Exit Information"</b>	has the meaning given to it in Paragraph 3.1 of this Schedule;
<b>"Exit Manager"</b>	the person appointed by each Party to manage their respective obligations under this Schedule;
<b>"Exit Plan"</b>	the plan produced and updated by the Agency during the Initial Period in accordance with Paragraph 4 of this Schedule;
<b>"Net Book Value"</b>	the current net book value of the relevant Agency Asset(s) calculated in accordance with the Framework Tender or Call-Off Tender (if stated) or (if not stated) the depreciation policy of the Agency (which the Agency shall ensure is in accordance with Good Industry Practice);
<b>"Non-Exclusive Assets"</b>	those Agency Assets used by the Agency in connection with the Deliverables but which are also used by the Agency for other purposes;
<b>"Registers"</b>	the register and configuration database referred to in Paragraph 2.2 of this Schedule;
<b>"Replacement Goods"</b>	any goods which are substantially similar to any of the Goods and which the Client receives in substitution for any of the Goods following the End Date, whether those goods are provided by the Client internally and/or by any third party;
<b>"Replacement Services"</b>	any services which are substantially similar to any of the Services and which the Client receives in substitution for any of the Services following the End Date, whether those goods



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## Call-Off Schedule 10 (Exit Management)

	are provided by the Client internally and/or by any third party;
<b>"Termination Assistance"</b>	the activities to be performed by the Agency pursuant to the Exit Plan, and other assistance required by the Client pursuant to the Termination Assistance Notice;
<b>"Termination Assistance Notice"</b>	has the meaning given to it in Paragraph 5.1 of this Schedule;
<b>"Termination Assistance Period"</b>	the period specified in a Termination Assistance Notice for which the Agency is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph 5.2 of this Schedule;
<b>"Transferable Assets"</b>	Exclusive Assets which are capable of legal transfer to the Client;
<b>"Transferable Contracts"</b>	Sub-Contracts, licences for third party software, or other agreements which are necessary to enable the Client or any Replacement agency to provide the Deliverables or the Replacement Goods and/or Replacement Services, including in relation to licences all relevant Documentation;
<b>"Transferring Assets"</b>	has the meaning given to it in Paragraph 8.2.1 of this Schedule;
<b>"Transferring Contracts"</b>	has the meaning given to it in Paragraph 8.2.3 of this Schedule.

## 2. Agency must always be prepared for contract exit

- 2.1 Where applicable, the Agency shall within 30 days from the Start Date provide to the Client a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.
- 2.2 During the Contract Period, the Agency shall promptly:
  - 2.2.1 create and maintain a detailed register of all Agency Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and

#### Call-Off Schedule 10 (Exit Management)

Sub-contracts and other relevant agreements required in connection with the Deliverables; and

- 2.2.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Agency provides the Deliverables

("Registers").

2.3 The Agency shall:

- 2.3.1 ensure that all Exclusive Assets listed in the Registers are clearly physically identified as such; and
- 2.3.2 procure that all licences for Third Party Software and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Client) at the request of the Client to the Client (and/or its nominee) and/or any Replacement Agency upon the Agency ceasing to provide the Deliverables (or part of them) and if the Agency is unable to do so then the Agency shall promptly notify the Client and the Client may require the Agency to procure an alternative Subcontractor or provider of Deliverables.

- 2.4 Each Party shall appoint an Exit Manager within three (3) Months of the Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of this Contract.

- 2.5 The Agency shall ensure at no cost to the Client that all digital data that is the Existing IPR of the Client or New IPR to be assigned to the Client can be identified and returned to the Client in an open format on demand and advise the Client of any Transferable Contracts and technical information that would assist in the continued use of such data.

### 3. Assisting re-competition for Deliverables

- 3.1 The Agency shall, on reasonable notice, provide to the Client and/or its potential Replacement Agencies (subject to the potential Replacement Agencies entering into reasonable written confidentiality undertakings), such information (including any access) as the Client shall reasonably require in order to facilitate the preparation by the Client of any invitation to tender and/or to facilitate any potential Replacement Agencies undertaking due diligence (the "**Exit Information**").
- 3.2 The Agency acknowledges that the Client may disclose the Agency's Confidential Information (excluding the Agency's or its Subcontractors' prices or costs, know how or trade secrets) to an actual or prospective Replacement Agency to the extent that such disclosure is necessary in connection with such engagement.
- 3.3 The Agency shall provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and notify the Client within five



#### Call-Off Schedule 10 (Exit Management)

(5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Deliverables (and shall consult the Client in relation to any such changes).

- 3.4 The Exit Information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for those Deliverables; and not be disadvantaged in any procurement process compared to the Agency.

#### 4. Exit Plan

- 4.1 The Agency shall, within three (3) Months after the Start Date, deliver to the Client an Exit Plan which complies with the requirements set out in Paragraph 4.3 of this Schedule and is otherwise reasonably satisfactory to the Client.

- 4.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of the latest date for its submission pursuant to Paragraph 4.1, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

- 4.3 The Exit Plan shall set out, as a minimum:

- 4.3.1 a detailed description of both the transfer and cessation processes, including a timetable;
- 4.3.2 how the Deliverables will transfer to the Replacement Agency and/or the Client;
- 4.3.3 details of any contracts which will be available for transfer to the Client and/or the Replacement Agency upon the Expiry Date together with any reasonable costs required to effect such transfer;
- 4.3.4 proposals for the training of key members of the Replacement Agency's staff in connection with the continuation of the provision of the Deliverables following the Expiry Date;
- 4.3.5 proposals for providing the Client or a Replacement Agency copy of all documentation (including without limitation database schema and any other digital resources) relating to the use and operation of the Deliverables and required for their continued use;
- 4.3.6 proposals for the assignment or novation of all services utilised by the Agency in connection with the supply of the Deliverables;
- 4.3.7 proposals for the identification and return, or transfer to the Replacement Agency, of all Client Assets in the possession of and/or control of the Agency or any third party;
- 4.3.8 proposals for the disposal of any redundant Deliverables and materials;



#### Call-Off Schedule 10 (Exit Management)

- 4.3.9 how the Agency will ensure that there is no disruption to or degradation of the Deliverables during the Termination Assistance Period; and
- 4.3.10 any other information or assistance reasonably required by the Client or a Replacement Agency.
- 4.4 The Agency shall:
  - 4.4.1 maintain and update the Exit Plan (and risk management plan) no less frequently than:
    - (a) every twelve (12 months) throughout the Contract Period; and
    - (b) no later than ten (10) Working Days after a request from the Client for an up-to-date copy of the Exit Plan;
    - (c) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice; and
    - (d) as soon as reasonably possible following, and in any event no later than twenty (20) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure); and
  - 4.4.2 jointly review and verify the Exit Plan if required by the Client and promptly correct any identified failures.
- 4.5 Only if (by notification to the Agency in writing) the Client agrees with a draft Exit Plan provided by the Agency under Paragraph 4.2 or 4.4 (as the context requires), shall that draft become the Exit Plan for this Contract.
- 4.6 A version of an Exit Plan agreed between the parties shall not be superseded by any draft submitted by the Agency.

## 5. Termination Assistance

- 5.1 Subject to consultation and agreement, the Agency shall provide the requested Termination Assistance in accordance with Paragraph 6.1, the Client shall be entitled to require the provision of Termination Assistance at any time during the Contract Period by giving written notice to the Agency (a "**Termination Assistance Notice**") at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
  - 5.1.1 the nature of the Termination Assistance required; and
  - 5.1.2 the start date and initial period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) Months after the End Date.

#### Call-Off Schedule 10 (Exit Management)

- 5.2 The Client shall have an option to extend the Termination Assistance Period beyond the initial period specified in the Termination Assistance Notice in one or more extensions, in each case provided that:
- 5.2.1 no such extension shall extend the Termination Assistance Period beyond the date twelve (12) Months after the End Date; and
  - 5.2.2 the Client shall notify the Agency of any such extension no later than twenty (20) Working Days prior to the date on which the Termination Assistance Period is otherwise due to expire.
- 5.3 The Client shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Agency.
- 5.4 In the event that Termination Assistance is required by the Client but at the relevant time the parties are still agreeing an update to the Exit Plan pursuant to Paragraph 4, the Agency will provide the Termination Assistance in good faith and in accordance with the principles in this Schedule and the last Client approved version of the Exit Plan (insofar as it still applies).

#### 6. Termination Assistance Period

- 6.1 Throughout the Termination Assistance Period the Agency shall:
- 6.1.1 continue to provide the Deliverables (as applicable) and otherwise perform its obligations under this Contract and, if required by the Client, provide the Termination Assistance;
  - 6.1.2 Subject to reaching an agreement via the Variation Procedure, provide to the Client and/or its Replacement Agency any reasonable assistance and/or access requested by the Client and/or its Replacement Agency including assistance and/or access to facilitate the orderly transfer of responsibility for and conduct of the Deliverables to the Client and/or its Replacement Agency;
  - 6.1.3 use all reasonable endeavours to reallocate resources to provide such assistance without additional costs to the Client;
  - 6.1.4 subject to Paragraph 6.3, provide the Deliverables and the Termination Assistance at no detriment to the Key Performance Indicators (KPI's) or Service Levels, the provision of the Management Information or any other reports nor to any other of the Agency's obligations under this Contract;
  - 6.1.5 at the Client's request and on reasonable notice, deliver up-to-date Registers to the Client;
  - 6.1.6 seek the Client's prior written consent to access any Client Premises from which the de-installation or removal of Agency Assets is required.

#### Call-Off Schedule 10 (Exit Management)

- 6.2 If it is not possible for the Agency to reallocate resources to provide such assistance as is referred to in Paragraph 6.1.2 without additional costs to the Client, any additional costs incurred by the Agency in providing such reasonable assistance shall be subject to the Variation Procedure.
- 6.3 If the Agency demonstrates to the Client's reasonable satisfaction that the provision of the Termination Assistance will have a material, unavoidable adverse effect on the Agency's ability to meet one or more particular Service Levels, the Parties shall vary the relevant Service Levels accordingly.

### **7. Obligations when the contract is terminated**

- 7.1 The Agency shall comply with all of its obligations contained in the Exit Plan.
- 7.2 Upon termination or expiry or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Agency's performance of the Deliverables and the Termination Assistance), the Agency shall:
  - 7.2.1 vacate any Client Premises;
  - 7.2.2 remove the Agency Equipment together with any other materials used by the Agency to supply the Deliverables and shall leave the Sites in a clean, safe and tidy condition. The Agency is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Agency;
  - 7.2.3 Use reasonable endeavours to provide access during normal working hours to the Client and/or the Replacement Agency for up to twelve (12) Months after expiry or termination to:
    - (a) such information relating to the Deliverables as remains in the possession or control of the Agency; and
    - (b) such members of the Agency Staff as have been involved in the design, development and provision of the Deliverables and who are still employed by the Agency, provided that the Client and/or the Replacement Agency shall pay the reasonable costs of the Agency actually incurred in responding to such requests for access.
- 7.3 Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Client to the Agency in relation to the Deliverables shall be terminated with effect from the end of the Termination Assistance Period.



## Call-Off Schedule 10 (Exit Management)

### 8. Assets, Sub-contracts and Software

- 8.1 Following notice of termination of this Contract and during the Termination Assistance Period, the Agency shall not, without the Client's prior written consent:
  - 8.1.1 terminate, enter into or vary any Sub-contract or licence for third party software (if any) in connection with the Deliverables.
  - 8.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Agency Assets or acquire any new Agency Assets.
- 8.2 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Agency, the Client shall notify the Agency setting out:
  - 8.2.1 which, if any, of the Transferable Assets the Client requires to be transferred to the Client and/or the Replacement Agency ("**Transferring Assets**");
  - 8.2.2 which, if any, of:
    - (a) the Exclusive Assets that are not Transferable Assets; and
    - (b) the Non-Exclusive Assets,
 the Client and/or the Replacement Agency requires the continued use of; and
  - 8.2.3 which, if any, of Transferable Contracts the Client requires to be assigned or novated to the Client and/or the Replacement Agency (the "**Transferring Contracts**"),

in order for the Client and/or its Replacement Agency to provide the Deliverables from the expiry of the Termination Assistance Period. The Agency shall provide all reasonable assistance required by the Client and/or its Replacement Agency to enable it to determine which Transferable Assets and Transferable Contracts are required to provide the Deliverables or the Replacement Goods and/or Replacement Services.
- 8.3 With effect from the expiry of the Termination Assistance Period, the Agency shall sell the Transferring Assets to the Client and/or the Replacement Agency for their Net Book Value less any amount already paid for them through the Charges.
- 8.4 Risk in the Transferring Assets shall pass to the Client or the Replacement Agency (as appropriate) at the end of the Termination Assistance Period and title shall pass on payment for them.

#### Call-Off Schedule 10 (Exit Management)

- 8.5 Where the Client and/or the Replacement Agency requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Agency shall as soon as reasonably practicable:
- 8.5.1 procure a non-exclusive, perpetual, licence for the Client and/or the Replacement Agency to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
  - 8.5.2 procure a suitable alternative to such assets, the Client or the Replacement Agency to bear the reasonable proven costs of procuring the same.
- 8.6 The Agency shall use reasonable endeavours to assign or procure the novation of the Transferring Contracts to the Client and/or the Replacement Agency. The Agency shall execute such documents and provide such other assistance as the Client reasonably requires to effect this novation or assignment.
- 8.7 The Client shall:
- 8.7.1 accept assignments from the Agency or join with the Agency in procuring a novation of each Transferring Contract; and
  - 8.7.2 once a Transferring Contract is novated or assigned to the Client and/or the Replacement Agency, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Agency does the same.
- 8.8 The Agency shall hold any Transferring Contracts on trust for the Client until the transfer of the relevant Transferring Contract to the Client and/or the Replacement Agency has taken place.
- 8.9 Subject to clause 11.2 and 11.3 of the Core terms, the Agency shall indemnify the Client (and/or the Replacement Agency, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Client (and/or Replacement Agency) pursuant to Paragraph 8.6 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in this contract) shall not apply to this Paragraph 8.9 which is intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.

#### 9. No charges

- 9.1 Subject to clause 6.2, unless otherwise stated, the Client shall not be obliged to pay for costs incurred by the Agency in relation to its compliance with this Schedule.



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Call-Off Schedule 10 (Exit Management)

## **10. Dividing the bills**

10.1 All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Client and/or the Replacement and the Agency as follows:

10.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;

10.1.2 the Client or Replacement Agency (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and

10.1.3 the Agency shall be responsible for or entitled to (as the case may be) the rest of the invoice.







Department for  
Business & Trade

Call-Off Schedule 14 (Performance Management Framework)

## Call-Off Schedule 14 (Performance Management)

### 1. Definitions

1.1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Contract Key Performance Indicators” means the key performance indicators set out in Annex A to this Schedule 14

“Performance Management Framework” or “PMF” means the performance management framework set out in this Schedule 14;

“Project Key Performance Indicators” means those key performance indicators that relate to a specific project as set out in the relevant Statement of Work;

### 2. Performance Management Framework

2.1. The purpose of this Performance Management Framework (PMF) is to facilitate the Buyer’s management of the Contract through an agreed approach to monitoring and measuring performance against certain identified performance indicators and to form a basis for discussions between the Buyer and Supplier to facilitate continuous improvement in the provision of the Services.

### 3. Management of the PMF

3.1. The Supplier shall detail performance against the Contract Key Performance Indicators for each of the periods over which they are required to be measured (as set out in 3.2) and will be included in the reports the Supplier is required to produce to the Buyer.

3.2. Contract Key Performance Indicators shall be monitored on a regular basis and shall form part of the Contract performance review. Performance against of Contract Key Performance Indicators will be reported monthly and quarterly and at the end of the Contract.

3.3. The first month of performance under the Contract shall not be formally measured against the Contract Key Performance Indicators. However, it will be used to develop each of the relevant reporting templates and agree the format and content to be included in each of those templates.

3.4. Any underperformance issues highlighted in these reports (being any measure against a KPI with a rating of Amber or Red in accordance with the table in Annex A) will be accompanied by an explanation for the underperformance and an outline of any actions the Supplier proposes to take (and timeframe for doing so) to ensure the underperformance will not be repeated and performance will achieve a KPI rating of Green as soon as reasonably practicable (the “Improvement Objective”).

3.5. The Buyer may require discussions with the Supplier concerning any underperformance issues, the reasons for their occurrence and any Supplier’s outline proposals for tackling them.

3.6. In the case of any performance against a KPI being rated as Amber in a report, the Buyer may require the Supplier to provide outline proposals to address



## Call-Off Schedule 14 (Performance Management Framework)

underperformance issues if these have not been included within the report, such proposals to be delivered to the Buyer within 5 days of its request.

- 3.7. Where any performance against a KPI is rated as Red in a report the Supplier shall, at the same time or promptly thereafter, produce an improvement plan ("Improvement Plan"), detailing the measures that the Supplier proposes to undertake to rectify the failure as well as any measures to be introduced to prevent the failure from occurring in the future.
- 3.8. The Buyer may require improvement or amendment of any proposals received from the Supplier pursuant to paragraphs 3.4, 3.5, 3.6 and/or 3.7 where the Buyer reasonably considers the proposals will not be sufficient to assure achievement of the Improvement Objective. The Supplier will have due regard to any such requirements in further developing and implementing proposals to achieve the Improvement Objectives.
- 3.9. In respect of any proposals required in paragraphs 3.4, 3.6, 3.7 and/or 3.8 respectively, the Supplier shall develop (and/or further develop) such proposals in good faith and using its best endeavours to achieve the Improvement Objective. The Supplier will diligently implement the proposals (as may have been amended in accordance with paragraph 3.8)
- 3.10. Where a Contract Key Performance Indicators has a percentage measure the Supplier's performance will be rounded up or down to the nearest whole number.

Call-Off Schedule 15 (Call-Off Contract Management)

Annex A: Key Performance Indicators

- Where Quarter is used this refers to Quarter Days as aligned with UK financial year quarters

No.	KPI	What is required to make this measurable?	KPI Measurement	KPI Rating		
				Red (Failure)	Amber (At Risk)	Green (Achieved)
1	Brief Acknowledge ment	Timeframe from receipt of client brief to submission of acknowledgment response to the Client by phone call or e-mail.	Response submitted within 4 working hours	<90% Acknowledge a brief within 4 working hours. Measurement on all responses over each quarter*.	>90% Acknowledge a brief within 4 working hours. Measurement on all responses over each quarter.	>95% Acknowledge a brief within 4 working hours. Measurement on all responses over each quarter.
2	Complaint Acknowledge ment	Timeframe from receipt of Buyer complaint to submission of acknowledgement of complaint which details next steps by phone call or e-mail.	Response submitted within 4 working hours.	<90% Acknowledge a complaint within 4 working hours. Measurement on all responses over each quarter.	>90% Acknowledge a complaint within 4 working hours. Measurement on all responses over each quarter.	>95% Acknowledge a complaint within 4 working hours. Measurement on all responses over each quarter.

### Call-Off Schedule 15 (Call-Off Contract Management)

3	Complaint Resolution	Timeframe from submission of complaint acknowledgment to submission of suggested complaint remedy	Response submitted within 8 working hours.	<p><b>&lt;90%</b></p> <p>Submit a complaint remedy within 8 working hours.</p> <p>Measurement on all responses over each quarter.</p>	<p><b>&gt;90%</b></p> <p>Submit a complaint remedy within 8 working hours.</p> <p>Measurement on all responses over each quarter.</p>	<p><b>&gt;95%</b></p> <p>Submit a complaint remedy within 8 working hours.</p> <p>Measurement on all responses over each quarter.</p>
4	Provision of proposal and quote	Timeframe from receipt of Buyer brief to submission of proposal and quote to the Client via e-mail	As specified by the client on a brief-by-brief basis.	<p><b>&lt;90%</b></p> <p>Within the specified date.</p> <p>Measurement on all responses over each quarter.</p>	<p><b>&gt;90%</b></p> <p>Within the specified date.</p> <p>Measurement on all responses over each quarter.</p>	<p><b>&gt;95%</b></p> <p>Within the specified date.</p> <p>Measurement on all responses over each quarter.</p>
5	Availability Office Hours	Availability of Project Management resources between 08:00 -18:30 on Monday to Friday ("Working Hours"). If the resources are not available immediately, contact to be made with the Client by phone call or e-mail within 2 hours of Client contact to confirm when resources will be available.	Confirmation of availability of resources within one working day or, contact by phone or email within 2 hours.	<p><b>&lt;90%</b></p> <p>Resources available immediately or confirm availability within 2 working hours.</p> <p>Measurement on responses over each quarter.</p>	<p><b>&gt;90%</b></p> <p>Resources available immediately or confirm availability within 2 working hours.</p> <p>Measurement on responses over each quarter.</p>	<p><b>&gt;95%</b></p> <p>Resources available immediately or confirm availability within 2 working hours.</p> <p>Measurement on responses over each quarter.</p>

## Call-Off Schedule 15 (Call-Off Contract Management)

6	Studio Services Artwork Amend	The Supplier providing amendments to the studio services artwork within 8 Working Hours of the Client providing feedback to the Supplier on the first draft of the studio services artwork.	Response submitted within 8 working hours.	<90% Response submitted within 8 working hours. Measurement on responses over each quarter.	>90% Response submitted within 8 working hours. Measurement on responses over each quarter.	>95% Response submitted within 8 working hours. Measurement on responses over each quarter.
7	Studio Services Artwork Upload	The Supplier will upload signed off final artwork to the specified DAM within 16 working hours or within urgent timeframe specified by client, which ever is sooner.	Update within 16 working hours or specified by client.	<90% Upload within 16 working hours/ as specified. Measurement on responses over each quarter.	>90% Upload within 16 working hours/ as specified. Measurement on responses over each quarter.	>95% Upload within 16 working hours/ as specified. Measurement on responses over each quarter.
8	Management Information (MI)	Monthly MI to be provided to the Client via e-mail within 2 weeks of the first day of the month.	MI provided within 2 weeks of 1 <sup>st</sup> day of the month.	<90% Submit report within 14 days from 1st of the month. Measurement on response monthly.	>90% Submit report within 14 days from 1st of the month. Measurement on response monthly.	>95% Submit report within 14 days from 1st of the month. Measurement on response monthly.

### Call-Off Schedule 15 (Call-Off Contract Management)

9	Number of projects delivered on time	Projects completed within the agreed timeframe (deadlines as agreed between the parties on a project-by-project basis).	Agreed deadlines met	<b>&lt;90%</b> Delivered within the deadline agreed. Measurement over each quarter.	<b>&gt;90%</b> Delivered within the deadline agreed. Measurement over each quarter.	<b>100%</b> Delivered within the deadline agreed. Measurement over each quarter.
10	Design Quality	Finished product, matches agreed specification.	Produce matches final specification agreed by client.	<b>&lt;59%</b> End product match agreed specification. Review at the end of each project. Measurement over each quarter.	<b>&gt;79%</b> End product match agreed specification. Review at the end of each project. Measurement over each quarter.	<b>100%</b> End product match agreed specification. Review at the end of each project. Measurement over each quarter.
11	Social Value – Identify initiative	Commit 1% of DBT's annual contract spend towards supporting in-work progression.	Identify initiative within the first 3 months of each contract year.	<b>&lt;95%</b> Identified initiative within first 3 months. Measurement annually.	<b>&gt;95%</b> Identified initiative within first 3 months. Measurement annually.	<b>100%</b> Identified initiative within first 3 months. Measurement annually.

Call-Off Schedule 15 (Call-Off Contract Management)

12	Social Value – Initiative Progress Update	Demonstrate how the committed spend is used to towards the agreed initiative.	Submit quarterly progress report within 7 days of every new quarter.	<div><div>&lt;90%</div><div>Submit interim progress report within 7 working days of each quarter.</div><div>Overall Measurement will take place annually.</div></div>	<div><div>&gt;90%</div><div>Submit report within 7 working days of each quarter.</div><div>Measurement annually.</div></div>	<div><div>100%</div><div>Submit report within 7 working days of each quarter.</div><div>Measurement annually.</div></div>
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## Call-Off Schedule 15 (Call-Off Contract Management)

### Call-Off Schedule 15 (Call-Off Contract Management)

#### 1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

**"Contract Manager"** the manager appointed in accordance with paragraph 2.1 of this Schedule;

#### 2. Managing the contract

2.1 The Agency and the Client shall each appoint a Contract Manager for the purposes of this Contract through whom the provision of the Deliverables shall be managed day-to-day.

2.2 The Parties shall ensure that appropriate resource and expertise is made available to deliver the aims, objectives and specific provisions of the Contract. The Client will give the Agency instructions as to its requirements for the Deliverables. These will be included in a Statement of Work and may include start and end dates for each stage of the proposed Deliverables.

2.3 During the Contract Period, the Agency will:

2.3.1 keep the Client fully informed as to the progress and status of all Deliverables, by preparing and submitting written reports at such intervals and in such format as is agreed by the Parties; and

2.3.2 promptly inform the Client of any actual or anticipated problems relating to provision of the Deliverables. Receipt of communication from the Agency by the Client does not absolve the Agency from its responsibilities, obligations or liabilities under the Contract.

2.4 During the Contract Period, the Parties' respective Contract Managers will arrange and attend meetings to review the status and progress of the Deliverables and to seek to resolve any issues that have arisen. These meetings will be held at locations and intervals as agreed by the Parties.

2.5 Unless otherwise agreed in the Statement of Work, the Agency will produce contact reports providing each Party with a written record of matters of substance discussed at meetings or in telephone conversations between the parties within 3 Working Days of such discussions. If the Client does not question any of the subject matter of a contact report within 7 Working Days of its receipt, it will be taken to be a correct record of the meeting or telephone conversation.

#### 3. Approvals and Authority





## Call-Off Schedule 15 (Call-Off Contract Management)

3.1 For the purposes of this Contract, any reference to Client Approval means written approval in one of the following ways:

3.1.1 the Client issuing a purchase order bearing the signature of an Authorised Client Approver, or

3.1.2 e-mail from the individual business e-mail address of an Authorised Client Approver, or

3.1.3 the signature of an Authorised Client Approver on the Agency's documentation.

3.2 Any reference to Agency Approval means written approval in one of the following ways:

3.2.1 e-mail from the individual business e-mail address of an Authorised Agency Approver, or

3.2.2 the signature of an Authorised Agency Approver on the Client's documentation.

3.3 The Agency will seek the Client's prior Approval of:

3.3.1 any estimates or quotations for any costs to be paid by the Client that are not agreed in a Statement of Work; and

3.3.2 any creative treatments, including but not limited to scripts, messaging, storyboards, copy, layouts, design, artwork, or proposed marketing activity.

3.4 The Agency will seek the Client's prior Approval of any draft Deliverables. The Client's Approval will be the Agency's authority to proceed with the use of the relevant Deliverables.

3.5 If the Client does not approve of any matter requiring Approval, it must notify the Agency of its reasons for disapproval within 14 days of the Agency's request.

3.6 If the Client delays approving or notifying the Agency as to its disapproval, the Agency will not be liable for any resulting delays or adverse impact caused to the delivery of the Statement of Work.

## 4. Monitoring Campaign Performance

4.1 The Agency agrees to provide access to data and support for Audits undertaken by the Client and its Auditors under the CRTPA relating to campaign performance under the Contract during and after campaigns.

4.2 The Agency will fully comply with all remote access requests.



## Call-Off Schedule 15 (Call-Off Contract Management)

4.3 The Auditor may share data with relevant key stakeholders as necessary to complete the work. Where the Client carries out an Audit it will own the resulting report and may share non-sensitive outcomes as appropriate.

4.4 The Agency and the Client will agree a plan to address Audit findings to optimise campaign performance.

## 5. **Contract Risk Management**

5.1 Both Parties will proactively manage risks attributed to them under the terms of this Contract.

5.2 The Agency will develop, operate, maintain and amend, as agreed with the Client, processes for:

5.2.1 the identification and management of risks;

5.2.2 the identification and management of issues; and

5.2.3 monitoring and controlling project plans.

## 6. **International Work**

6.1 The management and process for Client billing under Statements of Work including international work is to be agreed prior to the commencement of the Statement of Work and set out in the Statement of Work or Letter of Appointment.

### **Annex: Contract Boards**

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

The frequencies of business/ project review meetings will be agreed between both parties at the start of each project.



## Call-Off Schedule 20 (Call-Off Specification)

### Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Agency will be required to make available to the Client under this Call-Off Contract.

#### **Core Services**

The Agency appointed will be required to coordinate with multiple stakeholders and Clients across central government, government arm's length bodies and the wider public sector. Requirements will include but are not limited to translation, transcreation, versioning services, all playout & distribution of assets to media, as well as delivering at pace lower value adding creative tasks and content e.g. social content development and deployment, executing creative optimisation etc.

#### **1. Production**

The Agency will be able to offer low complex production services including but not limited to:

- Moving picture - video – including promotional films, online (viral) content, interviews etc
- Sound – including producing radio fillers, podcasts, editorial for broadcast
- Graphics
- Photography
- Virtual and Augmented Reality
- Social media content

#### **2. Translation and Transcreation**

The Agency will have the ability to provide translation and transcreation services across a variety of different formats. Services include but are not limited to:

- Translation Services including a translation management system
- Transcreation Services
- Terminology and translation memory and glossaries
- Cultural insight and consultation
- Validation
- Editing, reviewing and copywriting

Translation Agencies must have the capability to work effectively with DBT's Creative end-to-end agencies, to ensure they have the correct design and artworking capabilities in order to execute translations into adverts, where required. For example, this would include access to fonts and the ability to build digital banners so correct typesetting for languages can be undertaken in the artwork files.



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#### Call-Off Schedule 20 (Call-Off Specification)

The markets for translation services will include but are not limited to:

#### Domestic campaign translation:

- Welsh
- Arabic
- Bengali
- Chinese
- Gujarati
- Hindi
- Panjabi
- Polish
- Romanian
- Somali
- Slovakian
- Urdu

#### International campaign translation:

- Africa – South Africa, Nigeria, Ghana, Kenya, Ethiopia, Egypt, Morocco, Tunisian Arabic, French (Mali, Senegal, Côte D’Ivoire).
- Asia Pacific – Japan, Australia, New Zealand, South Korea, Taiwan, Malaysia, Philippines and Singapore.
- China & Hong Kong
- Europe
- EECAN – Georgia, Turkey, Russia, Ukraine, Uzbekistan and Kazakhstan.
- LATAC – Brazil, El Salvador, Mexico & Colombia.
- MEAP – Gulf Markets - Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the UAE.
- North America – USA and Canada
- South Asia – India.

Language translation requirements include but are not limited to the following:

#### Europe

- Denmark - Dansk
- France - Français
- Germany - Deutsch
- Italy - Italiano
- Netherlands - Netherlands
- Norway - Bokmål
- Russia - Русский
- Spain - Español



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#### Call-Off Schedule 20 (Call-Off Specification)

- Sweden - Svenska
- Switzerland - Deutsch, Français, Netherlands
- Belgium - Deutsch, Français, Netherlands
- Lithuanian - Lietuvis
- Polish - Polskie
- Estonian - Eesti Keel
- Finnish - Suomalainen
- Ukrainian - український

#### Asia Pacific

- Australia - English
- China - 中文 / Zhōngwén
- India - English
- Japan - 日本人 / Nihonjin
- Korea - 한국어 / hangug-eo
- Hong Kong – 广东话 / Guǎngdōng huà

#### The Americas

- Brasil - Português
- Canada - English, French Canadian
- USA - English
- Mexico - Español

#### Other Countries

- Global - English
- Middle East - الشرق الأوسط / English

### **3. Versioning and Adaptation**

These services will be provided to DBT across a variety of formats, including but not limited to:

- Photography
- Videography
- Animation
- Logos
- Infographics
- Music
- Audio
- Documents

These assets will be distributed to DBT and to DBT's specified Media Buying Agency to place across a variety of different channels including but not limited to:

- |                          |                       |
|--------------------------|-----------------------|
| • Print – National Press | • Pay-per-click (PPC) |
| • Print – Local Press    | • In-app              |
| • Print – Consumer       | • SMS Marketing       |

#### Call-Off Schedule 20 (Call-Off Specification)

- Print – Trade Press
- Print – Financial Press
- Print – Recruitment
- Print – Magazine
- Print – Specialist Titles
- Digital Radio
- Radio
- TV
- Regional TV
- Out of Home (OOH)
- Out of Home (OOH) Digital
- Digital Display
- Experiential
- Direct Mail
- Email Marketing
- Smart TV/Games Console
- Cinema
- Telemarketing
- Content Marketing
- Search Engines
- Voice and Audio Services
- Sponsorship
- Recruitment Channels/Job Boards
- Emerging Channels as required (e.g. AI, VR)
- Addressable Media (including TV)
- Regional media
- Vod/AdSmart
- Hyper Local Media

#### 4. Layout and Distribution

The Agency will need to have the ability to provide layout and distribution services to manage cross media delivery of assets to either the broadcasters, to the Media Buying Agency or to digital delivery platforms.

This will include but is not limited to:

- Ensuring through automated processes that formatting is correct for every channel, media owner and platform
- Ensuring content meets regulatory requirements
- High quality broadcast-grade transcoding from original masters and instant quality checks
- Ensuring secure delivery of ads from a single platform
- Enabling full visibility of ads for Clients before, during and after campaigns go live

#### 5. Digital Asset Management (DAM)

The Agency will need to upload digital asset to a DAM platform as specified by DBT.

The Agency will need the technical ability to directly and securely share/transfer data to such systems upon request, through secure means, for example: direct API connections or automated data transfer services.



## Joint Schedule 1 (Definitions)

**Joint Schedule 1 (Definitions)**

- 1.1 In each Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Joint 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 each 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 Central Government Body;
  - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted 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;
  - 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 each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract;



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Joint Schedule 1 (Definitions)

- 1.3.12 where the Client is a Central Government Body it shall be treated as contracting with the Crown as a whole;
- 1.3.13 any reference in a Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
- (a) 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 Exit 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
  - (b) any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred;
- 1.3.14 unless otherwise provided, references to "**Buyer**" or "**Client**" shall be construed as including Exempt Buyers; and
- 1.3.15 unless otherwise provided, references to "**Call-Off Contract**" and "**Contract**" shall be construed as including Exempt Call-off Contracts.
- 1.4 In each Contract, unless the context otherwise requires, the following words shall have the following meanings:

<b>"Additional Insurances"</b>	insurance requirements relating to a Call-Off Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements);
<b>"Admin Fee"</b>	means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the CCS on: <a href="http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees">http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees</a> ;
<b>"Advertising Regulations"</b>	a present or future applicable code of practice or adjudication of the Committee of Advertising Practice, Broadcast Committee of Advertising Practice or the Advertising Standards Authority (including any applicable modification, extension or replacement thereof), together with other UK laws, statutes and regulations which are directly applicable to the Deliverables;
<b>"Affected Party"</b>	the Party seeking to claim relief in respect of a Force Majeure Event;





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Joint Schedule 1 (Definitions)

<b>"Affiliates"</b>	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 of that body corporate from time to time;
<b>"Agency"</b>	the person, firm or company identified in the Framework Award Form;
<b>"Agency Assets"</b>	all assets and rights used by the Agency to provide the Deliverables in accordance with the Call-Off Contract but excluding the Client Assets;
<b>"Agency Authorised Representative"</b>	the representative appointed by the Agency named in the Framework Award Form, or later defined in a Call-Off Contract;
<b>"Agency's Confidential Information"</b>	<p>any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Agency (including the Agency Existing IPR) trade secrets, Know-How, and/or personnel of the Agency;</p> <p>any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Agency's attention or into the Agency's possession in connection with a Contract;</p> <p>Information derived from any of (a) and (b) above;</p>
<b>"Agency's Contract Manager"</b>	the person identified in the Order Form appointed by the Agency to oversee the operation of the Call-Off Contract and any alternative person whom the Agency intends to appoint to the role, provided that the Agency informs the Client prior to the appointment;
<b>"Agency Equipment"</b>	The Agency's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Agency (but not hired, leased or loaned from the Client) in the performance of its obligations under this Call-Off Contract;
<b>"Agency Marketing Contact"</b>	shall be the person identified in the Framework Award Form;
<b>"Agency Non-Performance"</b>	<p>where the Agency has failed to:</p> <p>Achieve a Milestone by its Milestone Date;</p> <p>provide the Service and/or Goods in accordance with the Service Levels; and/or</p> <p>comply with an obligation under a Contract;</p>
<b>"Agency Profit"</b>	in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of a Call-Off Contract for the relevant period;



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<b>"Agency Profit Margin"</b>	in relation to a period or a Milestone (as the context requires), the Agency Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
<b>"Agency Staff"</b>	all directors, officers, employees, agents, consultants and contractors of the Agency and/or of any Subcontractor engaged in the performance of the Agency's obligations under a Contract;
<b>"Audit"</b>	<p>the Relevant Authority's right to:</p> <ul style="list-style-type: none"> <li>) verify the accuracy of the Charges and any other amounts payable by a Client under a Call-Off Contract (including proposed or actual variations to them in accordance with the Contract);</li> <li>) verify the costs of the Agency (including the costs of all Subcontractors and any third-party suppliers) in connection with the provision of the Services;</li> <li>) verify the Open Book Data;</li> <li>) verify the Client's and each Subcontractor's compliance with the Contract and applicable Law;</li> <li>) identify or investigate actual or suspected breach of Clauses 27 to 33 and/or Joint Schedule 5 (Corporate Social Responsibility), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Relevant Authority shall have no obligation to inform the Agency of the purpose or objective of its investigations;</li> </ul> <p>identify or investigate any circumstances which may impact upon the financial stability of the Agency, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables;</p> <ul style="list-style-type: none"> <li>) obtain such information as is necessary to fulfil the Relevant Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;</li> <li>) review any books of account and the internal contract management accounts kept by the Agency in connection with each Contract including job or activity level accounts and reconciliations of estimated to actual Charges and costs (including the costs of all Subcontractors, any third-party suppliers, any group or associated companies and any travel and subsistence costs recharged by the Agency);</li> </ul> <p>carry out the Relevant Authority's internal and statutory audits and to prepare, examine and/or certify the Relevant Authority's annual and interim reports and accounts;</p>



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	<p>enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Relevant Authority has used its resources;</p> <p>) monitor the performance of a Statement of Work against its objectives; or</p> <p>verify the accuracy and completeness of any Management Information delivered or required by the Framework Contract;</p>
<b>"Auditor"</b>	<p>the Relevant Authority's internal and external auditors;</p> <p>) the Relevant Authority's statutory or regulatory auditors;</p> <p>) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;</p> <p>) HM Treasury or the Cabinet Office or GCS;</p> <p>) any party formally appointed by the Relevant Authority to carry out audit or similar review functions; and</p> <p>successors or assigns of any of the above;</p>
<b>"Authorised Client Approver"</b>	any personnel of the Client who have the authority to contractually bind the Client in all matters relating to a Call-Off Contract. They must be named in the applicable Statement of Work, and the Agency must be notified if they change;
<b>"Authorised Agency Approver"</b>	any personnel of the Agency who have the authority to contractually bind the Agency in all matters relating to a Call-Off Contract. They must be named in the applicable Statement of Work, and the Client must be notified if they change;
<b>"Authority"</b>	CCS and each Client;
<b>"Authority Cause"</b>	any breach of the obligations of the Relevant Authority or any other default, act, omission, negligence or statement of the Relevant Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Relevant Authority is liable to the Agency;
<b>"BACS"</b>	the Bankers' Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom;
<b>"Beneficiary"</b>	a Party having (or claiming to have) the benefit of an indemnity under this Contract;

## Joint Schedule 1 (Definitions)

<b>"Branding Guidance"</b>	the agency marketing toolkit which includes logos and guidance provided by CCS to the Agency;
<b>"Brief"</b>	a statement issued by the Client detailing its requirements in respect of Deliverables issued in accordance with the Call-Off Procedure and included as Call-Off Schedule 20 (Call-Off Specification);
<b>"Buyer"</b>	means the Client;
<b>"Buyer Assets"</b>	the Client's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Client and which is or may be used in connection with the provision of the Deliverables which remain the property of the Client throughout the term of the Contract;
<b>"Buyer Authorised Representative"</b>	the representative appointed by the Client from time to time in relation to the Call-Off Contract initially identified in the Order Form;
<b>"Buyer Premises"</b>	premises owned, controlled or occupied by the Client which are made available for use by the Agency or its Subcontractors for the provision of the Deliverables (or any of them);
<b>"Call-Off Contract"</b>	the contract between the Client and the Agency (entered into pursuant to the provisions of the Framework Contract), which consists of the terms set out and referred to in the Order Form including any subsequently agreed Statements of Work;
<b>"Call-Off Contract Period"</b>	the Contract Period in respect of the Call-Off Contract;
<b>"Call-Off Expiry Date"</b>	the scheduled date of the end of a Call-Off Contract as stated in the Order Form;
<b>"Call-Off Incorporated Terms"</b>	the contractual terms applicable to the Call-Off Contract specified under the relevant heading in the Order Form;
<b>"Call-Off Initial Period"</b>	the Initial Period of a Call-Off Contract specified in the Order Form;
<b>"Call-Off Optional Extension Period"</b>	such period or periods beyond which the Call-Off Initial Period may be extended as specified in the Order Form;
<b>"Call-Off Procedure"</b>	the process for awarding a Call-Off Contract pursuant to Clause 2 (How the contract works) and Framework Schedule 7 (Call-Off Award Procedure);
<b>"Call-Off Special Terms"</b>	any additional terms and conditions specified in the Order Form incorporated into the applicable Call-Off Contract;
<b>"Call-Off Start Date"</b>	the date of start of a Call-Off Contract as stated in the Order Form;

## Joint Schedule 1 (Definitions)

<b>"CCS"</b>	the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
<b>"CCS Authorised Representative"</b>	the representative appointed by CCS from time to time in relation to the Framework Contract initially identified in the Framework Award Form;
<b>"Central Government Body"</b>	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:  Government Department;  Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);  Non-Ministerial Department; or  Executive Agency;
<b>"Change in Law"</b>	any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date;
<b>"Change of Control"</b>	a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
<b>"Charges"</b>	the prices (exclusive of any applicable VAT), payable to the Agency by the Client under the Call-Off Contract, as set out in the Order Form, for the full and proper performance by the Agency of its obligations under the Call-Off Contract less any Deductions and the GCS Management Charge;
<b>"Claim"</b>	any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;
<b>"Client"</b>	the relevant public sector purchaser identified as such in the Order Form;
<b>"Client Assets"</b>	the Client's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Client and which is or may be used in connection with the provision of the Deliverables which remain the property of the Client throughout the term of the Contract;
<b>"Client Authorised Representative"</b>	the representative appointed by the Client from time to time in relation to the Call-Off Contract initially identified in the Order Form;



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<b>"Client Premises"</b>	premises owned, controlled or occupied by the Client which are made available for use by the Agency or its Subcontractors for the provision of the Deliverables (or any of them);
<b>"Commercially Sensitive Information"</b>	the Confidential Information listed in the Framework Award Form or Order Form (if any) comprising of commercially sensitive information relating to the Agency, its IPR or its business or which the Agency has indicated to the Authority that, if disclosed by the Authority, would cause the Agency significant commercial disadvantage or material financial loss;
<b>"Comparable Supply"</b>	the supply of Deliverables to another Client of the Agency that are the same or similar to the Deliverables;
<b>"Compliance Officer"</b>	the person(s) appointed by the Agency who is responsible for ensuring that the Agency complies with its legal obligations;
<b>"Confidential Information"</b>	means any information, however and whenever it is conveyed, that relates to the business, affairs, developments, trade secrets, Briefs, Know-How, personnel and suppliers of CCS, the Client or the Agency, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as " <b>confidential</b> ") or which ought reasonably to be considered to be confidential;
<b>"Conflict of Interest"</b>	a conflict between the financial or personal duties of the Agency or the Agency Staff and the duties owed to CCS or any Client under a Contract, in the reasonable opinion of the Client or CCS;
<b>"Contract"</b>	either the Framework Contract or the Call-Off Contract, as the context requires;
<b>"Contract Period"</b>	the term of either a Framework Contract or Call-Off Contract on and from the earlier of the:  a) applicable Start Date; or  b) the Effective Date  up to and including the applicable End Date;
<b>"Contract Value"</b>	the higher of the actual or expected total Charges paid or payable under a Contract where all obligations are met by the Agency;
<b>"Contract Year"</b>	a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof;
<b>"Control"</b>	control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and " <b>Controlled</b> " shall be construed accordingly;



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<b>"Controller"</b>	has the meaning given to it in the UK GDPR;
<b>"Core Terms"</b>	CCS' terms and conditions for common goods and services which govern how Agencies must interact with CCS and Clients under Framework Contracts and Call-Off Contracts;
<b>"Costs"</b>	<p>the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Agency in providing the Deliverables:</p> <ul style="list-style-type: none"> <li>) the cost to the Agency or the Key Subcontractor (as the context requires), calculated per Work Day, of engaging the Agency Staff, including: <ul style="list-style-type: none"> <li>base salary paid to the Agency Staff;</li> <li>employer's National Insurance contributions;</li> <li>) pension contributions;</li> <li>) car allowances;</li> <li>any other contractual employment benefits;</li> <li>) staff training;</li> <li>) work place accommodation;</li> <li>i) work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and</li> <li>) reasonable recruitment costs, as agreed with the Client;</li> <li>) costs incurred in respect of Agency Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Agency Assets by the Agency to the Client or (to the extent that risk and title in any Agency Asset is not held by the Agency) any cost actually incurred by the Agency in respect of those Agency Assets;</li> <li>) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Agency in the provision of the Deliverables; and</li> <li>) Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables;</li> </ul> <p style="margin-left: 40px;">but excluding:</p> <p>Overhead;</p> </li> </ul>

## Joint Schedule 1 (Definitions)

	<p>financing or similar costs;</p> <p>) maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Call-Off Contract Period whether in relation to Agency Assets or otherwise;</p> <p>taxation;</p> <p>) fines and penalties;</p> <p>) amounts payable under Call-Off Schedule 16 (Benchmarking) where such Schedule is used; and</p> <p>non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
<b>"CRTPA"</b>	the Contract Rights of Third Parties Act 1999;
<b>"Data Protection Impact Assessment"</b>	an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
<b>"Data Protection Legislation"</b>	The UK GDPR, as amended from time to time (ii) the DPA 2018 to the extent that it relates to Processing of personal data and privacy; (iii) all applicable Law about the Processing of Personal Data and privacy;
<b>"Data Protection Liability Cap"</b>	the amount specified in the Framework Award Form;
<b>"Data Protection Officer"</b>	has the meaning given to it in the UK GDPR;
<b>"Data Subject"</b>	has the meaning given to it in the UK GDPR;
<b>"Data Subject Access Request"</b>	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
<b>"Deductions"</b>	all Delay Payments (if applicable), or any other deduction which the Client is paid or is payable to the Client under a Call-Off Contract;
<b>"Default"</b>	any breach of the obligations of the Agency (including abandonment of a Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Agency, of its Subcontractors or any Agency Staff howsoever arising in connection with or in relation to the subject-matter of a Contract and in respect of which the Agency is liable to the Relevant Authority;
<b>"Default Management Charge"</b>	has the meaning given to it in Paragraph 8.1.1 of Framework Schedule 5 (Management Charges and Information);





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<b>"Delay Payments"</b>	the amounts (if any) payable by the Agency to the Client in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
<b>"Deliverables"</b>	Service and/or Goods that may be ordered under the Contract including the Documentation;
<b>"Delivery"</b>	delivery of the relevant Deliverable or Milestone in accordance with the terms of a Call-Off Contract as confirmed and accepted by the Client by the either (a) confirmation in writing to the Agency. <b>"Deliver"</b> and <b>"Delivered"</b> shall be construed accordingly;
<b>"Disclosing Party"</b>	the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential);
<b>"Dispute"</b>	any claim, dispute or difference (whether contractual or non-contractual) arising out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;
<b>"Dispute Resolution Procedure"</b>	the dispute resolution procedure set out in Clause 34 (Resolving disputes);
<b>"Documentation"</b>	<p>descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Agency to the Client under a Contract as:</p> <p>would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Client to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables</p> <p>is required by the Agency in order to provide the Deliverables; and/or</p> <p>has been or shall be generated for the purpose of providing the Deliverables;</p>
<b>"DOTAS"</b>	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

## Joint Schedule 1 (Definitions)

	vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions;
<b>"DPA 2018"</b>	the Data Protection Act 2018;
<b>"Due Diligence Information"</b>	any information supplied to the Agency by or on behalf of the Authority prior to the Start Date;
<b>"Effective Date"</b>	the date on which the final Party has signed the Contract;
<b>"EIR"</b>	the Environmental Information Regulations 2004;
<b>"Electronic Invoice"</b>	an invoice which has been issued, transmitted and received in a structured electronic format which allows for its automatic and electronic processing and which complies with (a) the European standard and (b) any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870;
<b>"Employment Regulations"</b>	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the European Council Directive 77/187/EEC;
<b>"End Date"</b>	the earlier of:  the Expiry Date (as extended by any Extension Period exercised by the Relevant Authority under Clause 10.1.2); or  if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract;
<b>"Environmental Policy"</b>	to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Client;
<b>"Equality and Human Rights Commission"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
<b>"Estimated Year 1 Charges"</b>	the anticipated total Charges payable by the Client in the first Contract Year specified in the Order Form;
<b>"Estimated Yearly Charges"</b>	means for the purposes of calculating each Party's annual liability under clause 11.2:  i) in the first Contract Year, the Estimated Year 1 Charges; or  ii) in the any subsequent Contract Years, the Charges paid or payable in the previous Call-off Contract Year; or



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	iii) after the end of the Call-off Contract, the Charges paid or payable in the last Contract Year during the Call-off Contract Period;
<b>"Exempt Buyer"</b>	a public sector purchaser that is: a) eligible to use the Framework Contract; and b) is entering into an Exempt Call-off Contract that is not subject to (as applicable) any of: i) the Regulations; ii) the Concession Contracts Regulations 2016 (SI 2016/273); iii) the Utilities Contracts Regulations 2016 (SI 2016/274); iv) the Defence and Security Public Contracts Regulations 2011 (SI 2011/1848); v) the Remedies Directive (2007/66/EC); vi) Directive 2014/23/EU of the European Parliament and Council; vii) Directive 2014/24/EU of the European Parliament and Council; viii) Directive 2014/25/EU of the European Parliament and Council; or ix) Directive 2009/81/EC of the European Parliament and Council;
<b>"Exempt Call-off Contract"</b>	the contract between the Exempt Buyer and the Agency for Deliverables which consists of the terms set out and referred to in the Order Form incorporating and, where necessary, amending, refining or adding to the terms of the Framework Contract;
<b>"Exempt Procurement Amendments"</b>	any amendments, refinements or additions to any of the terms of the Framework Contract made through the Exempt Call-off Contract to reflect the specific needs of an Exempt Buyer to the extent permitted by and in accordance with any legal requirements applicable to that Exempt Buyer;
<b>"Existing IPR"</b>	any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
<b>"Exit Day"</b>	shall have the meaning in the European Union (Withdrawal) Act 2018;
<b>"Expiry Date"</b>	the Framework Expiry Date or the Call-Off Expiry Date (as the context dictates);
<b>"Extension Period"</b>	the Framework Optional Extension Period or the Call-Off Optional Extension Period as the context dictates;



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<b>"FOIA"</b>	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 relevant Government department in relation to such legislation;
<b>"Force Majeure Event"</b>	any event outside the reasonable control of either Party affecting its performance of its obligations under the 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: <ul style="list-style-type: none"> <li>a) riots, civil commotion, war or armed conflict;</li> <li>b) acts of terrorism;</li> <li>c) acts of government, local government or regulatory bodies;</li> <li>d) fire, flood, storm or earthquake or other natural disaster,</li> </ul> but excluding any industrial dispute relating to the Agency, the Agency Staff or any other failure in the Agency or the Subcontractor's supply chain;
<b>"Force Majeure Notice"</b>	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;
<b>"Framework Award Form"</b>	the document outlining the Framework Incorporated Terms and crucial information required for the Framework Contract, to be executed by the Agency and CCS;
<b>"Framework Contract"</b>	the framework agreement established between CCS and the Agency in accordance with Regulation 33 by the Framework Award Form for the provision of the Deliverables to Clients by the Agency pursuant to the FTS Notice;
<b>"Framework Contract Period"</b>	the period from the Framework Start Date until the End Date of the Framework Contract;
<b>"Framework Expiry Date"</b>	the scheduled date of the end of the Framework Contract as stated in the Framework Award Form;
<b>"Framework Incorporated Terms"</b>	the contractual terms applicable to the Framework Contract specified in the Framework Award Form;
<b>"Framework Optional Extension Period"</b>	such period or periods beyond which the Framework Contract Period may be extended as specified in the Framework Award Form;

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<b>"Framework Price(s)"</b>	the price(s) applicable to the provision of the Deliverables set out in Framework Schedule 3 (Framework Prices);
<b>"Framework Special Terms"</b>	any additional terms and conditions specified in the Framework Award Form incorporated into the Framework Contract;
<b>"Framework Start Date"</b>	the date of start of the Framework Contract as stated in the Framework Award Form;
<b>"Framework Suppliers"</b>	all suppliers able to bid for work following the conclusion of the procurement under the FTS Notice;
<b>"Framework Tender Response"</b>	the tender submitted by the Agency to CCS and annexed to or referred to in Framework Schedule 2 (Framework Tender);
<b>"Further Competition Procedure"</b>	the further competition procedure described in Framework Schedule 7 (Call-Off Award Procedure);
<b>"GCS"</b>	the professional body for public service communicators working in government departments, agencies and arm's length bodies;
<b>"GCS Management Charge"</b>	the sum specified in the Framework Award Form payable by Central Government Bodies to the Agency on behalf of CCS;
<b>"General Anti-Abuse Rule"</b>	a) the legislation in Part 5 of the Finance Act 2013 and; and b) any future legislation introduced into parliament to counteract Tax advantages arising from abusive arrangements to avoid National Insurance contributions;
<b>"General Change in Law"</b>	a Change in Law where the change is of a general legislative nature (including Tax or duties of any sort affecting the Agency) or which affects or relates to a Comparable Supply;
<b>"Goods"</b>	goods made available by the Agency as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form;
<b>"Good Industry Practice"</b>	standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
<b>"Government"</b>	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and



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	government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"Government Data"</b>	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, including any of the Authority's Confidential Information, and which: <ul style="list-style-type: none"> <li>i) are supplied to the Agency by or on behalf of the Authority; or</li> <li>ii) the Agency is required to generate, process, store or transmit pursuant to a Contract;</li> </ul>
<b>"Guarantor"</b>	the person (if any) who has entered into a guarantee in the form set out in Joint Schedule 8 (Guarantee) in relation to this Contract;
<b>"Halifax Abuse Principle"</b>	the principle explained in the CJEU Case C-255/02 Halifax and others;
<b>"HMRC"</b>	Her Majesty's Revenue and Customs;
<b>"ICT Policy"</b>	the Client's policy in respect of information and communications technology, referred to in the Order Form, which is in force as at the Call-Off Start Date (a copy of which has been supplied to the Agency), as updated from time to time in accordance with the Variation Procedure;
<b>"Impact Assessment"</b>	an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including: <ul style="list-style-type: none"> <li>a) details of the impact of the proposed Variation on the Deliverables and the Agency's ability to meet its other obligations under the Contract;</li> <li>b) details of the cost of implementing the proposed Variation;</li> <li>c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Framework Prices/Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;</li> <li>d) a timetable for the implementation, together with any proposals for the testing of the Variation; and</li> <li>e) such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request;</li> </ul>
<b>"Implementation Plan" Not Applicable</b>	the plan for provision of the Deliverables set out in Call-Off Schedule 13 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Agency and the Client;



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<b>"Indemnifier"</b>	a Party from whom an indemnity is sought under this Contract;
<b>"Independent Control"</b>	where a Controller has provided Personal Data to another Party which is not a Processor or a Joint Controller because the recipient itself determines the purposes and means of Processing but does so separately from the Controller providing it with Personal Data and <b>"Independent Controller"</b> shall be construed accordingly;
<b>"Indexation"</b>	the adjustment of an amount or sum in accordance with Framework Schedule 3 (Framework Prices) and the relevant Order Form;
<b>"Information"</b>	has the meaning given under section 84 of the Freedom of Information Act 2000;
<b>"Information Commissioner"</b>	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
<b>"Initial Period"</b>	the initial term of a Contract specified in the Framework Award Form or the Order Form, as the context requires;
<b>"Insolvency Event"</b>	<p>with respect to any person, means:</p> <p>(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:</p> <p>(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</p> <p>(ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986;</p> <p>(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;</p> <p>(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;</p> <p>(d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or</p>



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	<p>enforced on or sued against, the whole or any part of that person's assets and such attachment or process is not discharged within 14 days;</p> <p>(e) that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;</p> <p>(f) where that person is a company, a LLP or a partnership:</p> <p>(i) a petition is presented (which is not dismissed within 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;</p> <p>(ii) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;</p> <p>(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</p> <p>(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</p> <p>(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;</p>
<b>"Intellectual Property Rights" or "IPR"</b>	<p>a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semiconductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>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</p> <p>c) all other rights having equivalent or similar effect in any country or jurisdiction;</p>
<b>"Invoicing Address"</b>	<p>the address to which the Agency shall invoice the Client as specified in the Order Form;</p>





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<b>"IPR Claim"</b>	any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Agency (or to which the Agency has provided access) to the Relevant Authority in the fulfilment of its obligations under a Contract;
<b>"IR35"</b>	the off-payroll rules requiring individuals who work through their company pay the same income tax and National Insurance contributions as an employee which can be found online at: <a href="https://www.gov.uk/guidance/ir35-find-out-if-it-applies">https://www.gov.uk/guidance/ir35-find-out-if-it-applies</a> ;
<b>"Joint Controller Agreement"</b>	the agreement (if any) entered into between the Relevant Authority and the Agency substantially in the form set out in Annex 2 of Joint Schedule 11 ( <i>Processing Data</i> );
<b>"Joint Controllers"</b>	where two or more Controllers jointly determine the purposes and means of Processing;
<b>"Key Performance Indicators" or "KPIs"</b>	the performance measurements and targets in respect of the Agency's performance of the Framework Contract set out in Framework Schedule 14 (Performance Management Framework);
<b>"Key Staff"</b>	the individuals (if any) identified as such in the Order Form;
<b>"Key Sub-Contract"</b>	each Sub-Contract with a Key Subcontractor;
<b>"Key Subcontractor"</b>	<p>any Subcontractor:</p> <ul style="list-style-type: none"> <li>a) which is relied upon to deliver any work package within the Deliverables in their entirety; and/or</li> <li>b) which, in the opinion of CCS or the Client performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or</li> <li>c) 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 the Call-Off Contract, <p>and the Agency shall list all such Key Subcontractors in section 19 of the Framework Award Form and in the Key Subcontractor Section in Order Form;</p> </li></ul>

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<b>"Know-How"</b>	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party's possession before the applicable Start Date;
<b>"Law"</b>	any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply;
<b>"Letter of Appointment Template"</b>	the template in Framework Schedule 6 (Letter of Appointment Template and Call-Off Schedules);
<b>"Losses"</b>	all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and <b>"Loss"</b> shall be interpreted accordingly;
<b>"Lots"</b>	the number of lots specified in Framework Schedule 1 (Specification), if applicable;
<b>"Management Charge"</b>	the sum specified in the Framework Award Form payable by the Agency to CCS in accordance with Framework Schedule 5 (Management Charges and Information);
<b>"Management Information" or "MI"</b>	the management information specified in Framework Schedule 5 (Management Charges and Information);
<b>"MI Default"</b>	means when two (2) MI Reports are not provided in any rolling six (6) month period
<b>"MI Failure"</b>	means when an MI report: <ul style="list-style-type: none"> <li>a) contains any material errors or material omissions or a missing mandatory field; or</li> <li>b) is submitted using an incorrect MI reporting Template; or</li> <li>c) is not submitted by the reporting date (including where a declaration of no business should have been filed);</li> </ul>
<b>"MI Report"</b>	means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 5 (Management Charges and Information);

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<b>"MI Reporting Template"</b>	means the form of report set out in the Annex to Framework Schedule 5 (Management Charges and Information) setting out the information the Agency is required to supply to the Authority;
<b>"Milestone"</b>	an event or task described in the Implementation Plan;
<b>"Milestone Date"</b>	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
<b>"Month"</b>	a calendar month and <b>"Monthly"</b> shall be interpreted accordingly;
<b>"Moral Rights"</b>	all rights described in Part I, Chapter IV of the Copyright Designs and Patents Act 1988 and any similar rights of authors anywhere in the world;
<b>"National Insurance"</b>	contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004);
<b>"New IPR"</b>	<p>a) IPR in items created by the Agency (or by a third party on behalf of the Agency) specifically for the purposes of a Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>b) IPR in or arising as a result of the performance of the Agency's obligations under a Contract and all updates and amendments to the same;</p> <p>but shall not include the Agency's Existing IPR;</p>
<b>"Occasion of Tax Non-Compliance"</b>	<p>where:</p> <p>a) any Tax return of the Agency 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:</p> <p>i) a Relevant Tax Authority successfully challenging the Agency under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any Tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</p> <p>ii) the failure of an avoidance scheme which the Agency 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 in any jurisdiction; and/or</p> <p>b) any Tax return of the Agency submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for Tax</p>



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	related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;
<b>"Open Book Data"</b>	<p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Call-Off Contract, including details and all assumptions relating to:</p> <ul style="list-style-type: none"> <li>a) the Agency's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;</li> <li>b) operating expenditure relating to the provision of the Deliverables including an analysis showing: <ul style="list-style-type: none"> <li>i) the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;</li> <li>ii) staff costs broken down into the number and grade/role of all Agency Staff (free of any contingency) together with a list of actual hours worked from the time recording system and agreed rates against each grade;</li> <li>iii) a list of Costs underpinning those rates for each grade, being the agreed rate less the Agency Profit Margin; and</li> <li>iv) Reimbursable Expenses, if allowed under the Order Form;</li> </ul> </li> <li>c) Overheads;</li> <li>d) all interest, expenses and any other third-party financing costs incurred in relation to the provision of the Deliverables;</li> <li>e) the Agency Profit achieved over the Framework Contract Period and on an annual basis;</li> <li>f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Agency;</li> <li>g) an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and</li> <li>h) the actual Costs profile for each Service Period;</li> </ul>
<b>"Order"</b>	means an order for the provision of the Deliverables placed by a Client with the Agency under a Contract;

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<b>"Order Form"</b>	a completed Letter of Appointment Template (or equivalent information issued by the Client) used to create a Call-Off Contract;
<b>"Other Contracting Authority"</b>	any actual or potential Client under the Framework Contract;
<b>"Overhead"</b>	those amounts which are intended to recover a proportion of the Agency's or the Key Subcontractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Agency Staff and accordingly included within limb (a) of the definition of "Costs";
<b>"Parliament"</b>	takes its natural meaning as interpreted by Law;
<b>"Party"</b>	in the context of the Framework Contract, CCS or the Agency, and in the in the context of a Call-Off Contract the Client or the Agency. <b>"Parties"</b> shall mean both of them where the context permits;
<b>"Personal Data"</b>	has the meaning given to it in the UK GDPR;
<b>"Personal Data Breach"</b>	has the meaning given to it in the UK GDPR;
<b>"Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of a Party and/or of any Subcontractor and/or Subprocessor engaged in the performance of its obligations under a Contract;
<b>"Prescribed Person"</b>	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', 24 November 2016, available online at: <a href="https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies">https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies</a> ;
<b>"Processing"</b>	has the meaning given to it in the GDPR;
<b>"Processor"</b>	has the meaning given to it in the GDPR;
<b>"Progress Meeting"</b>	a meeting between the Client Authorised Representative and the Agency Authorised Representative;
<b>"Progress Meeting Frequency"</b>	the frequency at which the Agency shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form;
<b>"Progress Report"</b>	a report provided by the Agency indicating the steps taken to achieve Milestones or delivery dates;
<b>"Progress Report Frequency"</b>	the frequency at which the Agency shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form;



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<b>"Prohibited Acts"</b>	<p>a) to directly or indirectly offer, promise or give any person working for or engaged by a Client or any other public body a financial or other advantage to:</p> <ul style="list-style-type: none"> <li>i) induce that person to perform improperly a relevant function or activity; or</li> <li>ii) reward that person for improper performance of a relevant function or activity;</li> </ul> <p>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 each Contract; or</p> <p>c) committing any offence:</p> <ul style="list-style-type: none"> <li>i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or</li> <li>ii) under legislation or common law concerning fraudulent acts; or</li> <li>iii) defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or</li> </ul> <p>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;</p>
<b>"Proposal"</b>	the tender submitted by the Agency in response to the Client's Brief following a Further Competition Procedure and set out at Call-Off Schedule 4 (Call-Off Proposal);
<b>"Protective Measures"</b>	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in Framework Schedule 9 (Cyber Essentials Scheme), if applicable, in the case of the Framework Contract or Call-Off Schedule 9 (Security), if applicable, in the case of a Call-Off Contract.
<b>"Recall"</b>	a request by the Agency to return Goods to the Agency or the manufacturer after the discovery of safety issues or defects (including defects in the right IPR rights) that might endanger health or hinder performance;



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<b>"Recipient Party"</b>	the Party which receives or obtains directly or indirectly Confidential Information;
<b>"Rectification Plan"</b>	The Agency's plan (or revised plan) to rectify its breach using the template in Joint Schedule 10 (Rectification Plan) which shall include: <ul style="list-style-type: none"> <li>a) full details of the Default that has occurred, including a root cause analysis;</li> <li>b) the actual or anticipated effect of the Default; and</li> <li>c) the steps which the Agency proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable);</li> </ul>
<b>"Rectification Plan Process"</b>	the process set out in Clause 10.3.1 to 10.3.4 (Rectification Plan Process);
<b>"Regulations"</b>	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires);
<b>"Reimbursable Expenses"</b>	the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Client's expenses policy current from time to time, but not including: <ul style="list-style-type: none"> <li>a) travel expenses incurred as a result of Agency Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and</li> <li>b) subsistence expenses incurred by Agency Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;</li> </ul>
<b>"Relevant Authority"</b>	the Authority which is party to the Contract to which a right or obligation is owed, as the context requires;
<b>"Relevant Authority's Confidential Information"</b>	<ul style="list-style-type: none"> <li>a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Relevant Authority (including all Relevant Authority Existing IPR and New IPR);</li> <li>b) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has</li> </ul>





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	come) to the Relevant Authority's attention or into the Relevant Authority's possession in connection with a Contract; and information derived from any of the above;
<b>"Relevant Requirements"</b>	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010;
<b>"Relevant Tax Authority"</b>	HMRC, or, if applicable, the tax authority in the jurisdiction in which the Agency is established;
<b>"Reminder Notice"</b>	a notice sent in accordance with Clause 10.5 given by the Agency to the Client providing notification that payment has not been received on time;
<b>"Replacement Deliverables"</b>	any deliverables which are substantially similar to any of the Deliverables and which the Client receives in substitution for any of the Deliverables following the Call-Off Expiry Date, whether those goods are provided by the Client internally and/or by any third party;
<b>"Replacement Subcontractor"</b>	a Subcontractor of the Replacement Agency to whom Transferring Agency Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor);
<b>"Replacement Agency"</b>	any third-party provider of Replacement Deliverables appointed by or at the direction of the Client from time to time or where the Client is providing Replacement Deliverables for its own account, shall also include the Client;
<b>"Request For Information"</b>	a request for information or an apparent request relating to a Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;
<b>"Required Insurances"</b>	the insurances required by Joint Schedule 3 (Insurance Requirements) or any additional insurances specified in the Order Form;
<b>"Satisfaction Certificate"</b>	the certificate (materially in the form of the document contained in of Part B of Call-Off Schedule 13 (Implementation Plan and Testing) or as agreed by the Parties where Call-Off Schedule 13 is not used in this Contract) granted by the Buyer when the Agency has met all of the requirements of an Order, Achieved a Milestone or a Test;
<b>"Security Management Plan"</b>	the Agency's security management plan prepared pursuant to Call-Off Schedule 9 (Security) (if applicable);
<b>"Security Policy"</b>	the Client's security policy, referred to in the Order Form, in force as at the Call-Off Start Date (a copy of which has been supplied to the Agency) , as updated from time to time and notified to the Agency;





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<b>"Self Audit Certificate"</b>	means the certificate in the form as set out in Framework Schedule 8 (Self Audit Certificate);
<b>"Serious Fraud Office"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
<b>"Service Levels"</b>	any service levels applicable to the provision of the Deliverables under the Call Off Contract (which, where Call Off Schedule 14 (Service Levels) is used in this Contract, are specified in the Annex to Part A of such Schedule);
<b>"Service Period"</b>	has the meaning given to it in the Order Form;
<b>"Services"</b>	services made available by the Agency as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form;
<b>"Service Transfer"</b>	any transfer of the Deliverables (or any part of the Deliverables), for whatever reason, from the Agency or any Subcontractor to a Replacement Agency or a Replacement Subcontractor;
<b>"Service Transfer Date"</b>	the date of a Service Transfer;
<b>"Sites"</b>	any premises (including the Buyer Premises, the Agency's premises or third party premises) from, to or at which: <ul style="list-style-type: none"> <li>a) the Deliverables are (or are to be) provided; or</li> <li>b) the Agency manages, organises or otherwise directs the provision or the use of the Deliverables;</li> </ul>
<b>"SME"</b>	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 enterprises;
<b>"Special Terms"</b>	any additional Clauses set out in the Framework Award Form or Order Form which shall form part of the respective Contract;
<b>"Specific Change in Law"</b>	a Change in Law that relates specifically to the business of the Client and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date;
<b>"Specification"</b>	the specification set out in Framework Schedule 1 (Specification), as may, in relation to a Call-Off Contract, be supplemented by the Order Form;
<b>"Standards"</b>	any:



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	<ul style="list-style-type: none"> <li>a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Agency would reasonably and ordinarily be expected to comply with;</li> <li>b) standards detailed in the specification in Schedule 1 (Specification);</li> <li>c) standards detailed by the Client in the Order Form or agreed between the Parties from time to time;</li> <li>d) relevant Government codes of practice and guidance applicable from time to time;</li> </ul>
<b>"Start Date"</b>	in the case of the Framework Contract, the date specified on the Framework Award Form, and in the case of a Call-Off Contract, the date specified in the Order Form;
<b>"Statement of Work"</b>	a supplemental Order under a Call-Off Contract to refine the Deliverables needed to complete the Brief;
<b>"Storage Media"</b>	the part of any device that is capable of storing and retrieving data;
<b>"Sub-Contract"</b>	<p>any contract or agreement (or proposed contract or agreement), other than a Call-Off Contract or the Framework Contract, pursuant to which a third party:</p> <ul style="list-style-type: none"> <li>a) provides the Deliverables (or any part of them);</li> <li>b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or</li> <li>c) is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</li> </ul>
<b>"Subcontractor"</b>	any person other than the Agency, who is a party to a Sub-Contract and the servants or agents of that person;
<b>"Subprocessor"</b>	any third Party appointed to process Personal Data on behalf of that Processor related to a Contract;
<b>"Supplier"</b>	means the Agency;
<b>"Supplier Assets"</b>	all assets and rights used by the Agency to provide the Deliverables in accordance with the Call-Off Contract but excluding the Client Assets;



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<b>"Supplier Authorised Representative"</b>	the representative appointed by the Agency named in the Framework Award Form, or later defined in a Call-Off Contract;
<b>"Supplier's Confidential Information"</b>	<ul style="list-style-type: none"> <li>c) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Agency (including the Agency Existing IPR) trade secrets, Know-How, and/or personnel of the Agency;</li> <li>d) any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Agency's attention or into the Agency's possession in connection with a Contract;</li> <li>e) Information derived from any of (a) and (b) above;</li> </ul>
<b>"Supplier's Contract Manager"</b>	the person identified in the Order Form appointed by the Agency to oversee the operation of the Call-Off Contract and any alternative person whom the Agency intends to appoint to the role, provided that the Agency informs the Buyer prior to the appointment;
<b>"Supplier Equipment"</b>	the Agency's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Agency (but not hired, leased or loaned from the Client) in the performance of its obligations under this Call-Off Contract;
<b>"Supplier Marketing Contact"</b>	shall be the person identified in the Framework Award Form;
<b>"Supplier Non-Performance"</b>	<p>where the Agency has failed to:</p> <ul style="list-style-type: none"> <li>c) Achieve a Milestone by its Milestone Date;</li> <li>d) provide the Goods and/or Services in accordance with the Service Levels; and/or</li> <li>e) comply with an obligation under a Contract;</li> </ul>
<b>"Supplier Profit"</b>	in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of a Call-Off Contract for the relevant period;
<b>"Supplier Profit Margin"</b>	in relation to a period or a Milestone (as the context requires), the Agency Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;

## Joint Schedule 1 (Definitions)

<b>"Supplier Staff"</b>	all directors, officers, employees, agents, consultants and contractors of the Agency and/or of any Subcontractor engaged in the performance of the Agency's obligations under a Contract;
<b>"Supporting Documentation"</b>	sufficient information in writing to enable the Client to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Call-Off Contract detailed in the information are properly payable;
<b>"Tax"</b>	<ul style="list-style-type: none"> <li>a) all forms of taxation whether direct or indirect;</li> <li>b) national insurance contributions in the United Kingdom and similar contributions or obligations in any other jurisdiction;</li> <li>c) all statutory, governmental, state, federal, provincial, local government or municipal charges, duties, imports, contributions, levies or liabilities (other than in return for goods or services supplied or performed or to be performed) and withholdings; and</li> <li>d) any penalty, fine, surcharge, interest, charges or costs relating to any of the above,</li> </ul> in each case wherever chargeable and whether of the United Kingdom and any other jurisdiction;
<b>"Termination Notice"</b>	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 a Contract on a specified date and setting out the grounds for termination;
<b>"Territory"</b>	The United Kingdom, unless specified otherwise in the applicable Statement of Work. Publication and marketing on globally accessible mediums such as the internet shall not mean that the Territory is deemed to be worldwide
<b>"Test Issue"</b>	any variance or non-conformity of the Deliverables from their requirements as set out in a Call-Off Contract;
<b>"Test Plan"</b>	a plan: <ul style="list-style-type: none"> <li>a) for the Testing of the Deliverables; and</li> <li>b) setting out other agreed criteria related to the achievement of Milestones;</li> </ul>
<b>"Tests"</b>	any tests required to be carried out pursuant to a Call-Off Contract as set out in the Test Plan or elsewhere in a Call-Off Contract and <b>"Tested"</b> and <b>"Testing"</b> shall be construed accordingly;
<b>"Third Party IPR"</b>	Intellectual Property Rights owned by a third party which is or will be used by the Agency for the purpose of providing the Deliverables;



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Joint Schedule 1 (Definitions)

<b>"Transferring Supplier Employees"</b>	those employees of the Agency and/or the Agency's Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;
<b>"Transparency Information"</b>	the Transparency Reports and the content of a Contract, including any changes to this Contract agreed from time to time, except for –  (i) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Relevant Authority; and  (ii) Commercially Sensitive Information;
<b>"Transparency Reports"</b>	the information relating to the Deliverables and performance of the Contracts which the Agency is required to provide to the Buyer in accordance with the reporting requirements in Call-Off Schedule 1 (Transparency Reports);
<b>"UK GDPR"</b>	the retained EU law version of the General Data Protection Regulation (Regulation (EU) 2016/679);
<b>"Variation"</b>	any change to a Contract;
<b>"Variation Form"</b>	the form set out in Joint Schedule 2 (Variation Form);
<b>"Variation Procedure"</b>	the procedure set out in Clause 24 (Changing the contract);
<b>"VAT"</b>	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
<b>"VCSE"</b>	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
<b>"Worker"</b>	any one of the Agency Staff which the Client, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) ( <a href="https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees">https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees</a> ) applies in respect of the Deliverables;
<b>"Working Day"</b>	any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Order Form;
<b>"Work Day"</b>	8.0 Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; and
<b>"Work Hours"</b>	the hours spent by the Agency Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Agency's offices, or to and from the Sites) but excluding lunch breaks.



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## Joint Schedule 1 (Definitions)



## Framework Schedule 1 (Specification)

### Framework Schedule 1 (Specification)

#### Introduction and Background

The purpose of this Framework Contract is to provide Government and wider public sector organisations with an evolved Creative framework agreement that will enable the best possible outcomes for communication campaigns and events whilst providing value for the taxpayer.

This section sets out the overarching scope of the Services that the Agency is required to provide to Crown Commercial Service (CCS) and the Clients under this Framework Contract and the relevant Call-Off Contracts. It provides a high level description of what the Services entail, together with any specific standards applicable to the Services.

The Agency(s) shall:

deliver innovative, best in class communications to achieve desired Client outcomes.  
 be capable of delivering value for money, as well as providing excellent customer service;  
 be willing and capable of working in partnership with other agencies and specialists to deliver the Client requirements;  
 act in an open and transparent manner with CCS and the Clients in delivering the Services and otherwise under this Framework Contract in particular being open and transparent in relation to the Charges, the placement of media and the access to and provision of data in relation to the Services.

This Framework Contract is part of the delivery of Public Service Communications. The Agency will (if required) co-operate and work with agencies on any of the other Crown Commercial Service agreements.

#### Scope

The Agency(s) shall be required to deliver Services for the Lot(s) they are bidding for, throughout the United Kingdom (on a national, regional and local basis) and international locations.

For each Call-Off Contract under this Framework Contract the Client will provide a Brief and the outcome to be achieved in accordance with the Call-Off Procedure, which is in Framework Schedule 7 - Call-Off Award Procedure of this Framework Contract.

The Agency shall ensure all subcontracting arrangements comply with the Core Terms of this Framework Contract.

Agencies can only subcontract/partner up to deliver services within the scope of their Lot.



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## Framework Schedule 1 (Specification)

### **Clients**

This Framework Contract covers requirements across a wide and diverse Client base – the Agency shall support the varied requirements and budgets of all Clients irrespective of size. Clients of this Framework Contract will require service delivery both in the UK and international locations. Clients may specify additional data reporting requirements in their Call-Off Contracts.

### **Client Personnel**

The Client will allocate suitable personnel with appropriate levels of experience and seniority to work with the Agency(s). The Agency(s) acknowledge and agree that it may be necessary for the Client to replace the personnel working with the Agency with alternative personnel with similar levels of seniority and experience.

### **Client Briefs**

For each Call-Off Contract, the Client will provide a Brief detailing what is needed from the Agency and the outcome to be achieved. The Agency shall adopt and accept a flexible approach to the management of the Brief and both electronic and paper based Briefs shall be accepted. The Agency shall follow the Call-Off Award Procedure.

The Agency shall only commence work on Briefs when both Parties have either signed the relevant Letter of Appointment or the Agency has received written confirmation to proceed with the Brief.

### **Required Services: Summary**

The Agency(s) will be required to provide Services in relation to the supply of the Services to Clients including:

ensuring adherence to public sector accessibility requirements

<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>;

taking Orders for the Services from Clients;

undertaking to meet all Client requirements;

complying with any Key Performance Indicators and service levels, and any reporting requirements;

complying with CCS's Management Information requirements;

providing a dedicated senior account manager to resolve any issues arising from the Framework Contract and/or Client Call-Off Contract;

providing a support function to deal with Client enquiries and issues;

conforming to the Charging Structure;





#### Framework Schedule 1 (Specification)

undertaking any billing requirements.

#### **Required Services: Account Management**

The Agency(s) shall provide comprehensive account management services to the Client. Clients will have varying service requirements and spend levels, therefore the Agency(s) team structure and approach shall reflect this flexible requirement, avoiding a “one-size” fits all approach.

The Agency(s) structure and resource profile shall be capable of adapting to changing requirements and service levels during the term of this Framework Contract and the Call-Off Contracts.

The Agency(s) will provide sufficient resources for out of hours, emergency, bank holiday periods and ensure sufficient resilience and back up expertise is available when needed for Clients.

The Agency(s) will deliver an agile solution that provides for each and every Client, regardless of macro factors (e.g. emergency campaigns, unplanned pauses) whilst mitigating impact on budgets.

If required by the Client, the Agency(s) will allocate specific named account teams.

The Agency(s) will have a clear and simple escalation process for the Clients and subcontractors.

#### **Required Services: Working with others**

The Agency(s) will be required to:

work collaboratively on projects with other Clients of this Framework Contract, and manage multiple relationships with the Client and Client related Partners at the Call-Off Contract level to ensure greater value and best results for the Client.

#### **Required Services: Reporting and analysis**

The Agency(s) shall provide reporting and analysis on all aspects of the Services being provided to the Client, in particular, the Agency shall:

provide Management Information detailing work carried out by the Agency on the basis of the billable charged hours as outlined in Framework Schedule 5 of the Framework Contract (Management Charges and Information)

work with the Client and use reasonable endeavours to ensure advertising technology platforms and any other systems used to collect and/or store data on the Client’s behalf are compatible with the Client’s data management systems.



## Framework Schedule 1 (Specification)

### **Pricing Transparency**

Where applicable, the Agency(s) will disclose to the Client any commission, discount or rebate earned by the Agency(s) arising in respect of third party costs directly related to the Projects. The Client will receive the full benefit of such commission, discounts or rebates.

### **Contracting arrangements**

Clients can select different types of contracting arrangements to suit their campaign needs including but not limited to:

Campaign agreement for a specified campaign or for a defined period covering multiple campaigns

Standby agreement for a fixed period of time to work on any number of campaigns.

Payment for this arrangement is per campaign and no work is committed.

Retainer agreement for a fixed period of time where you agree to pay an Agency a firm retainer fee on a regular basis

Contracts should not exceed a four year period including any extensions.

### **Social Value**

This Framework Contract requires the Agency to embed social value into all Call-Off Contracts, in line with the Social Value Act 2012 or subsequent government initiatives to enable the effective implementation of the Act.

As a condition of participating on this framework contract, CCS requires Agencies on this Framework Contract to demonstrate they are committed to report on the impact of social value throughout the lifetime of the Framework Contract to CCS, every 12 months from the Framework Start Date.

Agencies must provide evidence of their commitment to social value and demonstrate an ability and willingness to work with Clients to identify and help further their social value requirements in all Call-Off Contracts. To satisfy this requirement, Agencies must agree to provide or deliver reasonable and proportionate social value benefits within all Call-off Contracts.

Agencies should consider the following policy themes, as a minimum:

- COVID-19 recovery;
- Tackling economic inequality;
- Fighting climate change;
- Equal opportunity; and
- Wellbeing



#### Framework Schedule 1 (Specification)

Agencies are expected to act with these priorities in mind, and CCS may discuss these priorities as part of Framework Management meetings.

The Client's requirements will be set out in the Call-Off Procedure. The Agency shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.

The Agency shall deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Call-Off Contract.

The Agency shall record and report performance against the social value requirements, when detailed in the Call-Off Contract.



## Framework Schedule 1 (Specification)

### **Lot 1 - End to End Campaign Management**

#### **Core Services**

Within this Lot, the Agency(s) shall deliver end to end campaign solutions and management to meet the Client's specification. This includes but is not limited to:

- Communications Strategy Development and Consultancy Services
- Concept Development
- Data strategy and management
- Creative & Design
- Campaign Delivery
- Public Relations
- Direct Marketing
- Digital Marketing and Social Media
- Content Creation, Versioning and Distribution

Agency(s) can through this Lot, provide additional below services. These services are not mandatory for this Lot and Agency(s) will not be excluded from this Lot if they cannot provide these services:

- Partnerships
- Events and Experiential

Agency(s) in this Lot must also have an ability to consider all elements of the communications mix - paid, owned and earned (POEMs).

#### **Ways of Working**

Agency(s) must have the ability to provide strategic and creative excellence to provide an end to end solution, vision and domestic and international connections to establish, contract and manage the right team at the right stage of the campaign lifecycle.

Agency(s) must be able to orchestrate different Partners (either through CCS Framework partners, network, affiliates, associates and beyond) to deliver the best contribution.

Agency(s) may be required to manage multiple interfaces at Call-Off level to ensure greater value and best outcomes. This may include other government departments and/or Client Representatives e.g. for each Call-Off, the Agency may deal with a different Contracting Body or Client Representatives.

For the avoidance of doubt, the Client retains accountability for all programme delivery. Depending on the particular stage of and nature of the campaign lifecycle this could bring very diverse perspectives to bear to ensure the most creative thinking.



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## Framework Schedule 1 (Specification)

### **Domestic and International requirements**

The Agency(s) must have the ability to provide, where required, the core services regionally and internationally, this includes in-market talent and expertise. The Agency(s) must have the ability to develop and execute Business to Business (B2B) and Business to Consumer (B2C) fully integrated campaigns.

#### ***Local***

The Agency(s) will need to have the ability to provide services through their established network of local suppliers and agencies, providing market knowledge and understanding of the local context. This includes the ability to produce content tailored to and in local language, and to work in a streamlined way with global leads. The required local services may expand throughout the duration of the agreement and therefore the Agency(s) may be required to expand their network and/or appointed subcontractors to deliver Client requirements.

In-market agencies must have the ability to legally deliver Client requirements and to be paid by the UK Government with any international payments being raised in UK Pounds Sterling.

#### ***Global***

The Agency(s) will need to have the ability to provide an international perspective and create globally applicable outputs, utilising a global network with the ability to test and produce content for these markets. Language capability will also be crucial to both test and produce content aimed at international audiences.

#### ***Regional***

The Agency(s) will also need to have the capability to implement and deliver in all 4 nations - England, Wales, Scotland and Northern Ireland.

### **Fulfilment Services**

Clients will have the flexibility within this Framework Contract to:

- appoint a Creative Agency under Lot 1 to deliver all services outlined in sections 1.5-1.13 to provide full end to end campaign delivery
- decouple requirements listed in 1.13 of this Lot - Content Creation, Versioning and Distribution and to appoint Lot 3 Agency for these services

Agency(s) within this Lot must have the ability to provide all of the following service categories between sections 1.5-1.13.

If an Agency is required by the Client to provide full end to end campaign delivery as part of Lot 1, they must have the ability to upload content to the digital asset management platform, provided by the appointed Lot 3 appointed Agency.



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#### Framework Schedule 1 (Specification)

If Agency(s) are providing creative services, up to the creation of a master asset and handing over to the Content Versioning and Distribution Agency under Lot 3, they must ensure all usage rights, licensing and clearance for content has been undertaken and is uploaded into the digital asset management platform, provided by the appointed Lot 3 provider.

Agency(s) must have the ability to integrate with the Clients tech platforms securely, either their own or via an outsourced model.

Agency(s) must work collaboratively with all other Client Agency Partners to deliver best campaign and communications outcomes. They must work with the Client to establish clear handoff points, if required, between themselves and any other Agency i.e. communications strategy and planning, content versioning and fulfilment etc.

#### **Out of Scope**

Agency(s) are expressly prohibited from providing or subcontracting any Strategic Media Planning, Media Planning services or Paid Media Buying services under this Lot or from entering into agreements with Media Planning agencies for fulfillment of a client requirement under this Lot, that would have the effect to circumvent the designated award procedures under Lot 2 Media Strategy and Planning.

#### **Services**

##### **Communications Strategy Development and Consultancy Services**

This scope and specification has been developed to clearly define the expectations of the Agency under this requirement and the Media Planning Agency in the delivery of a joined up communications strategy.

There should be a shared responsibility between the Agency under this requirement and the Media Planning Agency on the delivery of a joined up communications strategy across media and creative. The Agency is encouraged to collaborate as early as possible with the Media Planning Agency so that there is alignment and synergy between their two outputs. Ideally the output of the Agency under this requirement and the Media Manning Agency should be derived from the same underlying research, analysis and insights and be presented together as a single joined up communications strategy document or plan.

The output of the Creative Agency under this Lot in relation to a joined up communications strategy should be a creative and content strategy as well as a creative brief.

The Agency(s) under this Lot will be responsible for compiling the joined up communications strategy with suitable input from the Clients appointed Media Planning Agency.

The Agency(s) under this Lot will be responsible for providing comprehensive communications strategy products, across all Client requirements including but not limited to:



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#### Framework Schedule 1 (Specification)

Provision of detailed reports and recommendations including but not limited to settings  
Key Performance Indicators and Objectives for communications focusing on outcomes  
(KPIs and Objectives for Media shall be set by the Media Planning Agency)  
Marketing insights, competitor and context analysis  
Target audience identification, insights and analysis  
Strategic horizon scanning  
Trend forecasting including exploration of macro trends  
Behavioural analysis and modelling, including social psychology and neuroscience  
Insight generation  
Strategic planning of content/messaging (not to include media/channel planning)  
Stakeholder analysis, mapping and strategy  
  
Customer journey mapping (including relevant trends)  
  
Strategic brand development and architecture - consultancy to shape and grow the  
Government master brands

The Agency(s) must have the ability to provide specialist advice and consultancy across a wide range of communications areas. Agency(s) will also be required to offer new and innovative ideas and consultancy on subjects including but not limited to:

Thought leadership  
Behavioural science  
Research Stimulus  
Neuroscience  
Audience specialists (e.g. BME, children/youth etc) including underrepresented audiences  
International marketing and country branding  
Customer Experience (CX)  
Growth Consultancy  
Strategic campaign development

#### Concept Development

The Agency(s) will be able to produce concepts and communications propositions across all channel options, developing and testing new communications ideas prior to production.

The agency will be able to provide:

The development of creative propositions, inclusive of relevant research, undertaken by the Client's independent Research Agency



## Framework Schedule 1 (Specification)

Creative development across both art and copy including digital and AV  
Development of ideas, core messages and values

### **Data strategy and management**

The Agency(s) will be capable of providing data services including but not limited to:

Developing intelligent data strategies and harnessing data to drive effective campaign planning and delivery, using data held by the Client or in the Client Agency Partner platforms when appropriate

Providing data science through methods, processes, algorithms, data mining, machine learning and other systems to extract knowledge and insights from data

Data capture. Database build and management (data warehousing / CRM/ eCRM system build / Database interrogation). Any data capture must need to integrate and be shared with other agencies to avoid fragmentation of effective evaluation and targeting of government campaigns.

Data management and data analysis (profiling / segmentation / predictive modelling / data mining / data formatting and cleansing / address management / management / maintenance of mailing lists including the development / manage permission controls)

Data compliance. Using data effectively and ethically while ensuring full compliance with evolving data legislation, guidance and best practices. Innovative solutions to mitigate potential limitations created by changes to the regulatory landscape.

### **Creative & Design**

The Agency(s) will be able to provide a full design service across all types of projects. Services will include but are not limited to:

Creative direction and management to ensure solution returns on brief

Developing design concepts suitable across all media channels and formats

Typesetting, proofing and pagination

Liaison with printers/print managers

Developing brand propositions, inclusive of relevant research

Provide brand guardianship across all creative development and production

Designing brand identity, brand architecture including guidelines, logo, core messages, IPR and trade-marking

Evolving and developing

Defining brand values

Developing/producing multi-channel brand guidelines





## Framework Schedule 1 (Specification)

Developing and producing AV content

### Campaign Delivery

The Agency(s) will be able to offer integrated campaign management and delivery for smaller scale campaigns, both directly as a sole agency and working on behalf of the Client to project manage a group of agencies. Services will include but are not limited to:

- Account management across multi-channel campaigns
- Working with owned and earned channels
- Considering and working with Client specific comms i.e. government speeches and communications
- Client reporting and management information
- Campaign effectiveness measurement

### Public Relations

The Agency(s) will be capable of providing Public Relations services and products either as a sole service element or bringing together different elements into one service. Services will include but are not limited to:

- The development of PR themes, strategies, plans and tactics across relevant campaigns
- The implementation of campaign PR activity, online and offline (uniquely or in conjunction with other Suppliers working on the same campaign)
- Message definition and articulation
- Press release writing, distribution and interaction with relevant journalists and media channels
- Content development management (seeding & syndication, blogging, social networks, video-sharing, forums)
- User communities – build, manage, and respond
- Reputation management (listening, monitoring)
- Crisis planning and communications
- Management of key opinion leaders/opinion-formers
- Toolkits for partner and stakeholder use
- Integration with local and regional networks
- Spokesperson management
- Celebrity recruitment and management
- Influencer marketing
- Ability to manage both consumer and policy aspects of activity

## Framework Schedule 1 (Specification)

### **Direct Marketing**

The Agency(s) will be capable of providing all aspects of Direct Marketing services and products, developing, creating and executing all elements of online and offline direct marketing campaigns. We expect the agency to adhere to the Data and Marketing Association Code of Conduct as best practice. Services will include but are not limited to:

- DM campaign planning
- Customer journey mapping (including relevant trends)
- Creative development (online and offline)
- Content creation
- Field marketing (strategic and tactical projects)
- Ability to sell and buy accurate mailing lists
- Inbound and outbound mail
- Email build. Inbound and outbound email broadcast. Design of emails
- Short Message Service (SMS)/ Multimedia Messaging Service (MMS) email marketing
- Analysis
- Multi-variant testing

### **Digital Marketing and Social Media**

The Agency(s) will be capable of providing digital marketing services and products both as sole services/products and to integrate with wider campaigns. In addition to the creation of specific products, the agency shall be capable of managing all aspects of production for all digital platforms. For the avoidance of doubt, this does not include buying of digital and/or social media. Services will include but are not limited to:

- Web design, development and build
- Content creation and management (including Information Architecture)
- Digital Advertising (standard, rich media, video and mobile)
- Message Service (SMS) / Multimedia Messaging Service (MMS)
- Search Engine Optimisation (SEO)
- Usability testing
- Social media execution/implementation for current and emerging social channels
- Viral marketing
- Electronic Customer Relationship Management (eCRM) / loyalty Interactive content and solutions
- Data and analysis
- Customer journey integration
- Ongoing optimisation and evaluation



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## Framework Schedule 1 (Specification)

### **Content Creation, Versioning and Distribution**

The Agency(s) will be able to offer development and production services including but not limited to:

Moving picture - video – including promotional films, online (viral) content, interviews and informational/executional videos

Sound – including producing radio fillers, podcasts, editorial for broadcast

Graphics

Animation

Photography

Virtual and Augmented Reality

The Agency(s) will be capable of providing a wide range of editorial services across multiple media, including but not limited to:

Copywriting for advertising

Copy production for leaflets, booklets, annual reports etc

Copy checking

Writing for specialist audiences (e.g. technical writing, including writing for those with learning difficulties)

The Agency(s) will be able to provide photography and videography services including but not limited to:

Creative photography and videography for advertising and print

Portraiture

Photography and videography of official visits and events (including VIP events)

Photography and videography to create an official record

Photography and videography of large scale infrastructure, including aerial photography when appropriate

The Agency(s) will have the ability to provide translation and transcreation services across a variety of different formats. Services include but are not limited to:

Translation Services including a translation management system

Transcreation Services

Terminology and translation memory and glossaries

Cultural insight and consultation

Validation

Editing, reviewing and copywriting



## Framework Schedule 1 (Specification)

The Agency(s) will need to have the ability to provide playout and distribution services to manage cross media delivery of assets to either the broadcasters, to the media agency or to digital delivery platforms. Services will include but are not limited to:

Ensuring through automated processes that formatting is correct for every channel, media owner and platform

Ensuring content meets regulatory requirements

High quality broadcast-grade transcoding from original masters and instant quality checks

Ensuring secure delivery of ads from a single platform

Enabling full visibility of ads for Clients before, during and after campaigns go live

### **Potential Additional Services:**

#### **Partnerships**

The Agency(s) will be able to provide partnership services domestically and internationally. Services will include but are not limited to:

management of one-off partner programmes

including high profile partners (individuals and institutions)

management of bespoke or highly technical partnership programmes

implementation and leveraging partner activity

designing and managing partner acquisition and retention programmes

working with media owners to generate content and programming for mutual benefit

sponsorship consultancy and strategy development

implementation and communication of sponsorship activity

Brokering, building and managing strategic partnerships

#### **Events and Experiential**

The Agency(s) will be able to deliver events and experiential services where part of an integrated campaign. Events services should not be sourced as a standalone requirement from this Lot, but instead should go to Lot 5 - Events.

Services included for events as part of a marketing campaign include but are not limited to:

Event design and production (technical services)



#### Framework Schedule 1 (Specification)

Event, exhibition and conference design & production, including stage and stand design, build and installation

Management of paying events, including financial reconciliation

Project planning and management including budgetary management

Provision of delegate acquisition and delegate management services

Provision of on-site resource to manage and coordinate events

Venue sourcing, contracting and management

Design, installation and management of AV systems for events of varying sizes

Implementation of online event technical services

Provision of laptops, tablet computers, touch screen style devices

Design and production of display stands and similar equipment

Artwork for a broad range of digital assets including but not limited to: delegate badges, invitations, menus, place cards, meeting desk numbers, seating plans, delegate directory both digital and physical, banners (pull-up, large hanging), directorial signage, wall wraps, large artwork for digital screens, digital banners such as email signatures

Integrated designers; Infographics, presentations, brand guidelines, toolkits, logos, collateral, events stand, animation, illustration

Experiential marketing services may be required by clients with requirements who need to raise awareness and drive behaviour change etc. These services will include but are not limited to B2B and B2C:

Brand Activation

Product Sampling

Experiential Events

Brand Experiences



## Framework Schedule 1 (Specification)

### **Lot 2 - Media Strategy and Planning**

#### **Core Services**

There are two core overarching service types within this Lot and an Agency can be appointed to provide either of the following :-

Media Planning - Meeting the media planning requirements of a specific department and developing a media strategy which fits within a joined up communications strategy

Strategic Media Planning - Meeting the media planning requirements related to an overarching strategy or theme that spans across multiple departments and/or multiple campaigns.

The appointed Agency is expected to work collaboratively with the Client's appointed creative agency to ensure a best in class and joined up communications strategy is delivered. There should be a shared responsibility between the creative agency and the Agency under this requirement for the delivery of a communications strategy which takes a solution-neutral approach to the best mix of paid, owned and earned media and creative assets. The Agency is encouraged to collaborate as early as possible with the appointed creative agency so that there is alignment and synergy between their two outputs and ideally both are presented together as a single communications strategy document.

The Agency appointed through this Lot is scoped to provide the component requirements detailed below either individually or or together as a single scope of work, on a project basis or on a retainer basis both internationally and domestically according to the specific requirements of the Client and agency capabilities.

The component requirements for both service types are underpinned by five key focus areas:-

#### **Outcomes, Optimisation & Objectives**

**Audience Insight and Development**

**Problem Solving and Strategy development**

**Talent and Talent Development**

**Democratisation of Data**

**Media Planning** - Meeting the media planning requirements of a specific department, and contributing a media strategy to a joined up communications strategy :-



## Framework Schedule 1 (Specification)

**Outcomes, Optimisation & Objectives.** The Agency will produce a media strategy that will meet the Client's desired Outcomes and Optimise that strategy over the campaign, fiscal year or term of the Call-Off Contract depending on the Client's requirements. As part of this the Agency will set Objectives for paid, owned and earned media channels that have a demonstrable link back to the Outcomes. At the end of the relevant period the Agency will conduct a review with the client of the effectiveness of its media strategy. The Agency will take into consideration any available learnings from previous activities or available post campaign reports. The specifications of this scope includes but is not limited to the following :-

**Drafting and iterating to finalise a media strategy document(s) that is aligned with the Client's communications strategy.** Refining and amending that media strategy document, as needed throughout the course of the campaign, fiscal year or term of the Call-Off Contract depending on Client requirements and presenting that strategy and any subsequent amends to the Client at relevant intervals over the term of the Client requirements.

**Drafting and iterating to finalise a document detailing Paid media channels, flighting, frequency and budgetary recommendations taking into consideration available Owned and Earned media opportunities** and any range of scenarios as briefed by the Client. Recommendations shall be appropriately annotated with references to sources. This can be included in (2.1). This does not extend to include implementational planning or media plan development which is ordinarily completed by the Media Buying Agency.



## Framework Schedule 1 (Specification)

**Comprehensively completing a media buying brief template that will suitably brief the media buying agency on the media activation requirements of the Client.** When a media plan(s) is subsequently produced from that media buying brief, the Agency shall inspect a version of that media plan(s) with redacted agency pricing details and update the media buying brief to include commentary on the degree to which the media plan has met the buying brief's objectives. This shall be done in collaboration with the Media Buying Agency and must be shared with the Media Buying Agency for visibility in advance of being shared with the Client. The Client can choose to inspect the media plans and add the commentary themselves, should this be the case they must expressly communicate this to both the Agency and the Media Buying Agency.

**Suitably collaborating with the media buying agency** during the planning stage to ensure that recommendations are being made which can be implemented at the buying stage.

**Being capable of providing suitable International media planning services** including but not limited to regional insights reporting, analysis and local and hyper local media planning capabilities.

**Audience Insight and Development** The Agency is required to take an innovative approach to audiences. This includes but is not limited to:-

**Developing and monitoring on an ongoing basis target audience(s) for all types of campaign objectives** including providing initial insights, tracking and reporting on any substantial changes to audience size, profile or media consumption habits over the course of the Clients' requirements.

**Ensuring audience recommendations** are specific to the requirements of the brief but suitable to be actioned against across paid, owned and earned media and ensures that audience insight and development are based on valid data and insight points

**Compiling and providing insights** into media consumption or trends amongst, within or concerning audiences, geographic regions, events, occasions, seasons and issues according the requirements of the brief on both a domestic and international basis





## Framework Schedule 1 (Specification)

**Providing a non-static view of audiences** and one that accepts that an audience's traits and composition may change over time including over the duration of a campaign.

**Take into consideration all and any** inaccuracies, margin of errors, ethics and biases in any data and insight points used.

**Problem Solving and Strategy development** The Agency is required, at all times, to provide world class thinking and problem solving capabilities through the use of paid, owned and earned media channels and demonstrate this through the development of strategies. This includes but is not limited to:

**Making relevant recommendations on media strategy for reaching minority groups, emerging audiences,** hard to reach audience groups and taking into account regionality (both domestically and internationally), popular public discourse and prevailing society or global issues in an impartial manner.

**Clearly demonstrating use of data and analytics to justify relevant initial investment recommendations** and any subsequent amends. Investment recommendations made based on ingenuity should include a rationale and an explanation of assumptions made where data or analytics is not available.

**Being proactive in introducing innovative ideas** that meet the Client's current requirements as well as any future ones the Agency anticipates.

**Fostering a culture of creativity, creative thinking and creative approaches** to solving problems from its Leadership through to the rest of the talent working on the Client's account.

**Maintaining procedures, routines and templates** that help free and optimise creative output to focusing on problem solving.

**Providing a diversity in thought, approach, experience and background** to ensure a plethora of ideas are brought to the table.



## Framework Schedule 1 (Specification)

**Staying abreast of popular culture**, discourse, events, regional, domestic and international issues, occasion and technological developments.

**Suitably documenting and presenting ideas and recommendations** in the most effective formats and tone, taking into consideration its audience.

**Taking an iterative and continuous improvement approach** to media strategy development and media planning.

**Providing recommendations for government departments to sponsor and promote content beyond paid bought media** across a number of channels such as TV, radio, press, events (e.g. arts, sports, awards) and digital platforms. This recommendation should be shared with the media buying partner who will conduct all required commercial negotiation including initial negotiations with the suppliers prior to Client sign off.

**Talent and Talent Development** The Agency is required at all times to provide access to the suitable talent that reflects a diversity in thought, approach, experience and background. This includes but is not limited to::

deploying talent to best suit the Clients requirements

retaining suitable talent working on the Client's requirements

Actively developing talent over the duration of the Framework Contract

maintaining a motivated pool of talent and appropriately managing performance.

**Democratisation of Data and Information** Subject to the relevant confidential terms in the Framework Contract or Call-Off Contract and with the expressed permission of the Client, the Agency is encouraged at all times to make all deliverables produced and non confidential data available to Third Party agencies involved in the delivery of the Client's current or ongoing scope of work. As part of this scope the Agency should be:



## Framework Schedule 1 (Specification)

**Leading the paid, owned and earned media post campaign appraisal** with support and cooperation from the Media Buying Agency and its component account management, implementational planning and effectiveness resources as well as any other agency involved in the implementation of media recommendations across paid, owned and earned. Including presenting back to the Client at the end of the relevant period the effectiveness of the Agency's owned media strategy recommendation(s) and any learnings or action points.

**Collaborating with and sharing information and insights** where required with both the Client, Creative, Media Buying and Research Agency(s).

**Supporting the Media Buying Agency and any other Agency involved in the activation of paid, owned and earned media** with the activation of campaigns so far as is within scope and reasonably required to deliver the media strategy recommendations.

**Take data protection compliance** into consideration in any recommendations put forward

**Strategic Media Planning** - Meeting the media planning requirements related to an overarching strategy or theme that spans across multiple Clients and/or multiple campaigns.

**Outcomes, Optimisation & Objectives.** The Agency will produce an overarching media and media investment strategy that will clearly define how paid, owned and earned media can be used to meet the Client's strategic cross departmental objectives and provide recommendations on further segmentation of those objectives into marketing campaigns to be implemented within a theme, sub-strategy, campaign(s), programme(s), project(s), department or grouping of departments:



## Framework Schedule 1 (Specification)

**Drafting and iterating to finalisation a strategic media strategy**

**document(s) that is aligned with the Client's Outcome** refining and amending the strategic media strategy document, as needed throughout the course of a, fiscal, calendar year or longer time period depending on Client requirements, and presenting the strategy and any subsequent amends required by the Client, at relevant intervals over the term of the Clients contract.

**Drafting and iterating to finalisation a document detailing key paid,**

**owned and earned media investment recommendations** including but not limited to horizon scanning and signposting overarching media investments, partnerships, sponsorships, projects, programmes and other opportunities that will aid in achieving the Clients overarching outcomes.

**Comprehensively compiling a document(s) that can be disseminated to**

**all departments and third party suppliers** that can facilitate required consistency and synergy in objectives and approaches to media within marketing campaigns implemented beneath a theme, sub-strategy, campaign(s), programme(s), project(s), department or grouping of department. This document should include a glossary and define any shared terms, abbreviations, formulas, shorthands or calculations relevant for all parties that may contribute to the Outcome

**Providing an indicative budget recommendation and options for mid to**

**long term paid, owned and earned media investments required across the Client's organisation.** This should be to meet the overarching outcomes within the designated period for the overarching theme. This should include working with the Media Buying Agency on paid media channel recommendation(s).

**Audience Insight and Development.** The Agency is required to lead in the identification, development and adoption of relevant audiences. This analysis should provide key segmentations and combinations of the relevant audience data to not only build a full picture of what each segmentation represents and how it should be applied to Client campaigns and their implementation and activation.

## Framework Schedule 1 (Specification)

**Provide a high level target audience(s)** recommendation. This should specifically identify some of the key overarching audience groups that may be integral to achieving the outcome, briefly outline key relevant attributes and traits and refer to any relevant events, occasions or other media opportunities to reach these audiences over the relevant duration.

**Take into consideration all and any** inaccuracies, margin of errors, ethics and biases in any data and insight points used.

**Problem Solving and Strategy development.** The Agency is required to provide world class thinking and problem solving capabilities through the use of paid, owned and earned media channels and demonstrate this through the development of effective and sustainable mid to long term strategies. This includes but is not limited to:

**Providing a compelling overarching strategy to deliver outcomes that take into full consideration the breadth of paid, owned and earned media opportunities available to a Client and all of its component departments.** This may include recommendations on the segmentation of the strategy itself as well as signposting any required collaborations amongst third party Agencies and departments.

**Providing a high level insight of a sector, category, market, region or subject matter** that provides evidence based insights and should include relevant statistics, figures and anecdotal information and commentary from reputable sources.

**Suitably references developments in relevant media or audience approaches, concepts, strategies or tactics used in both the public and private sector** and detailing the learnings that can be adopted from them

**Talent and Talent Development** The Agency is required at all times to provide access to highly experienced leaders in media strategy development and investment that are able to provide a diversity in thought, approach, experience and background. This includes but is not limited to :-



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Having talent suitably experienced in producing strategic deliverables than span across multiple departments of and organisation

Having talent with the necessary personal skills and attributes to engage persuasively with senior stakeholders within an organisation

**Democratisation of Data and Information.** Subject to the relevant confidential terms in the Framework Contract or Client Call-Off Contract and with the expressed permission of the Client, the Agency is encouraged at all times to make all deliverables produced and non confidential data available to Third Party agencies involved in the delivery of the Client's current or ongoing scope of work. As part of this scope The Agency should:

**Outline the key pieces of information and/or data required** to implement and monitor the effectiveness of the overarching strategy as well as define the required flow of relevant information and data between any Client departments and third party Agencies, including itself.

### **Lot 3 - Content Versioning & Distribution**

#### **Core Services**

CCS appointed Framework Agencies and the Agency appointed under this Lot will be required to coordinate with multiple stakeholders and Clients across central government, government arms length bodies and the wider public sector.

The intention of this Lot is to allow Clients to put in place a direct relationship with an Agency who will manage their fulfilment requirements and if required, access to a Digital Asset Management Storage system.

Requirements will include but are not limited to translation, transcreation, versioning services, all playout & distribution of assets to media, as well as delivering at pace lower value adding creative tasks and content e.g. social content development and deployment, executing creative optimisation etc.

This does not include the core services that will be delivered by the end to end campaign solutions Agency(s) under Lot 1:

Communications Strategy Development and Consultancy Services  
Concept Development



## Framework Schedule 1 (Specification)

The Agency will need to have the ability to provide a Digital Asset Management (DAM) platform that enables access to all Clients and their Agency Partners. This platform must be fully compliant with UK GDPR and all other relevant data protection legislation and best practises.

Account Management support for individual Clients will be defined at Call-Off Contract stage. Each of these Clients will also define their requirements for specific briefs including but not limited to; license periods, content clearance, image manipulations, usage rights, take down rights and commercial models.

### **Production**

The Agency will be able to offer low complex production services including but not limited to:

- Moving picture - video – including promotional films, online (viral) content, interviews etc
- Sound – including producing radio fillers, podcasts, editorial for broadcast
- Graphics
- Photography
- Virtual and Augmented Reality
- Social media content

### **Translation and Transcreation**

The Agency will have the ability to provide translation and transcreation services across a variety of different formats. Services include but are not limited to:

- Translation Services including a translation management system
- Transcreation Services
- Terminology and translation memory and glossaries
- Cultural insight and consultation
- Validation
- Editing, reviewing and copywriting

Translation Agencies must have the capability to work effectively with the Client's Creative end-to-end agencies, to ensure they have the correct design and artworking capabilities in order to execute translations into adverts, where required. For example this would include access to fonts and the ability to build digital banners so correct typesetting for languages can be undertaken in the artwork files.



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The markets for translation services will include but are not limited to:

### Domestic campaign translation:

Welsh  
 Arabic  
 Bengali  
 Chinese  
 Gujarati  
 Hindi  
 Panjabi  
 Polish  
 Romanian  
 Somali  
 Slovakian  
 Urdu

### International campaign translation:

Africa – South Africa, Nigeria, Ghana, Kenya, Ethiopia, Egypt, Morocco, Tunisian Arabic, French (Mali, Senegal, Côte D’Ivoire).  
 Asia Pacific – Japan, Australia, New Zealand, South Korea, Taiwan, Malaysia, Philippines and Singapore.  
 China & Hong Kong  
 Europe  
 EECAN – Georgia, Turkey, Russia, Ukraine, Uzbekistan and Kazakhstan.  
 LATAC – Brazil, El Salvador, Mexico & Colombia.  
 MEAP – Gulf Markets - Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the UAE.  
 North America – USA and Canada  
 South Asia – India.

Language translation requirements include but are not limited to the following:

### Europe

Denmark - Dansk  
 France - Français  
 Germany - Deutsch





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Italy - Italiano  
 Netherlands - Nederlands  
 Norway - Bokmål  
 Russia - Русский  
 Spain - Español  
 Sweden - Svenska  
 Switzerland - Deutsch, Français, Nederlands  
 Belgium - Deutsch, Français, Nederlands  
 Lithuanian - Lietuvių  
 Polish - Polskie  
 Estonian - Eesti Keel  
 Finnish - Suomalainen  
 Ukrainian - український

#### Asia Pacific

Australia - English  
 China - 中文 / Zhōngwén  
 India - English  
 Japan - 日本人 / Nihonjin  
 Korea - 한국어 / hangug-eo  
 Hong Kong – 广东话 / Guǎngdōng huà

#### The Americas

Brasil - Português  
 Canada - English, French Canadian  
 USA - English  
 Mexico - Español

#### Other Countries

Global - English  
 Middle East - الشرق الأوسط / English

#### **Versioning and Adaptation**

These services will be provided to a variety of Clients across a variety of formats, including but not limited to:

Photography



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- Videography
- Animation
- Logos
- Infographics
- Music
- Audio
- Documents

These assets will be distributed to the Client’s Media Buying Agency to place across a variety of different channels including but not limited to:

- |                           |   |
|---------------------------|---|
| Print – National Press    | Pay-per-click (PPC)                         |
| Print – Local Press       | In-app                                      |
| Print – Consumer          | SMS Marketing                               |
| Print – Trade Press       | Smart TV/Games Console                      |
| Print – Financial Press   | Cinema                                      |
| Print – Recruitment       | Telemarketing                               |
| Print – Magazine          | Content Marketing                           |
| Print – Specialist Titles | Search Engines                              |
| Digital Radio             | Voice and Audio Services                    |
| Radio                     | Sponsorship                                 |
| TV                        | Recruitment Channels/Job Boards             |
| Regional TV               | Emerging Channels as required (e.g. AI, VR) |
| Out of Home (OOH)         | Addressable Media (including TV)            |
| Out of Home (OOH) Digital | Regional media                              |
| Digital Display           | Vod/AdSmart                                 |
| Experiential              | Hyper Local Media                           |
| Direct Mail               |   |
| Email Marketing           |   |

**Playout and Distribution**

The Agency will need to have the ability to provide playout and distribution services to manage cross media delivery of assets to either the broadcasters, to the Media Buying Agency or to digital delivery platforms.

This will include but is not limited to:



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Ensuring through automated processed that formatting is correct for every channel,  
media owner and platform

Ensuring content meets regulatory requirements

High quality broadcast-grade transcoding from original masters and instant quality  
checks

Ensuring secure delivery of ads from a single platform

Enabling full visibility of ads for Clients before, during and after campaigns go live

#### **Digital Asset Management (DAM)**

The Agency will need to have the ability to provide a digital asset management platform that enables access to all Clients and their Agency Partners.

Her Majesty's Government (HMG) data and analytics infrastructure is currently built upon Amazon Web Services (AWS) Cloud Infrastructure and Tableau Server, which agencies will need to have the technical capability to work and integrate with securely, to share HMG data if requested.

Other central government and wider public sector Client data sharing requirements may differ. The Agency will need to have the ability to integrate with future and current infrastructures.

The Agency will need the technical ability to directly and securely share/transfer data to such systems upon request, through secure means, for example: direct API connections or automated data transfer services.

The DAM should enable Clients to streamline their content creation from the first draft to final approval via the Agency's workflow processes and tools. Clients should be able to easily collaborate and communicate with both internal departments and external agencies, so they can speed up content creation from start to finish, while making sure reviews and approvals are clear and straightforward for all involved stakeholders.

The DAM must have the ability to deliver:

Advanced search capabilities and filters - to enable Clients to look for the content in a quick and efficient manner.

Consistent brand image - to ensure all assets are up to date as changes are made to them.

#### Framework Schedule 1 (Specification)

Controlled access - to ensure control of access for individual Clients, including tracking on editing, uploading, downloading etc.

Metadata capabilities - to ensure efficient storage and embedding of information about each of the files and assets, including original, copyright, technical specifications, and any keywords associated with it.

Client requirements will differ and the Agency may be required to work with Clients providing the below DAM services, including but not limited to:

A DAM Storage platform only

A DAM storage platform and distribution of assets to media

DAM storage, distribution of assets and integrated workflow

Additional requirements include but are not limited to:

#### **Usability and Workflow**

Access to the platform anywhere - fully mobile and web-based

No limit on the number of users and/or Clients to the DAM

Real-time view of campaign delivery process

The ability to input Client briefs, track progress and asset creation from work in progress to final approval

Simultaneous access to multiple stakeholders with various controls i.e. approver access, viewer access

Version control, multiple display options, comment and approval functionality

Configuration for approvers and stakeholders across individual business areas with multiple layers approvals i.e stage 1 approver, stage 2 approver

The ability to track project audit trails and change tracking

Hierarchical, linear or custom stakeholder set up - Users should have different permissions for viewing, sharing, uploading, and downloading

Support the viewing of a variety of file formats

Multi-platform compatibility

The ability to collect assets in a centralised library or location and classify them into user-created groups (such as collating by an asset's creator, date of creation, or type of content)

The ability to efficiently search the asset database to locate the content. Assets should be searchable by multiple methods, including keywords, metadata, and category hierarchies

Users must be able to share assets via a direct link or a downloadable ZIP file

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The DAM must have a robust version control system that saves the history of modifications to each asset, and allows you to revert to previous versions

Workflow - Manage work in process and streamline collaboration, reviews, and approvals

The ability to annotate assets within the platform

#### **Content Usage Tracking and Rights**

The platform must have the ability to provide the below requirements, including but not limited to:

Content usage tracking - this includes usage rights capability that enables users to tag assets with relevant usage rights details using industry standard templates, as well as storing associated contracts against the asset.

The ability to lockdown assets following expiry to prevent any breach of usage rights. This should prevent the asset from being shared, downloaded or importantly published to media, with clear visual representation of expiry.

Notification of asset expiry and unpublishing of expired assets

Media filters on assets library

Usage rights requirements for Clients will vary and will include adding overall detail around how the assets should be controlled and how usage rights should be applied. Requirements may include but are not limited to:

Countries – Tagging the country that content can be used in

Media Types – Tagging the media channel in which the content can be used e.g. TV, Social, OOH etc.

Music – Tagging the different types of music track that feature and associated details

Visual Talent – Tagging the talent that feature in the content e.g. Regular Talent, Celebrities etc along with all associated details:

Voice Over (VO) Artist – Tagging the VO artist that features in the content and all associated details. Allowing multiple VO's to be added.

Throughout the duration of the agreement, Clients accessing services through this Lot reserve the right to retrieve and transfer all assets and data from the Agency(s) DAM system at no cost. This includes the right to transfer and migrate all data and assets to another DAM, either directly purchased or built by the Client, another Government Department or the Authority (CCS).

#### **Account Management**

Account management requirements will be fully defined within the Client Call-Off Contract however services at Framework Contract level should include but is not limited to:



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Fully inclusive technical support

A key point of contact for escalation purposes

The Agency will be required to provide CCS with login rights for appropriate read only and where required, administrative access to all advertising technology platforms used to service the Client's brief.

#### **Data Security and Compliance**

A disaster recovery and business continuity plan in place with periodic testing

An appointed Data Protection Officer (DPO)

An GDPR strategy and plan

Capability to amend a user details across the set of records

Capability to search and retrieve against a user's name within the system, and retrieve all records containing that name

System capability to allow the information to be restricted

System capability to allow the Agency to erase information about an individual upon request

The ability to report any GDPR breaches to a Client and CCS within 24 hours

AES 256 Encryption algorithm to protect data at rest and in transit

The DAM will need the technical ability to directly and securely share/transfer HMG data to HMG systems upon request, through secure means, for example: direct API connections or automated data transfer services

By default, HMG users from one government department should not have access to data for another department.

#### **Accreditation**

The Agency must already have in place or have the ability to put in place the below accreditation:

Independent SOC 2 test

ISO 27001, ISO 9001, ISO 14001, ISO 22301 accreditation

Independent Application Penetration test

Independent Network Penetration test

Cyber essentials



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## **Lot 4 - Stock Imagery, Footage and Sound**

### **Core Services**

The Agency within this Lot must have the ability to source and/or provide stock imagery, footage and sound libraries for government and wider public sector Clients accessing this agreement. This includes managing the rights associated with any materials supplied to the Client.

The Agency will be required to interact with a wide range of stakeholders from different sectors and assets will be used both domestically and internationally and across a range of formats including but not limited to:

#### *Paid Media Advertising*

- Print
- Moving Image
- OOH
- TV
- Cinema
- On-Line

#### *Owned Media*

- Government/Client Websites

#### *Editorial content*

- Print
- Moving Image
- On-line

#### *Educational collateral*

- Print
- Moving Image
- On-line

Where relevant, the Agency must make recommendations to Clients which will enable them to achieve best value for money through buying of Stock Imagery, Footage and Sound through this Lot.



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Where one provider is unable to provide all services, CCS will accept consortium proposals. Under this agreement, there is a requirement for a Lead Agency for contractual purposes. There should not be a premium attached to any proposal involving more than one party and full transparency regarding the cost of account management of the services is required.

### **Account Management**

Account management requirements will be fully defined within the Client Call-Off Contract however services at Framework Contract level should include but are not limited to:

- Fully inclusive technical support
- A key point of contact for escalation purposes

### **Services**

The Agency will need to deliver different service options including but not limited to:

- A managed service for complex requests
- As a self-serve agency for Clients who have less complex requirements
- A variety of subscription models for different Clients
- Different levels of account management according to subscription models

Additional services for Clients may include but are not limited to:

- Account Management Services
- Rights Clearance
- Rights Management
- Library Search service - automated metadata, automated AI, web based
- Technical support eg. resizing and retouching
- Delivery/upload to Client DAM system, Client or Publisher

### **Stock Imagery, Footage and Sound Assets**

The Agency will be required to provide stock assets including but not limited to:

- Royalty Free images
- Royalty Free footage
- Rights Managed images
- Rights Managed footage
- Stock Images
- Stock Footage





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### Licensed Catalogue/Music Library

#### Royalty Free/Out of Copyright - Music Library recordings of public domain works

The Agency may be required to provide original music, if specified by the Client. This is likely to represent a relatively small part of the scope and high value original music or licensed music tracks shall be managed by the Client's Creative Agency.

### Usage Rights and Asset Management

Usage rights requirements for Clients will vary and will include adding overall detail around how the assets should be controlled and how usage rights should be applied.

Clients may require music for the widest range of uses from broadcast to public events, and government internal meetings both in the UK and overseas.

HMG may also look for strategic advice on how to most efficiently centralise and use the music they have licensed across the various Clients.

Additional services in this area may include but are not limited to:

- Providing briefing templates for rights management to the Clients including all potential usage options

- Responsibility for managing the Rights of all materials submitted to and purchased by the Client

- Clarity of definitions around usage rights and management of the risks of infringement

The Agency must have the ability to comply with the Client preferred way of asset management. This will include but is not limited to:

- uploading content to the digital asset management platform, provided by the appointed Lot 3 appointed Agency

- uploading content to the Client specified digital asset management platform
- extraction of assets in a compliant way

### Creative Support

Clients may require creative and editing services for the Stock Imagery, Footage and Sound sourced through this Lot. The Agency is required to provide access to the suitable talent for these services. This includes but is not limited to:



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#### Framework Schedule 1 (Specification)

deploying talent to best suit the Clients requirements  
retaining suitable talent working on the Client's requirements  
Actively developing talent over the duration of the Framework Contract  
maintaining a motivated pool of talent and appropriately managing performance.

Services within this area will include but are not limited to:

#### *Stock Image and Footage:*

masking  
color correction  
pack shots  
changing pack labels  
clipping paths  
moving an image on a layer(s) or to another layer(s)  
scaling images  
extending for bleeds  
simple clean-up  
image resolution adjustments up or down  
batch-processing  
using actions, plug-ins, scripts and automation for general clean-up  
color modes changes  
other enhancements

#### *Music and Sound:*

Studio mixing and editing of tracks



## Framework Schedule 1 (Specification)

### **Lot 5 - Events**

#### **Core Services**

This Lot is for specialist events agencies who are capable of delivering high profile, complex, high value or strategically important domestic, international and global events. Services will be delivered throughout the UK and / or overseas via all formats.

Agencies will deliver the end to end strategy, development, production, management, delivery and evaluation of events. This may include but is not limited to global summits, major conferences, international trade shows and exhibitions, state visits, ceremonies, experiential and associated engagement activity.

Agencies must be able to orchestrate and manage different partners (either through CCS Framework partners, network, affiliates, associates and beyond) to deliver end to end solutions to provide the Client's event requirements in their entirety, including the ability to operate in a domestic and international capacity. This includes effectively managing the supply chain and all teams involved in the integrated event management process to fulfil the Client's specification with a focus on sustainable solutions.

Core services including strategic planning, design and delivery, account management and reporting must not be subcontracted.

Agencies will provide comprehensive account management services to the Client. Account management requirements will be fully defined at Client Call-Off Contract stage, however all Briefs will have an allocated lead and agencies will have a clear and simple escalation process for Clients and subcontractors.

Agencies are required to provide access to suitably experienced and qualified talent at all times. This includes attracting, deploying, retaining and developing talent to meet Client needs over the duration of the Framework Contract.

Agencies are also required to work collaboratively and effectively with multiple stakeholders, partners and other agencies of the Client to ensure smooth delivery of the events, achieve best value and drive best outcomes.

The agency shall deliver a wide range of events services in formats such as virtual, hybrid, experiential and face to face including but not limited to:



## Framework Schedule 1 (Specification)

### **Strategy and Content**

End to end event advice, strategy, planning, design, delivery, management and production for high level, large scale national, international and global events in the UK and overseas

Creative concept creation and implementation

Content development, delivery and management

Development, management and delivery of revenue generation strategy including but not limited to sponsorship, partnership, strategic activations, value in kind and missions and sale of tangible assets

### **Design and Management**

Design, build, installation and management

Project planning and management

Integrated marketing, communications and media activity to support events

Supply and management of all equipment including office supplies, furniture, signage

Management of stakeholders, sponsors, all event agencies and related parties

Management of and liaison of protocols for VIPs including Heads of State, foreign dignitaries and entourages

Delegate attraction, recruitment and management (registrations, data capture and insight) and communication

Speaker / contributor recruitment and management

Financial management including management of paying events, financial reconciliation, budget management, processing of grant payments

Resource management - planning and delivery

Security management

Risk mitigation and management

Quality control

Customer relationship management (CRM)

### **Provision of Services and Products**

Provision of IT equipment including laptops, tablet computers, touch screen style devices, portable and all other devices

Provision and management of all technical requirements including platforms and remote experience delivery such as mixed, augmented, virtual and extended reality

Management of IT integration, security and governance

Venue sourcing, contracting & management

Provision and management of catering services

Provision and management of entertainment

## Framework Schedule 1 (Specification)

Provision of merchandise and gifts  
 Researching and booking accommodation  
 Security and ground transportation of venue sites, where appropriate  
 Full service multi language simultaneous interpretation and translation facilities  
 Transcription services  
 Full accessibility compliance, including live sub titles, BSL interpreters, sign language  
 Provision of media centre  
 Provision of other on site services including First Aid  
 24/7 UK based support

### **Technical Requirements**

Provision and management of virtual events including hybrid and other formats  
 Provision and management of virtual platforms and facilities to cater for all types and scale of events, including accreditation portals  
 Full range of interactive functions and engagement tools including, chat, polling, moderated Q&A, whiteboards, networking, moderated social media content sharing, integration with social/communications apps, bespoke and customised interactive formats  
 Platforms must be compliant with latest GDPR legislation and highest level of prevailing digital security certification  
 Real-time translation capability to the priority languages (as a minimum) listed in section 2.2  
 Encryption of platform data  
 Provision of live streaming  
 Provision and management of host broadcasting services  
 Provision and management of audio visual systems  
 Provision of associated ICT hardware, software, cloudware and ICT support  
 Provision and management of networking functionality

### **Reporting and Evaluation**

Reporting (real time and post event), analysis and evaluation of events against objectives and KPIs, including delegate feedback



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## Joint Schedule 2 (Variation Form)

### Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

<b>Contract Details</b>		
This variation is between:	<b>[delete]</b> as applicable: CCS / Client] (" <b>CCS</b> " " <b>the Client</b> ") And <b>[insert]</b> name of Agency] (" <b>the Agency</b> ")	
Contract name:	<b>[insert]</b> name of contract to be changed] (" <b>the Contract</b> ")	
Contract reference number:	<b>[insert]</b> contract reference number]	
<b>Details of Proposed Variation</b>		
Variation initiated by:	<b>[delete]</b> as applicable: CCS/Client/Agency]	
Variation number:	<b>[insert]</b> variation number]	
Date variation is raised:	<b>[insert]</b> date]	
Proposed variation		
Reason for the variation:	<b>[insert]</b> reason]	
An Impact Assessment shall be provided within:	<b>[insert]</b> number] days	
<b>Impact of Variation</b>		
Likely impact of the proposed variation:	<b>[Agency to insert]</b> assessment of impact]	
<b>Outcome of Variation</b>		
Contract variation:	This Contract detailed above is varied as follows: <ul style="list-style-type: none"> <li><b>[CCS/Client to insert]</b> original Clauses or Paragraphs to be varied and the changed clause]</li> </ul>	
Financial variation:	Original Contract Value:	£ <b>[insert]</b> amount]
	Additional cost due to variation:	£ <b>[insert]</b> amount]
	New Contract value:	£ <b>[insert]</b> amount]



Joint Schedule 2 (Variation Form)

- 1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by **[delete]** as applicable: CCS / Client]
- 2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
- 3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the **[delete]** as applicable: CCS / Client]

Signature \_\_\_\_\_  
Date \_\_\_\_\_  
Name (in Capitals) \_\_\_\_\_  
Address \_\_\_\_\_

Signed by an authorised signatory to sign for and on behalf of the Agency

Signature \_\_\_\_\_  
Date \_\_\_\_\_  
Name (in Capitals) \_\_\_\_\_  
Address \_\_\_\_\_

## Joint Schedule 3 (Insurance Requirements)

### Joint Schedule 3 (Insurance Requirements)

#### 7. THE INSURANCE YOU NEED TO HAVE

7.1 The Agency shall take out and maintain, or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule, any additional insurances required under a Call-Off Contract (specified in the applicable Order Form) ("**Additional Insurances**") and any other insurances as may be required by applicable Law (together the "**Insurances**"). The Agency shall ensure that each of the Insurances is effective no later than:

7.1.1 the Framework Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and

7.1.2 the Call-Off Contract Effective Date in respect of the Additional Insurances.

7.2 The Insurances shall be:

7.2.1 maintained in accordance with Good Industry Practice;

7.2.2 (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;

7.2.3 taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and

7.2.4 maintained for at least six (6) years after the End Date.

7.3 The Agency shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Relevant Authority shall be indemnified in respect of claims made against the Relevant Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Agency is legally liable.

#### 8. HOW TO MANAGE THE INSURANCE

8.1 Without limiting the other provisions of this Contract, the Agency shall:

8.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to Deliverables as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;

8.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Agency is or becomes aware; and

8.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.



## Joint Schedule 3 (Insurance Requirements)

### **9. WHAT HAPPENS IF YOU AREN'T INSURED**

- 9.1 The Agency shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
- 9.2 Where the Agency has failed to purchase or maintain any of the Insurances in full force and effect, the Relevant Authority may elect (but shall not be obliged) following written notice to the Agency to purchase the relevant Insurances and recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Agency.

### **10. EVIDENCE OF INSURANCE YOU MUST PROVIDE**

- 10.1 The Agency shall upon the Start Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Relevant Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

### **11. MAKING SURE YOU ARE INSURED TO THE REQUIRED AMOUNT**

- 11.1 The Agency shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained at all times for the minimum limit of indemnity specified in this Contract and if any claims are made which do not relate to this Contract then the Agency shall notify the Relevant Authority and provide details of its proposed solution for maintaining the minimum limit of indemnity.

### **12. CANCELLED INSURANCE**

- 12.1 The Agency shall notify the Relevant Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.
- 12.2 The Agency shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Agency shall use all reasonable endeavours to notify the Relevant Authority (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

### **13. INSURANCE CLAIMS**

- 13.1 The Agency shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or each Contract for which it may be entitled to claim under any of the Insurances. In the event that the Relevant Authority receives a claim relating to or arising out of a Contract or the Deliverables, the Agency shall co-operate with the



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### Joint Schedule 3 (Insurance Requirements)

Relevant Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

- 13.2 Except where the Relevant Authority is the claimant party, the Agency shall give the Relevant Authority notice within twenty (20) Working Days after any insurance claim in excess of 10% of the sum required to be insured pursuant to Paragraph 5.1 relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Relevant Authority) full details of the incident giving rise to the claim.
- 13.3 Where any Insurance requires payment of a premium, the Agency shall be liable for and shall promptly pay such premium.
- 13.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Agency shall be liable for such excess or deductible. The Agency shall not be entitled to recover from the Relevant Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.



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### Joint Schedule 3 (Insurance Requirements)

#### **ANNEX: REQUIRED INSURANCES**

The Agency shall hold the following standard insurance cover from the Framework Start Date in accordance with this Schedule:

1. professional indemnity insurance with cover (for a single event or a series of related events and in the aggregate) of not less than one million pounds (£1,000,000);
2. public liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than two million pounds (£2,000,000); and
3. employers' liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than with a minimum limit of indemnity as required by Law.



## Joint Schedule 4 (Commercially Sensitive Information)

### **Joint Schedule 4 (Commercially Sensitive Information)**

#### **1. What is the Commercially Sensitive Information?**

- 1.1 In this Schedule the Parties have sought to identify the Agency's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
- 1.3 Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:



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#### Joint Schedule 4 (Commercially Sensitive Information)

No.	Date	Item(s)	Duration of Confidentiality
1	01/04/2024	Ratecard: The disclosure of this information would be prejudice the commercial interests of the organisation.	Duration of the contract plus 3 years thereafter.
2	01/04/2024	Information describing security controls, technology and network: The disclosure of this information would be prejudice the commercial interests of the organisation and represents an increased risk of security attacks.	Duration of the contract plus 3 years thereafter.
3	01/04/2024	Tag's technology: The disclosure to third party suppliers of this information would prejudice the commercial interests of the organisation.	Duration of the contract plus 5 years thereafter.
4	01/04/2024	Employee details: We believe public disclosure of any personally identifiable data would be disproportionate to any commercial purpose under the contract and would potentially contravene Data Protection restrictions.	Perpetual
5	01/04/2024	Client references including client names, case studies (not in the public domain), contract values and contact details: Due to client confidentiality agreements, we are unable to disclose references to client information to the wider public.	Duration of the contract plus 3years thereafter.

## Joint Schedule 5 (Corporate Social Responsibility)

### Joint Schedule 5 (Corporate Social Responsibility)

#### 1. What we expect from the Agency

- 1.1 In September 2017, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government.  
([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/646497/2017-09-13\\_Official\\_Sensitive\\_Supplier\\_Code\\_of\\_Conduct\\_September\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf))
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Agency acknowledges that the Client may have additional requirements in relation to corporate social responsibility. The Client expects that the Agency and its Subcontractors will comply with such corporate social responsibility requirements as the Client may notify to the Agency from time to time.

#### 2. Equality and Accessibility

- 2.1 In addition to legal obligations, the Agency shall support CCS and the Client in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:
  - 2.1.1 eliminate discrimination, harassment or victimisation of any kind; and
  - 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

#### 3. Modern Slavery, Child Labour and Inhumane Treatment

"Modern Slavery Helpline" means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

- 3.1 The Agency:
  - 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
  - 3.1.2 shall not require any Agency Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
  - 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.

## Joint Schedule 5 (Corporate Social Responsibility)

- 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.
- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Client and Modern Slavery Helpline.

## 4. Income Security

### 4.1 The Agency shall:

- 4.1.1 ensure that that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Agency Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;
- 4.1.3 not make deductions from wages:



## Joint Schedule 5 (Corporate Social Responsibility)

- (a) as a disciplinary measure
- (b) except where permitted by law; or
- (c) without expressed permission of the worker concerned;
- 4.1.4 record all disciplinary measures taken against Agency Staff; and
- 4.1.5 ensure that Agency Staff are engaged under a recognised employment relationship established through national law and practice.

**5. Working Hours**

## 5.1 The Agency shall:

- 5.1.1 ensure that the working hours of Agency Staff comply with national laws, and any collective agreements;
- 5.1.2 that the working hours of Agency Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;
- 5.1.3 ensure that use of overtime used responsibly, taking into account:
  - (a) the extent;
  - (b) frequency; and
  - (c) hours worked;

by individuals and by the Agency Staff as a whole;

- 1.2 The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.
- 1.3 Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:
  - 1.3.1 this is allowed by national law;
  - 1.3.2 this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce; appropriate safeguards are taken to protect the workers' health and safety; and
  - 1.3.3 the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.
- 1.4 All Agency Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.





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## Joint Schedule 5 (Corporate Social Responsibility)

### 2. Sustainability

- 2.1 The Agency shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>



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## Joint Schedule 7 (Financial Difficulties)

### Joint Schedule 7 (Financial Difficulties)

#### 1. Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Credit Rating Expectation"</b>	the minimum credit rating level applied by a Rating Agency that the Monitored Company was expected to have satisfied as set out in Annex 2;
<b>"Credit Rating Threshold"</b>	the minimum credit rating level applied by a Rating Agency that the Monitored Company is required to meet as set out in Annex 2
<b>"Financial Distress Event"</b>	<p>the occurrence or one or more of the following events:</p> <ol style="list-style-type: none"> <li>a) the credit rating of the Monitored Company dropping below the Credit Rating Threshold;</li> <li>b) the Monitored Company issuing a profits warning to a stock exchange or making any other public announcement about a material deterioration in its financial position or prospects;</li> <li>c) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of the Monitored Party;</li> <li>d) Monitored Company committing a material breach of covenant to its lenders;</li> <li>e) a Key Subcontractor (where applicable) notifying CCS that the Agency has not satisfied any sums properly due under a specified invoice and not subject to a genuine dispute; or</li> <li>f) any of the following: <ol style="list-style-type: none"> <li>i) commencement of any litigation against the Monitored Company with respect to financial indebtedness or obligations under a contract;</li> </ol> </li> </ol>



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## Joint Schedule 7 (Financial Difficulties)

- ii) non-payment by the Monitored Company of any financial indebtedness;
- iii) any financial indebtedness of the Monitored Company becoming due as a result of an event of default; or
- iv) the cancellation or suspension of any financial indebtedness in respect of the Monitored Company

in each case which CCS reasonably believes (or would be likely reasonably to believe) could directly impact on the continued performance of any Contract and delivery of the Deliverables in accordance with any Call-Off Contract;

**"Financial Distress Service Continuity Plan"**

a plan setting out how the Agency will ensure the continued performance and delivery of the Deliverables in accordance with the Contract in the event that a Financial Distress Event occurs;

**"Monitored Company"**

Each of the Agency, the Guarantor or any Key Subcontractor

**"Rating Agencies"**

the rating agencies listed in Annex 1.

## 2. When this Schedule applies

2.1 The Parties shall comply with the provisions of this Schedule in relation to the assessment of the financial standing of the Monitored Companies and the consequences of a change to that financial standing.

2.2 The terms of this Schedule shall survive:

- 2.2.1 under the Framework Contract until the later of (a) the termination or expiry of the Framework Contract or (b) the latest date of termination or expiry of any call-off contract entered into under the Framework Contract (which might be after the date of termination or expiry of the Framework Contract); and
- 2.2.2 under the Call-Off Contract until the termination or expiry of the Call-Off Contract.



Joint Schedule 7 (Financial Difficulties)

3. What happens when your credit rating changes

- 3.1 The Agency warrants and represents to CCS that as at the Start Date the long term credit ratings issued for the Monitored Companies by each of the Rating Agencies are as set out in Annex 2 (described as the “Actual Credit Rating”).
- 3.2 The Agency shall promptly (and in any event within five (5) Working Days) notify CCS in writing if there is any downgrade in the credit rating issued by any Rating Agency for a Monitored Company.
- 3.3 If there is any downgrade credit rating issued by any Rating Agency for the Monitored Company the Agency shall ensure that the Monitored Company’s auditors thereafter provide CCS within 10 Working Days of the end of each Contract Year and within 10 Working Days of written request by CCS (such requests not to exceed 4 in any Contract Year) with written calculations of the quick ratio for the Monitored Company as at the end of each Contract Year or such other date as may be requested by CCS. For these purposes the "quick ratio" on any date means:

$$\frac{A + B + C}{D}$$

where:

- |   |  |
|---|--|
| A | is the value at the relevant date of all cash in hand and at the bank of the Monitored Company;  |
| B | is the value of all marketable securities held by the Agency the Monitored Company determined using closing prices on the Working Day preceding the relevant date; |
| C | is the value at the relevant date of all account receivables of the Monitored and;   |
| D | is the value at the relevant date of the current liabilities of the Monitored Company.   |

- 3.4 The Agency shall:
  - 3.4.1 regularly monitor the credit ratings of each Monitored Company with the Rating Agencies; and
  - 3.4.2 promptly notify (or shall procure that its auditors promptly notify) CCS in writing following the occurrence of a Financial Distress Event or any fact, circumstance or matter which could cause a Financial Distress Event and, in any event, ensure that such notification is made within 10 Working Days of the date on which the Agency first becomes aware of the Financial Distress

## Joint Schedule 7 (Financial Difficulties)

Event or the fact, circumstance or matter which could cause a Financial Distress Event.

- 3.5 For the purposes of determining whether a Financial Distress Event has occurred the credit rating of the Monitored Company shall be deemed to have dropped below the applicable Credit Rating Threshold if any of the Rating Agencies have rated the Monitored Company at or below the applicable Credit Rating Threshold.

### **4. What happens if there is a financial distress event**

- 4.1 In the event of a Financial Distress Event then, immediately upon notification of the Financial Distress Event (or if CCS becomes aware of the Financial Distress Event without notification and brings the event to the attention of the Agency), the Agency shall have the obligations and CCS shall have the rights and remedies as set out in Paragraphs 4.3 to 4.6.
- 4.2 In the event that a Financial Distress Event arises due to a Key Subcontractor notifying CCS that the Agency has not satisfied any sums properly due under a specified invoice and not subject to a genuine dispute then, CCS shall not exercise any of its rights or remedies under Paragraph 4.3 without first giving the Agency ten (10) Working Days to:
- 4.2.1 rectify such late or non-payment; or
  - 4.2.2 demonstrate to CCS's reasonable satisfaction that there is a valid reason for late or non-payment.
- 4.3 The Agency shall and shall procure that the other Monitored Companies shall:
- 4.3.1 at the request of CCS meet CCS as soon as reasonably practicable (and in any event within three (3) Working Days of the initial notification (or awareness) of the Financial Distress Event) to review the effect of the Financial Distress Event on the continued performance of each Contract and delivery of the Deliverables in accordance each Call-Off Contract; and
  - 4.3.2 where CCS reasonably believes (taking into account the discussions and any representations made under Paragraph 4.3.1) that the Financial Distress Event could impact on the continued performance of each Contract and delivery of the Deliverables in accordance with each Call-Off Contract:
    - (a) submit to CCS for its Approval, a draft Financial Distress Service Continuity Plan as soon as reasonably practicable (and in any event, within ten (10) Working Days of the initial notification (or awareness) of the Financial Distress Event); and
    - (b) provide such financial information relating to the Monitored Company as CCS may reasonably require.
- 4.4 If CCS does not (acting reasonably) approve the draft Financial Distress Service Continuity Plan, it shall inform the Agency of its reasons and the Agency shall take

## Joint Schedule 7 (Financial Difficulties)

those reasons into account in the preparation of a further draft Financial Distress Service Continuity Plan, which shall be resubmitted to CCS within five (5) Working Days of the rejection of the first or subsequent (as the case may be) drafts. This process shall be repeated until the Financial Distress Service Continuity Plan is Approved by CCS or referred to the Dispute Resolution Procedure.

- 4.5 If CCS considers that the draft Financial Distress Service Continuity Plan is insufficiently detailed to be properly evaluated, will take too long to complete or will not remedy the relevant Financial Distress Event, then it may either agree a further time period for the development and agreement of the Financial Distress Service Continuity Plan or escalate any issues with the draft Financial Distress Service Continuity Plan using the Dispute Resolution Procedure.
- 4.6 Following Approval of the Financial Distress Service Continuity Plan by CCS, the Agency shall:
  - 4.6.1 on a regular basis (which shall not be less than Monthly), review the Financial Distress Service Continuity Plan and assess whether it remains adequate and up to date to ensure the continued performance each Contract and delivery of the Deliverables in accordance with each Call-Off Contract;
  - 4.6.2 where the Financial Distress Service Continuity Plan is not adequate or up to date in accordance with Paragraph 4.6.1, submit an updated Financial Distress Service Continuity Plan to CCS for its Approval, and the provisions of Paragraphs 4.5 and 4.6 shall apply to the review and Approval process for the updated Financial Distress Service Continuity Plan; and
  - 4.6.3 comply with the Financial Distress Service Continuity Plan (including any updated Financial Distress Service Continuity Plan).
- 4.7 Where the Agency reasonably believes that the relevant Financial Distress Event (or the circumstance or matter which has caused or otherwise led to it) no longer exists, it shall notify CCS and subject to the agreement of the Parties, the Agency may be relieved of its obligations under Paragraph 4.64.6.
- 4.8 CCS shall be able to share any information it receives from the Client in accordance with this Paragraph with any Buyer who has entered into a Call-Off Contract with the Agency.

## 5. When CCS or the Client can terminate for financial distress

- 5.1 CCS shall be entitled to terminate this Contract and Clients shall be entitled to terminate their Call-Off Contracts for material Default if:
  - 5.1.1 the Agency fails to notify CCS of a Financial Distress Event in accordance with Paragraph 3.4;



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#### Joint Schedule 7 (Financial Difficulties)

- 5.1.2 CCS and the Agency fail to agree a Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with Paragraphs 4.3 to 4.5; and/or
- 5.1.3 the Agency fails to comply with the terms of the Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with Paragraph 4.6.3.
- 5.2 If the Contract is terminated in accordance with Paragraph 5.1, Clauses 10.6.1 and 10.6.2 of the Core Terms shall apply as if the Contract had been terminated under Clause 10.4.1.

#### **6. What happens If your credit rating is still good**

- 6.1 Without prejudice to the Agency's obligations and CCS' and the Client's rights and remedies under Paragraph 5, if, following the occurrence of a Financial Distress Event, the Rating Agencies review and report subsequently that the credit ratings do not drop below the relevant Credit Rating Threshold, then:
  - 6.1.1 the Agency shall be relieved automatically of its obligations under Paragraphs 4.3 to 4.6; and
  - 6.1.2 CCS shall not be entitled to require the Agency to provide financial information in accordance with Paragraph 4.3.2(b).



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## Joint Schedule 7 (Financial Difficulties)

### ANNEX 1: RATING AGENCIES

DUN & BRADSTREET

COMPANY WATCH

### ANNEX 2: CREDIT RATINGS & CREDIT RATING THRESHOLDS

#### Part 1: Current Rating – Lot 3

Agency - Tag Europe Ltd	Dun & Bradstreet Credit rating	Company Watch Health (H) Score
Credit Rating Expectation (Framework Level)		
Actual Credit Rating (at contract award)		
Credit Rating Threshold		

Guarantor - Dentsu Interna- tional Treasury Limited	Dun & Bradstreet Credit rating	Company Watch Health (H) Score
Credit Rating Expectation (Framework Level)		
Actual Credit Rating (at contract award)		
Credit Rating Threshold		



Joint Schedule 8 (Guarantee)

**Joint Schedule 8 (Guarantee)**

Redacted due to commercial sensitivity





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Joint Schedule 10 (Rectification Plan)

## Joint Schedule 10 (Rectification Plan)

Request for <b>[Revised]</b> Rectification Plan		
Details of the Default:	<b>[Guidance:</b> Explain the Default, with clear schedule and clause references as appropriate]	
Deadline for receiving the <b>[Revised]</b> Rectification Plan:	<b>[add]</b> date (minimum 10 days from request)]	
Signed by <b>[CCS/Client]</b> :		Date: <input type="text"/>
Agency <b>[Revised]</b> Rectification Plan		
Cause of the Default	<b>[add]</b> cause]	
Anticipated impact assessment:	<b>[add]</b> impact]	
Actual effect of Default:	<b>[add]</b> effect]	
Steps to be taken to rectification:	<b>Steps</b>	<b>Timescale</b>
	1.	<b>[date]</b>
	2.	<b>[date]</b>
	3.	<b>[date]</b>
	4.	<b>[date]</b>
	<b>[...]</b>	<b>[date]</b>
Timescale for complete Rectification of Default	<b>[X]</b> Working Days	
Steps taken to prevent recurrence of Default	<b>Steps</b>	<b>Timescale</b>
	1.	<b>[date]</b>
	2.	<b>[date]</b>
	3.	<b>[date]</b>
	4.	<b>[date]</b>
	<b>[...]</b>	<b>[date]</b>



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### Joint Schedule 10 (Rectification Plan)

Signed by the Agency:		Date:	
<b>Review of Rectification Plan</b> [CCS/Client]			
Outcome of review	[Plan Accepted] [Plan Rejected] [Revised Plan Requested]		
Reasons for Rejection (if applicable)	[add reasons]		
Signed by [CCS/Client]		Date:	



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### Joint Schedule 11 (Processing Data)

#### Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):
 

<b>"Processor Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract; and
<b>"Supplier"</b>	means the Agency;

#### Status of the Controller

2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:
  - (a) "Controller" in respect of the other Party who is "Processor";
  - (b) "Processor" in respect of the other Party who is "Controller";
  - (c) "Joint Controller" with the other Party;
  - (d) "Independent Controller" of the Personal Data where the other Party is also "Controller",  
  
in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

#### Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
  - (a) a systematic description of the envisaged Processing and the purpose of the Processing;



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- (b) an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
  - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
  - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
- (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
  - (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
    - (i) nature of the data to be protected;
    - (ii) harm that might result from a Personal Data Breach;
    - (iii) state of technological development; and
    - (iv) cost of implementing any measures;
  - (c) ensure that:
    - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
    - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
      - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
      - (B) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
      - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
      - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;



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- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
    - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or LED Article 37) as determined by the Controller;
    - (ii) the Data Subject has enforceable rights and effective legal remedies;
    - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
    - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
  - (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
- 7.** Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - (b) receives a request to rectify, block or erase any Personal Data;
  - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
  - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - (f) becomes aware of a Personal Data Breach.
- 8.** The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
- 9.** Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:



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- (a) the Controller with full details and copies of the complaint, communication or request;
  - (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
  - (d) assistance as requested by the Controller following any Personal Data Breach; and/or
  - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
- 10.** The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller determines that the Processing is not occasional;
  - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
  - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 11.** The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
- 12.** The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 13.** Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
- (a) notify the Controller in writing of the intended Subprocessor and Processing;
  - (b) obtain the written consent of the Controller;
  - (c) enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and
  - (d) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
- 14.** The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.



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15. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
16. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

## Where the Parties are Joint Controllers of Personal Data

17. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11.

## Independent Controllers of Personal Data

18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 8 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
22. The Parties shall only provide Personal Data to each other:
  - (a) to the extent necessary to perform their respective obligations under the Contract;
  - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
  - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).





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- 23.** Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
- 24.** A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
- 25.** Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (**"Request Recipient"**):
- (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
  - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
    - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
    - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
- 26.** Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
- (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
  - (b) implement any measures necessary to restore the security of any compromised Personal Data;



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- (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
  - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
- 27.** Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
- 28.** Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
- 29.** Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 27 of this Joint Schedule 11.



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### Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

- a. The contact details of the Relevant Authority's Data Protection Officer is:  
Benedict Collins, [REDACTED]
- b. The contact details of the Supplier's Data Protection Officer is Garreth  
Cameron [REDACTED]
- c. The Processor shall comply with any further written instructions with respect  
to Processing by the Controller.
- d. Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor in respect of Personal Data processed by the Supplier in the provision of the contracted services, whose nature and purpose are detailed below:</p> <p>The only personal data which the Authority will share with the Agency will include the names, job titles, telephone numbers and email addresses of the personnel exercising the Order Contract.</p>
Duration of the Processing	From Call Off Start Date to Call Off Expiry Date (as extended by any Extension Period).
Nature and purposes of the Processing	As part of commissioning work to the agency and for contracting purposes.
Type of Personal Data	Personnel name(s), job titles, telephone number, email address(es), images.
Categories of Data Subject	Subjects and contacts within PR briefs issued by the Relevant Authority, who include SME contacts and staff members.



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<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>The Supplier will delete all Personal Data 6 months after all activities against a brief has concluded, unless otherwise instructed by the Relevant Authority. During termination of the agreement, the Relevant Authority and the Supplier will agree the method and timeframe for the return and destruction of any Personal Data not qualified for storage beyond the term of the agreement.</p>
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## Core Terms

### Core Terms

#### 1. Definitions used in the contract

Interpret this Contract using Joint Schedule 1 (Definitions).

#### 2. How the contract works

- 2.1 The Agency is eligible for the award of Call-Off Contracts during the Framework Contract Period.
- 2.2 CCS does not guarantee the Agency any exclusivity, quantity or value of work under the Framework Contract.
- 2.3 CCS has paid one penny to the Agency legally to form the Framework Contract. The Agency acknowledges this payment.
- 2.4 If the Client decides to buy Deliverables under the Framework Contract it must use Framework Schedule 7 (Call-Off Award Procedure) and must state its requirements using Framework Schedule 6 (Letter of Appointment Template and Call-Off Schedules). If allowed by the Regulations, the Client can:
  - (a) make changes to Framework Schedule 6 (Letter of Appointment Template and Call-Off Schedules);
  - (b) create new Call-Off Schedules;
  - (c) exclude optional template Call-Off Schedules; and/or
  - (d) use Special Terms in the Letter of Appointment to add or change terms.
- 2.5 Each Call-Off Contract:
  - (a) is a separate Contract from the Framework Contract;
  - (b) is between an Agency and a Client;
  - (c) includes Core Terms, Schedules and any other changes or items in the completed Letter of Appointment; and
  - (d) survives the termination of the Framework Contract until its own End Date.
- 2.6 Where the Agency is approached by any Other Contracting Authority requesting Deliverables or substantially similar goods or services, the Agency must tell them about this Framework Contract before accepting their order so that they are aware that they could place an order under this Framework Contract.
- 2.7 The Agency acknowledges it has all the information required to perform its obligations under each Contract before entering into a Contract. When information is provided by a Relevant Authority no warranty of its accuracy is given to the Agency.
- 2.8 The Agency will not be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:



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- (a) verify the accuracy of the Due Diligence Information; or
- (b) properly perform its own adequate checks.

2.9 CCS and the Client will not be liable for errors, omissions or misrepresentation of any information.

2.10 The Agency warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

### **3. What needs to be delivered**

#### **3.1 All deliverables**

3.1.1 The Agency must provide Deliverables:

- (a) that comply with the Specification, the Framework Tender Response and, in relation to a Call-Off Contract, the Call-Off Proposal (if there is one);
- (b) to a professional standard;
- (c) using reasonable skill and care;
- (d) using Good Industry Practice;
- (e) using its own policies, processes and internal quality control measures as long as they do not conflict with the Contract;
- (f) on the dates agreed; and
- (g) that comply with Law.

3.1.2 The Agency must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.

#### **3.2 Services clauses**

3.2.1 The Agency must co-operate with the Client and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions.

3.2.2 The Agency must at its own risk and expense provide all Agency Equipment required to Deliver the Services.

3.2.3 The Agency must allocate sufficient resources and appropriate expertise to each Contract.

3.2.4 The Agency must take all reasonable care to ensure performance does not disrupt the Client's operations, employees or other contractors.



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3.2.5 The Agency must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.

3.2.6 The Client is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

3.2.7 Late Delivery of the Services will be a Default of a Call-Off Contract.

### 3.3 Goods clauses

3.3.1 All Goods delivered must be new, or as new if recycled, unused and of recent origin.

3.3.2 All manufacturer warranties covering the Goods must be assignable to the Client on request and for free.

3.3.3 The Agency transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.

3.3.4 Risk in the Goods transfers to the Client on Delivery of the Goods, but remains with the Agency if the Client notices damage following Delivery and lets the Agency know within 3 Working Days of Delivery.

3.3.5 The Agency warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.

3.3.6 The Agency must deliver the Goods on the date and to the specified location during the Client's working hours.

3.3.7 The Agency must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.

3.3.8 All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.

3.3.9 The Agency must provide all tools, information and instructions the Client needs to make use of the Goods.

3.3.10 The Agency must indemnify the Client against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.

3.3.11 The Client can cancel any order or part order of Goods which has not been Delivered. If the Client gives less than 14 days notice then it will pay the Agency's reasonable and proven costs already incurred on the cancelled order as long as the Agency takes all reasonable steps to minimise these costs.

3.3.12 The Agency must at its own cost repair, replace, refund or substitute (at the Client's option and request) any Goods that the Client rejects because they do not conform with Clause 3. If the Agency does not do this it will pay the Client's costs including



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repair or re-supply by a third party.

### 4. Pricing and payments

- 4.1 In exchange for the Deliverables, the Agency must invoice the Client for the Charges in the Letter of Appointment or applicable Statement of Work.
- 4.2 CCS must invoice the Agency for the Management Charge and the Agency must pay it using the process in Framework Schedule 5 (Management Charges and Information).
- 4.3
- 4.4 The Agency must invoice the Client for the GCS Management Charge and pass it to CCS when the Agency pays the Management Charge.
- 4.5 All Charges and the Management Charge:
  - (a) exclude VAT, which is payable on provision of a valid VAT invoice; and
  - (b) include all costs connected with the Supply of Deliverables.
- 4.6 The Client must pay the Agency the Charges within 30 days of receipt by the Client of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Letter of Appointment.
- 4.7 An Agency invoice is only valid if it:
  - (a) includes all appropriate references including the Contract reference number and other details reasonably requested by the Client;
  - (b) includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any); and
  - (c) does not include any Management Charge (the Agency must not charge the Client in any way for the Management Charge).
- 4.8 The Client must accept and process for payment an undisputed Electronic Invoice received from the Agency.
- 4.9 The Client may retain or set-off payment of any amount owed to it by the Agency if notice and reasons are provided.
- 4.10 The Agency must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, CCS or the Client can publish the details of the late payment or non-payment.
- 4.11 If CCS or the Client can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Agency to provide the Deliverables, then CCS or the Client may require the Agency to use their supplier.
- 4.12 If CCS or the Client uses Clause 4.10 then the Framework Prices (and where applicable,





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the Charges) must be reduced by an agreed amount by using the Variation Procedure.

- 4.13 The Agency has no right of set-off, counterclaim, discount or abatement unless they are ordered to do so by a court.

## 5. The client's obligations to the agency

- 5.1 If Agency Non-Performance arises from an Authority Cause:

- (a) neither CCS or the Client can terminate a Contract under Clause 10.4.1;
- (b) the Agency is entitled to reasonable and proven additional expenses and to relief from liability and Deduction under this Contract;
- (c) the Agency is entitled to additional time needed to make the Delivery; and
- (d) the Agency cannot suspend the ongoing supply of Deliverables.

- 5.2 Clause 5.1 only applies if the Agency:

- (a) gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware;
- (b) demonstrates that the Agency Non-Performance would not have occurred but for the Authority Cause; and
- (c) mitigated the impact of the Authority Cause.

## 6. Record keeping and reporting

- 6.1 The Agency must attend Progress Meetings with the Client and provide Progress Reports when specified in the Letter of Appointment.

- 6.2 The Agency must keep and maintain full and accurate records and accounts on everything to do with the Contract:

- (a) during the Contract Period;
- (b) for 7 years after the End Date; and
- (c) in accordance with UK GDPR, including but not limited to the records and accounts stated in the definition of Audit in Joint Schedule 1.

- 6.3 The Relevant Authority or an Auditor under the CRTPA can Audit the Agency.

- 6.4 During an Audit, the Agency must:

- (a) allow the Relevant Authority or any Auditor access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for an Audit; and
- (b) provide information to the Relevant Authority or to the Auditor and reasonable



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co-operation at their request.

- 6.5 Where the Audit of the Agency is carried out by an Auditor, the Auditor shall be entitled to share any information obtained during the Audit with the Relevant Authority.
- 6.6 If the Agency is not providing any of the Deliverables, or is unable to provide them, it must immediately:
- (a) tell the Relevant Authority and give reasons;
  - (b) propose corrective action; and
  - (c) provide a deadline for completing the corrective action.
- 6.7 The Agency must provide CCS with a Self Audit Certificate supported by an audit report at the end of each Contract Year. The report must contain:
- (a) the methodology of the review;
  - (b) the sampling techniques applied;
  - (c) details of any issues; and
  - (d) any remedial action taken.
- 6.8 The Self Audit Certificate must be completed and signed by an auditor or senior member of the Agency's management team that is qualified in either a relevant audit or financial discipline.
- 6.9 If an Audit reveals that the Agency has underpaid an amount equal to or greater than 1% of the Management Charge due in respect of any Monthly reporting and accounting period relating to this Framework Agreement and any Call-Off Contracts, the Agency shall reimburse CCS its reasonable costs incurred in relation to the Audit.
- 6.10 If an Audit reveals:
- (a) that the Agency has underpaid an amount equal to or greater than 5% of the Management Charge due in respect of any Monthly reporting and accounting period relating to this Framework Agreement and any Call-Off Contracts, or
  - (b) a material Default
- 6.11 CCS may terminate this Framework Agreement. The Agency shall also reimburse CCS its reasonable costs incurred in relation to the Audit.
- 6.12 The Parties agree that they will bear their own respective costs and expenses incurred during any Audit, save as specified in Clause 6.10.



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- 6.13 CCS may from time to time undertake (or procure the undertaking of) a “Client Satisfaction Survey”, to assess the level of satisfaction among some or all Clients with the Deliverables. This may include:
- (a) the way in which the Services are provided, performed and delivered;
  - (b) the quality, efficiency and effectiveness of the supply of the Services;
  - (c) Agency compliance with this Framework Agreement and any Call-Off Contracts; and
  - (d) any other assessment CCS deems appropriate for monitoring Client satisfaction.
- 6.14 CCS and the Clients may use the results of any Client Satisfaction Survey to make decisions in relation to this Framework Agreement and any Call-Off Contracts.
- 6.15 When the Agency enters into or extends a Call-Off Contract with a Client, a signed copy of the Call-Off Contract must be provided to CCS within 14 days.

## 7. Supplier staff

- 7.1 The Supplier Staff involved in the performance of each Contract must:
- (a) be appropriately trained and qualified;
  - (b) be vetted using Good Industry Practice and the Security Policy; and
  - (c) comply with all conduct requirements when on the Client’s Premises.
- 7.2 Where a Client decides one of the Supplier’s Staff is not suitable to work on a contract, the Agency must replace them with a suitably qualified alternative.
- 7.3 If requested, the Agency must replace any person whose acts or omissions have caused the Agency to breach Clause 27.
- 7.4 The Agency must provide a list of Supplier Staff needing to access the Client’s Premises and say why access is required.
- 7.5 The Agency indemnifies CCS and the Client against all claims brought by any person employed by the Agency caused by an act or omission of the Agency or any Supplier Staff.

## 8. Rights and protection

- 8.1 The Agency warrants and represents that:
- (a) it has full capacity and authority to enter into and to perform each Contract;
  - (b) each Contract is executed by its authorised representative;
  - (c) it is a legally valid and existing organisation incorporated in the place it was formed;
  - (d) there are no known legal or regulatory actions or investigations before any court,



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- administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform each Contract;
- (e) it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract;
  - (f) it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract;
  - (g) it is not impacted by an Insolvency Event;
  - (h) it will comply with each Call-Off Contract; and
  - (i) as at the date they are delivered, the Deliverables of a Call-Off Contract may be used for the purposes set out in the Call-Off Contract and comply with all Advertising Regulations.
- 8.2 The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Agency provides Deliverables under the Contract.
- 8.3 The Agency indemnifies both CCS and every Client against each of the following:
- (a) wilful misconduct of the Agency, Subcontractor and Supplier Staff that impacts the Contract; and
  - (b) non-payment by the Agency of any Tax or National Insurance.
- 8.4 All claims indemnified under this Contract must use Clause 26.
- 8.5 The description of any provision of this Contract as a warranty does not prevent CCS or a Client from exercising any termination right that it may have for breach of that clause by the Agency.
- 8.6 If the Agency becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Client.
- 8.7 All third party warranties and indemnities covering the Deliverables must be assigned for the Client's benefit by the Agency.

## 9. Intellectual Property Rights (IPRs)

- 9.1 Each Party keeps ownership of its own Existing IPRs. The Agency gives the Client a non-exclusive, royalty-free, irrevocable, transferable licence to use, change and sub-license the Agency's Existing IPR as are included in the Deliverables, in the Territory, for the period of time and for the purposes set out in the Statement of Work to enable it to both:
- (a) receive and use the Deliverables; and
  - (b) make use of the deliverables provided by a Replacement Agency.



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- 9.2 Subject to the provisions of clause 9.8, any New IPR created under a Contract is owned by the Client. The Client gives the Agency a non-exclusive licence to use any Client Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.
- 9.3 Where a Party acquires ownership of IPRs incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 9.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos or trademarks, except as provided in Clause 9 or otherwise agreed in writing.
- 9.5 If there is an IPR Claim, the Agency indemnifies CCS and each Client against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.
- 9.6 If an IPR Claim is made or anticipated the Agency must at its own expense and the Client's sole option, either:
- (a) obtain for CCS and the Client the rights in Clause 9.1 and 9.2 without infringing any Third Party IPR; or
  - (b) replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.
- 9.7 In spite of any other provisions of a Contract and for the avoidance of doubt, award of a Contract by the Client and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Agency acknowledges that any authorisation by the Client under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.
- 9.8 The Agency warrants that it owns, or has obtained, valid licences for all IPR that are necessary to perform its obligations under this Framework Agreement and the Call-Off Contract, other than any IPR provided to it by CCS or the Client. The Agency shall maintain these licences in full during the Contract Period of this Framework Contract and the Call-Off Contract, save for any Third Party IPR in respect of which the Agency will maintain licences so the Client can use these Third Party IPR for the purposes set out in the Statement of Work. The Agency will notify the Client of any restrictions on usage and any other contractual restrictions arising in respect of such Third Party IPR.
- 9.9 Unless expressly prohibited in a Call-Off Contract, the Agency will be able during and after the Contract Period to use any Deliverables which have been broadcast, published, distributed or otherwise made available to the public, and the Client's name and logo for the purposes of promoting its work and its business including on the Agency's website, in credentials pitches and in its showreel. Any other use by the



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Agency shall be subject to the Client's prior Approval.

9.10 During the Contract Period, if the Agency is asked to take part in a competitive pitch or other similar process for the Client, then notwithstanding any of the previous provisions of this Clause 9, the Agency will retain ownership of all IPR in any materials forming part of the pitch process. If the Agency is successful in such pitch and the Parties agree that such materials will be used in a Call-Off Contract the Agency will assign all such IPR to the Client.

9.11 The Agency is not liable in connection with a Call-Off Contract for:

9.11.1 any modifications, adaptations or amendments to any Deliverables made by the Client or by a third party on the Client's behalf after the Agency has handed them over;

9.11.2 any fault, error, destruction or other degradation in the quality and/or quantity of the Deliverables which arises due to the acts or omissions of the Client;

9.11.3 the Deliverables infringing a third party's IPR where the Agency had previously notified the Client of a specific risk that the Deliverables infringed third party IPR and the Agency had obtained the prior approval of the Authorised Client Approver to use such Deliverables notwithstanding such notified risk; and/or

9.11.4 the incorporation of Client Existing IPR into the Deliverables provided that the Agency has incorporated and used such Client Existing IPR in accordance with any instructions given by the Client from time to time

9.12 Any marketing materials produced by the Agency in relation to this Framework Contract must comply in all respects with the Branding Guidance.

9.13 To the extent permitted by Law, the Agency shall ensure that all Moral Rights relating to Agency IPR are waived. Where it is not lawfully possible to waive Moral Rights, the Agency agrees not to assert any Moral Rights in respect of the relevant materials.

9.14 The Agency will use its reasonable endeavours to ensure that all Moral Rights relating to Third Party IPR are waived. Where it is not lawfully possible to waive Moral Rights, the Agency will work with the owner or creator of the Third Party IPR to procure that Moral Rights are not asserted in respect of the relevant materials). If the Agency cannot obtain such waiver of (or agreement not to assert) such Moral Rights in respect of any such materials, the Agency will notify the Client and will obtain the Client's Approval prior to incorporating such materials into the Deliverables.

## 10. Ending the contract or any subcontract

### 10.1 Contract Period

10.1.1 The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.

10.1.2 The Relevant Authority can extend the Contract for the Extension Period by giving



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the Agency no less than 3 Months' written notice before the Contract expires.

### 10.2 Ending the contract without a reason

10.2.1 CCS has the right to terminate the Framework Contract at any time without reason by giving the Agency at least 30 days' notice.

10.2.2 Each Client has the right to terminate their Call-Off Contract at any time without reason by giving the Agency not less than 90 days' written notice.

### 10.3 Rectification plan process

10.3.1 If there is a Default, the Relevant Authority may, without limiting its other rights, request that the Agency provide a Rectification Plan.

10.3.2 When the Relevant Authority receives a requested Rectification Plan it can either:

- (a) reject the Rectification Plan or revised Rectification Plan, giving reasons; or
- (b) accept the Rectification Plan or revised Rectification Plan (without limiting its rights) and the Agency must immediately start work on the actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties.

10.3.3 Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:

- (a) must give reasonable grounds for its decision; and
- (b) may request that the Agency provides a revised Rectification Plan within 5 Working Days.

10.3.4 If the Relevant Authority rejects any Rectification Plan, including any revised Rectification Plan, the Relevant Authority does not have to request a revised Rectification Plan before exercising its right to terminate its Contract under Clause 10.4.3(a).

### 10.4 When CCS or the client can end a contract

10.4.1 If any of the following events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Agency:

- (a) there is an Agency Insolvency Event;
- (b) there is a Default that is not corrected in line with an accepted Rectification Plan;
- (c) the Agency does not provide a Rectification Plan within 10 days of the request;
- (d) there is any material Default of the Contract;
- (e) there is any material Default of any Joint Controller Agreement relating to any Contract;



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- (f) there is a Default of Clauses 2.10, 9, 14, 15, 27, 32 or Framework Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract;
- (g) there is a consistent repeated failure to meet the Key Performance Indicators in Framework Schedule 4 (Framework Management);
- (h) there is a Change of Control of the Agency which is not pre-approved by the Relevant Authority in writing;
- (i) if the Relevant Authority discovers that the Agency was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded; or
- (j) the Agency or its Affiliates embarrass or bring CCS or the Client into disrepute or diminish the public trust in them.

10.4.2 CCS may terminate the Framework Contract if a Client terminates a Call-Off Contract for any of the reasons listed in Clause 10.4.1.

10.4.3 If any of the following non-fault based events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Agency:

- (a) the Relevant Authority rejects a Rectification Plan;
- (b) there is a Variation which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes);
- (c) if there is a declaration of ineffectiveness in respect of any Variation; or
- (d) the events in 73 (1) (a) of the Regulations happen.

## 10.5 When the agency can end the contract

The Agency can issue a Reminder Notice if the Client does not pay an undisputed invoice on time. The Agency can terminate a Call-Off Contract if the Client fails to pay an undisputed invoiced sum due and worth over 10% of the annual Contract Value within 30 days of the date of the Reminder Notice.

## 10.6 What happens if the contract ends

10.6.1 Where a Party terminates a Contract under any of Clauses 10.2.1, 10.2.2, 10.4.1, 10.4.2, 10.4.3, 10.5 or 20.2 or a Contract expires all of the following apply:

- (a) The Client's payment obligations under the terminated Contract stop immediately.
- (b) Accumulated rights of the Parties are not affected.
- (c) The Agency must promptly repay to the Client any and all Charges the Client has paid in advance in respect of Deliverables not provided by the Agency as at the End Date.





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- (d) The Agency must promptly delete or return the Government Data except where required to retain copies by Law.
- (e) The Agency must promptly return any of CCS or the Client's property provided under the terminated Contract.
- (f) The Agency must, at no cost to CCS or the Client, co-operate fully in the handover and re-procurement (including to a Replacement Agency).

10.6.2 In addition to the consequences of termination listed in Clause 10.6.1, where the Relevant Authority terminates a Contract under Clause 10.4.1 the Agency is also responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.

10.6.3 In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Contract under Clause 10.2.1 or 10.2.2 or an Agency terminates a Call-Off Contract under Clause 10.5:

- (a) the Client must promptly pay all outstanding Charges incurred to the Agency; and
- (b) the Client must pay the Agency reasonable committed and unavoidable Losses as long as the Agency provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Agency if the Contract had not been terminated.

10.6.4 In addition to the consequences of termination listed in Clause 10.6.1, where a Party terminates under Clause 20.2 each Party must cover its own Losses.

10.6.5 The following Clauses survive the termination or expiry of each Contract: 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

## 10.7 Partially ending and suspending the contract

10.7.1 Where CCS has the right to terminate the Framework Contract it can suspend the Agency's ability to accept Orders (for any period) and the Agency cannot enter into any new Call-Off Contracts during this period. If this happens, the Agency must still meet its obligations under any existing Call-Off Contracts that have already been signed.

10.7.2 Where CCS has the right to terminate a Framework Contract it is entitled to terminate all or part of it.

10.7.3 Where the Client has the right to terminate a Call-Off Contract it can terminate or suspend (for any period), all or part of it (including without limitation individual



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Statements of Work). If the Client suspends a Contract it can provide the Deliverables itself or buy them from a third party.

10.7.4 The Relevant Authority can only partially terminate or suspend a Contract if the remaining parts of that Contract can still be used to effectively deliver the intended purpose.

10.7.5 The Parties must agree any necessary Variation required by Clause 10.7 using the Variation Procedure, but the Agency may not either:

- (a) reject the Variation; or
- (b) increase the Charges, except where the right to partial termination is under Clause 10.2.

10.7.6 The Client can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.7.

## 10.8 When subcontracts can be ended

At the Client's request, the Agency must terminate any Subcontracts in any of the following events:

- (a) there is a Change of Control of a Subcontractor which is not pre-approved by the Relevant Authority in writing;
- (b) the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4; or
- (c) a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority.

## 11. How much you can be held responsible for

11.1 Each Party's total aggregate liability in each Contract Year under this Framework Contract (whether in tort, contract or otherwise) is no more than £100,000.

11.2 Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £5 million or 150% of the Estimated Yearly Charges unless specified in the Call-Off Letter of Appointment.

11.3 No Party is liable to the other for:

- (a) any indirect Losses; or
- (b) Loss of profits, turnover, savings, business opportunities or damage to goodwill (in



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each case whether direct or indirect).

11.4 In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following:

- (a) its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
- (b) its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
- (c) any liability that cannot be excluded or limited by Law;
- (d) its obligation to pay the required Management Charge, GCS Management Charge or Default Management Charge.

11.5 In spite of Clauses 11.1 and 11.2, the Agency does not limit or exclude its liability for any indemnity given under Clauses 7.5, 8.3(b), 9.5, 31.3 or Call-Off Schedule 2 (Staff Transfer) of a Contract.

11.6 In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Agency's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the Data Protection Liability Cap.

11.7 Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with each Contract, including any indemnities.

11.8 When calculating the Agency's liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:

- (a) Deductions; and
- (b) any items specified in Clauses 11.5 or 11.6.

11.9 If more than one Agency is party to a Contract, each Agency Party is jointly and severally liable for their obligations under that Contract.

## 12. Obeying the law

12.1 The Agency must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).

12.2 To the extent that it arises as a result of a Default by the Agency, the Agency indemnifies the Relevant Authority against any fine or penalty incurred by the Relevant Authority pursuant to Law and any costs incurred by the Relevant Authority in defending any proceedings which result in such fine or penalty.



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- 12.3 The Agency must appoint a Compliance Officer who must be responsible for ensuring that the Agency complies with Law, Clause 12.1 and Clauses 27 to 32.
- 12.4 The Parties acknowledge that they have a responsibility to comply with all relevant Advertising Regulations and will co-operate with each other to ensure satisfaction of the requirements of any applicable Advertising Regulations.
- 12.5 Where the Agency or its Subcontractors perform the Contract outside the United Kingdom they shall do so in accordance with the Law and the local laws applicable to their activity in the relevant country, including without limitation the Modern Slavery Act 2015.

### **13. Insurance**

The Agency must, at its own cost, obtain and maintain the Required Insurances in Joint Schedule 3 (Insurance Requirements) and any Additional Insurances in the Letter of Appointment.

### **14. Data protection**

- 14.1 The Agency must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).
- 14.2 The Agency must not remove any ownership or security notices in or relating to the Government Data.
- 14.3 The Agency must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Client copies every 6 Months.
- 14.4 The Agency must ensure that any Agency system holding any Government Data, including back-up data, is a secure system that complies with the Security Policy and any applicable Security Management Plan.
- 14.5 If at any time the Agency suspects or has reason to believe that the Government Data provided under a Contract is corrupted, lost or sufficiently degraded, then the Agency must notify the Relevant Authority and immediately suggest remedial action.
- 14.6 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Relevant Authority may either or both:
  - (a) tell the Agency to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Relevant Authority receives notice, or the Agency finds out about the issue, whichever is earlier; and/or
  - (b) restore the Government Data itself or using a third party.
- 14.7 The Agency must pay each Party's reasonable costs of complying with Clause 14.6



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unless CCS or the Client is at fault.

### 14.8 The Agency:

- (a) must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
- (b) must have documented processes to guarantee prompt availability of Government Data if the Agency stops trading;
- (c) must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
- (d) securely erase all Government Data and any copies it holds when asked to do so by CCS or the Client unless required by Law to retain it; and
- (e) indemnifies CCS and each Client against any and all Losses incurred if the Agency breaches Clause 14 and any Data Protection Legislation.

## 15. What you must keep confidential

### 15.1 Each Party must:

- (a) keep all Confidential Information it receives confidential and secure;
- (b) except as expressly set out in the Contract at Clauses 15.2 to 15.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party's prior written consent; and
- (c) immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.

### 15.2 In spite of Clause 15.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:

- (a) where disclosure is required by applicable Law or by a court with the relevant jurisdiction if, to the extent not prohibited by Law, the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
- (b) if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
- (c) if the information was given to it by a third party without obligation of confidentiality;
- (d) if the information was in the public domain at the time of the disclosure;
- (e) if the information was independently developed without access to the Disclosing Party's Confidential Information;
- (f) on a confidential basis, to its auditors;
- (g) on a confidential basis, to its professional advisers on a need-to-know basis; or
- (h) to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal



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offence under the Bribery Act 2010.

- 15.3 In spite of Clause 15.1, the Agency may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Agency to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Relevant Authority at its request.
- 15.4 In spite of Clause 15.1, CCS or the Client may disclose Confidential Information in any of the following cases:
- (a) on a confidential basis to the employees, agents, consultants and contractors of CCS or the Client;
  - (b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS or the Client transfers or proposes to transfer all or any part of its business to;
  - (c) if CCS or the Client (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
  - (d) where requested by Parliament; or
  - (e) under Clauses 4.7 and 16.
- 15.5 For the purposes of Clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 15.
- 15.6 Transparency Information is not Confidential Information.
- 15.7 The Agency must not share any information with the media, make any media announcement or publicise the Contracts or any part of them including a Brief or any other pre-Contract material or discussions in any way including industry award competitions, without the prior written consent of the Relevant Authority and must take all reasonable steps to ensure that Supplier Staff do not either.
- 15.8 Nothing in this Clause shall prevent a Recipient Party from using any techniques, ideas or Know-How which the Recipient Party has gained during the performance of this Framework Contract in the course of its normal business, as long as this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of IPR.
- 16. When you can share information**
- 16.1 The Agency must tell the Relevant Authority within 48 hours if it receives a Request For Information.

- 16.2 Within five (5) Working Days of the Client's request the Agency must give CCS and



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each Client full co-operation and information needed so the Client can:

- (a) publish the Transparency Information;
- (b) comply with any Freedom of Information Act (FOIA) request; and/or
- (c) comply with any Environmental Information Regulations (EIR) request.

16.3 The Relevant Authority may talk to the Agency to help it decide whether to publish information under Clause 16. However, the extent, content and format of the disclosure is the Relevant Authority's decision in its absolute discretion.

### **17. Invalid parts of the contract**

If any part of a Contract is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it is valid or enforceable.

### **18. No other terms apply**

The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements, agreements and any course of dealings made between the Parties, whether written or oral, in relation to its subject matter. No other provisions apply.

### **19. Other people's rights in a contract**

No third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

### **20. Circumstances beyond your control**

20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under a Contract while the inability to perform continues, if it both:

- (a) provides a Force Majeure Notice to the other Party; and
- (b) uses all reasonable measures practical to reduce the impact of the Force Majeure Event.

20.2 Either Party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.



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### **21. Relationships created by the contract**

No Contract creates a partnership, joint venture or employment relationship. The Agency must represent themselves accordingly and ensure others do so.

### **22. Giving up contract rights**

A partial or full waiver or relaxation of the terms of a Contract is only valid if it is stated to be a waiver in writing to the other Party.

### **23. Transferring responsibilities**

23.1 The Agency cannot assign, novate or transfer a Contract or any part of a Contract without the Relevant Authority's written consent.

23.2 The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Central Government Body, public or private sector body which performs the functions of the Relevant Authority.

23.3 When CCS or the Client uses its rights under Clause 23.2 the Agency must enter into a novation agreement in the form that CCS or the Client specifies.

23.4 The Agency can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.

23.5 The Agency remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

23.6 If CCS or the Client asks the Agency for details about Subcontractors, the Agency must provide details of Subcontractors at all levels of the supply chain including:

- (a) their name;
- (b) the scope of their appointment; and
- (c) the duration of their appointment.

### **24. Changing the contract**

24.1 Either Party can request a Variation which is only effective if agreed in writing and signed by both Parties.

24.2 The Agency must provide an Impact Assessment either:

- (a) with the Variation Form, where the Agency requests the Variation; or
- (b) within the time limits included in a Variation Form requested by CCS or the Client.

24.3 If the Variation cannot be agreed or resolved by the Parties, CCS or the Client can





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either:

- (a) agree that the Contract continues without the Variation; or
- (b) terminate the affected Contract, unless in the case of a Call-Off Contract, the Agency has already provided part or all of the provision of the Deliverables, or where the Agency can show evidence of substantial work being carried out to provide them; or
- (c) refer the Dispute to be resolved using Clause 34 (Resolving Disputes).

24.4 CCS and the Client are not required to accept a Variation request made by the Agency.

24.5 If there is a General Change in Law, the Agency must bear the risk of the change and is not entitled to ask for an increase to the Framework Prices or the Charges.

24.6 If there is a Specific Change in Law or one is likely to happen during the Contract Period the Agency must give CCS and the Client notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, Framework Prices or a Contract and provide evidence:

- (a) that the Agency has kept costs as low as possible, including in Subcontractor costs; and
- (b) of how it has affected the Agency's costs.

24.7 Any change in the Framework Prices or relief from the Agency's obligations because of a Specific Change in Law must be implemented using Clauses 24.1 to 24.4.

24.8 The Agency will disclose to the Client any commission, discount or rebate earned by the Agency arising in respect of third party costs directly related to Call-Off Contracts. The Client will receive the full benefit of such commission, discount or rebate and the Charges shall be varied accordingly.

24.9 For 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms of the Contract as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.

## 25. How to communicate about the contract

25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.



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- 25.2 Notices to CCS must be sent to the CCS Authorised Representative's address or email address in the Framework Award Form.
- 25.3 Notices to the Client must be sent to the Client Authorised Representative's address or email address in the Letter of Appointment.
- 25.4 This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

## 26. Dealing with claims

- 26.1 If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days.
- 26.2 At the Indemnifier's cost the Beneficiary must both:
- (a) allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
  - (b) give the Indemnifier reasonable assistance with the claim if requested.
- 26.3 The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which can not be unreasonably withheld or delayed.
- 26.4 The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary's reputation.
- 26.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.
- 26.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.
- 26.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:
- (a) the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or
  - (b) the amount the Indemnifier paid the Beneficiary for the Claim.

## 27. Preventing fraud, bribery and corruption

- 27.1 The Agency must not during any Contract Period:
- (a) commit a Prohibited Act or any other criminal offence in the Regulations 57(1)



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and 57(2); or

- (b) do or allow anything which would cause CCS or the Client, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.

### 27.2 The Agency must during the Contract Period:

- (a) create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
- (b) keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Client on request; and
- (c) if required by the Relevant Authority, within 20 Working Days of the Start Date of the relevant Contract, and then annually, certify in writing to the Relevant Authority, that they have complied with Clause 27, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.

### 27.3 The Agency must immediately notify CCS and the Client if it becomes aware of any breach of Clauses 27.1 or 27.2 or has any reason to think that it, or any of the Supplier Staff, has either:

- (a) been investigated or prosecuted for an alleged Prohibited Act;
- (b) been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;
- (c) received a request or demand for any undue financial or other advantage of any kind related to a Contract; or
- (d) suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act.

### 27.4 If the Agency notifies CCS or the Client as required by Clause 27.3, the Agency must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.

### 27.5 In any notice the Agency gives under Clause 27.3 it must specify the:

- (a) Prohibited Act;
- (b) identity of the Party who it thinks has committed the Prohibited Act; and
- (c) action it has decided to take.

## 28. Equality, diversity and human rights

### 28.1 The Agency must follow all applicable equality Law when they perform their



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obligations under the Contract, including:

- (a) protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
- (b) any other requirements and instructions which CCS or the Client reasonably imposes related to equality Law.

28.2 The Agency must take all necessary steps, and inform CCS or the Client of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.

## 29. Health and safety

29.1 The Agency must perform its obligations meeting the requirements of:

- (a) all applicable Law regarding health and safety; and
- (b) the Client's current health and safety policy while at the Client's Premises, as provided to the Agency.

29.2 The Agency and the Client must as soon as possible notify the other of any health and safety incidents or material hazards they are aware of at the Client Premises that relate to the performance of a Contract.

## 30. Environment

30.1 When working on Site the Agency must perform its obligations under the Client's current Environmental Policy, which the Client must provide.

30.2 The Agency must ensure that Supplier Staff are aware of the Client's Environmental Policy.

## 31. Tax

31.1 The Agency must not breach any Tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Client cannot terminate a Contract where the Agency has not paid a minor Tax or social security contribution.

31.2 Where the Charges payable under a Contract with the Client are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Agency must notify CCS and the Client of it within 5 Working Days including:



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- (a) the steps that the Agency is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
- (b) other information relating to the Occasion of Tax Non-Compliance that CCS and the Client may reasonably need.

31.3 Where the Agency or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under a Call-Off Contract, the Agency must both:

- (a) comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
- (b) indemnify the Client against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Agency or any of the Supplier Staff.

31.4 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Agency must ensure that its contract with the Worker contains the following requirements:

- (a) the Client may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 31.3, or why those requirements do not apply, the Client can specify the information the Worker must provide and the deadline for responding;
- (b) the Worker's contract may be terminated at the Client's request if the Worker fails to provide the information requested by the Client within the time specified by the Client;
- (c) the Worker's contract may be terminated at the Client's request if the Worker provides information which the Client considers is not good enough to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements; and
- (d) the Client may supply any information they receive from the Worker to HMRC for revenue collection and management.

## 32. Conflict of interest

32.1 The Agency must take action to ensure that neither the Agency nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.

32.2 The Agency must promptly notify and provide details to CCS and each Client if a Conflict of Interest happens or is expected to happen.

32.3 CCS and each Client can terminate its Contract immediately by giving notice in writing to the Agency or take any steps it thinks are necessary where there is or may be an



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actual or potential Conflict of Interest.

### **33. Reporting a breach of the contract**

33.1 As soon as it is aware of it the Agency and Supplier Staff must report to CCS or the Client any actual or suspected breach of:

- (a) Law;
- (b) Clause 12.1; or
- (c) Clauses 27 to 32.

33.2 The Agency must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in Clause 33.1 to the Client or a Prescribed Person.

### **34. Resolving disputes**

34.1 If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.

34.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 34.3 to 34.5.

34.3 Unless the Relevant Authority refers the Dispute to arbitration using Clause 34.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

- (a) determine the Dispute;
- (b) grant interim remedies; and/or
- (c) grant any other provisional or protective relief.

34.4 The Agency agrees that the Relevant Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

34.5 The Relevant Authority has the right to refer a Dispute to arbitration even if the Agency has started or has attempted to start court proceedings under Clause 34.3, unless the Relevant Authority has agreed to the court proceedings or participated in



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them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 34.4.

34.6 The Agency cannot suspend the performance of a Contract during any Dispute.

### **35. Which law applies**

This Contract and any Disputes arising out of, or connected to it, are governed by English law.

### **36. Agency doing work for others**

- 36.1 Adverse public perception could have a detrimental impact on the Client's desired outcomes for a Call-Off Contract. To minimise this risk, the Agency must not, without the Client's written consent, provide services to a third party during the Contract Period of any Call-Off Contract where the provision of such services (in the reasonable opinion of the Client):
- (a) has the potential to adversely affect the Client's desired outcome of the Call-Off Contract or diminish the trust that the public places in the Client; or
  - (b) is likely to cause embarrassment to the Client or bring the Client into disrepute or may result in a conflict of interest for the Client.
- 36.2 The only exception to this is if the Agency provides services to an existing client, which the Client had been informed about before entering into the relevant Call-Off Contract.
- 36.3 If the Agency becomes aware of a breach, or potential breach, of its obligations under Clause 36.1, the Agency must notify the Client immediately, providing full details of the nature of the breach and the likely impact on the Call-Off Contract.
- 36.4 If the Agency breaches Clause 36.1, the Client may terminate the relevant Call-Off Contract or any Statement of Work under it with immediate effect in accordance with Clause 10.4.1.