



G-CLOUD 13 CALL-OFF CONTRACT

This Call-Off Contract for the G-Cloud 13 Framework Agreement (RM1557.13) includes:

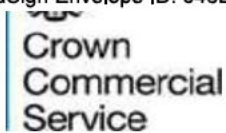
G-CLOUD 13 CALL-OFF CONTRACT

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PART A: ORDER FORM

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

PLATFORM SERVICE ID NUMBER	583998303434950
CALL-OFF CONTRACT REFERENCE	TIS0669
CALL-OFF CONTRACT TITLE	FCP Cloud Re-Design
CALL-OFF CONTRACT DESCRIPTION	Provision of services to support the FCP Project Cloud Re-Design Scope
START DATE	7/12/2023
EXPIRY DATE	6/12/2026
CALL-OFF CONTRACT VALUE	£500,000
CHARGING METHOD	Payment via BACS
PURCHASE ORDER NUMBER	



This Order Form is issued under the G-Cloud 13 Framework Agreement (RM1557.13).

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

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

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

FROM THE BUYER	
TO THE SUPPLIER	
TOGETHER THE 'PARTIES'	

PRINCIPAL CONTACT DETAILS

FOR THE BUYER:

Title: [REDACTED]
Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

FOR THE SUPPLIER:

Title: [REDACTED]
Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

CALL-OFF CONTRACT TERM

START DATE	<p>This Call-Off Contract Starts on:</p> <p>7/12/2023</p> <p>The Call-Off Contract is valid for 36 months.</p>
ENDING (TERMINATION)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 30 days from the date of written notice for Ending without cause (as per clause 18.1).</p>
EXTENSION PERIOD	<p>This Call-Off Contract can be extended by the Buyer for one period of up to 12 months, by giving the Supplier one month's written notice before its expiry. The extension period is subject to clauses 1.3 and 1.4 in Part B below.</p> <p>Extensions which extend the Term beyond 36 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p> <p>If a buyer is a central government department and the contract Term is intended to exceed 24 months, then under the Spend Controls process, prior approval must be obtained from the Government Digital Service (GDS). Further guidance: https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</p>

BUYER CONTRACTUAL DETAILS

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

G-CLOUD LOT	<p>This Call-Off Contract is for the provision of Services Under:</p> <ul style="list-style-type: none"> Lot 3: Cloud Support
G-CLOUD SERVICES REQUIRED	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Schedule 4 and outlined below:</p> <p>As per Framework Schedule 4:</p> <ul style="list-style-type: none"> 2.7.1 planning 2.7.2 setup and migration

	<ul style="list-style-type: none">2.7.3 security services2.7.4 quality assurance and performance testing2.7.8 training2.7.9 ongoing support								
ADDITIONAL SERVICES	Not Used.								
LOCATION	The Services will be delivered remotely.								
QUALITY STANDARDS	The quality standards required for this Call-Off Contract are: Cyber Essentials Conforms to BS7858:2019 Security Clearance								
TECHNICAL STANDARDS:	The technical standards used as a requirement for this Call-Off Contract are defined within the Supplier's Service Description which is appended to this contract in 02.TIS0654 Appendix 1 Service Definition Document (583998303434950) V1.0								
SERVICE LEVEL AGREEMENT:	<p>The service level and availability criteria required for this Call-Off Contract are included at:</p> <p>02.TIS0654 Appendix 1 Service Definition Document (583998303434950) V1.0</p> <p>03.TIS0654 Appendix 2 Terms and Conditions (583998303434950) V1.0</p> <p>The classification of requests and incident types will be defined in the Service Catalogue. As a self-contained service, incidents relate only to this service and not wider Buyer SIAM incidents. Service Levels and Key Performance Indicators are only applicable during Business Hours, which is 09:00 to 17:30, Monday to Friday. This applies to all in the following table.</p> <table><tr><th>Ref</th><th>Service Area</th><th>Description</th><th>Target</th></tr><tr><td>1</td><td>Governance</td><td>A P1 classified incident shall meet the following response or resolution times: Response time 15 Business Minutes Resolution 4 Business Hours</td><td>95% achieved</td></tr></table>	Ref	Service Area	Description	Target	1	Governance	A P1 classified incident shall meet the following response or resolution times: Response time 15 Business Minutes Resolution 4 Business Hours	95% achieved
Ref	Service Area	Description	Target						
1	Governance	A P1 classified incident shall meet the following response or resolution times: Response time 15 Business Minutes Resolution 4 Business Hours	95% achieved						

	2	Governance	A P2 classified incident shall meet the following response or resolution times: Response time 30 Business Minutes Resolution 8 Business Hours	95% achieved
	3	Governance	A P3 classified incident shall meet the following response or resolution times: Response time 30 Business Minutes Resolution 2 Working Days	95% achieved
	4	Governance	A P4 classified incident shall meet the following response or resolution times: Response time 30 Business Minutes Resolution 4 Working Days	95% achieved
	5	Governance	A P1 request is classified as requiring a fulfilment target of 2 working days	95% achieved
	6	Governance	A P2 request is classified as requiring a fulfilment target of 3 working days	95% achieved
	7	Governance	A P3 request is classified as requiring a fulfilment target of 5 working days	95% achieved
	8	Invoicing	Supplier shall provide accurate billing with a threshold of 98% accuracy	98% accuracy
ONBOARDING	The onboarding plan for this Call-Off Contract is in accordance with the Insolvency Service Onboarding Model, appended to this contract at 05.TIS0669 Appendix 4 Insolvency Service Onboarding Model V1.0			
OFFBOARDING	<p>The offboarding plan for this Call-Off Contract will include handover of documents created within the build, for example build or development scripts and associated work documents. This will be agreed in the exit plan.</p> <p>An additional exit plan may be required in accordance with Part B: Clause 21 in the event that the Extension Period is activated.</p>			
COLLABORATION AGREEMENT	Not used.			
LIMIT OF PARTIES LIABILITY	The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Customer Data or the Customer			

	<p>Personal Data or any copy of such Customer Data, caused by the Supplier's default under or in connection with this Call-Off Agreement shall in no event exceed one hundred and twenty-five per cent (125%) of the Charges payable by the Customer to the Supplier during the Call-Off Agreement Period.</p> <p>The annual aggregate liability under this Call-Off Agreement of either Party for all defaults shall in no event exceed the greater of or one hundred and twenty-five per cent (125%) per cent of the Charges payable by the Customer to the Supplier during the Call-Off Agreement Period.</p>
INSURANCE	<p>The insurances required will be:</p> <p>Professional Indemnity Insurance cover to be held by the Supplier and by any agent, Subcontractor or Consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law)</p> <p>Employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law</p> <p>A minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract</p>
BUYER'S RESPONSIBILITIES	<p>The Buyer will provide the Supplier with sufficient information about its project, programme and processes for the Supplier to effectively deliver the required services.</p> <p>The Buyer is responsible for any of the conditions on it as detailed within:</p> <p>02.TIS0669 Appendix 1 Service Definition Document (583998303434950) V1.0</p> <p>03.TIS0669 Appendix 2 Terms and Conditions (583998303434950) V1.0</p>
BUYER'S EQUIPMENT	Not used.

SUPPLIER'S INFORMATION

SUBCONTRACTORS OR PARTNERS	Not used.
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CALL-OFF CONTRACT CHARGES AND PAYMENT

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

TIS0669 FCU Cloud Re-Design Call-Off Contract

Handling Information: OFFICIAL - SENSITIVE. Contains commercially sensitive information. Not to be circulated further without Buyer's Commercial Team's authorisation, any printed copies must be kept secure and not read in an unsecure environment.

PAYMENT METHOD	The payment method for this Call-Off Contract is BACS payment on confirmation of undisputed sums.
PAYMENT PROFILE	The payment profile for this Call-Off Contract is monthly in arrears and on receipt of agreed timesheet(s).
INVOICE DETAILS	The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice.
WHO AND WHERE TO SEND INVOICES TO	Invoices will be sent to [REDACTED] Remittances will be sent to the supplier at [REDACTED]
INVOICE INFORMATION REQUIRED	All invoices must include: <ul style="list-style-type: none"> • Purchase Order Number • Breakdown of items being invoiced
INVOICE FREQUENCY	Invoices will be sent to the Buyer monthly.
CALL-OFF CONTRACT VALUE	The total value of this Call-Off Contract is £500,000
CALL-OFF CONTRACT CHARGES	The breakdown of the Charges is based on the rates included in the supplier's Pricing Document (04.TIS0669 Appendix 3 Pricing Document (583998303434950) V1.0) and further set out in the quote provided.

Additional Buyer terms

PERFORMANCE OF THE SERVICE

This Call-Off Contract will include the following Implementation Plan, exit and offboarding plans and milestones:

Milestone	Description	Deadline
1	Completion of start-up phase to include full access to systems and SIAM on-boarding. Completion of implementation plan and signed off by project lead.	Commence Dec 2023.
2	Halfway mark in the build, progress to be assessed.	Jan 2024.
3	Completion of handover from FCP project to the supplier for operational support of FCU support.	Feb 2024.
4 Live Support	Ongoing Live Support (go-live) and following completion of assurance testing, with ongoing monthly payments in arrears)	Mar 2024.
Optional	Aftercare (optional but for a period of 6-8 Months).	Nov 2024.

The Parties will jointly develop and baseline a detailed Implementation Plan within 30 calendar days of the Start Date to meet the Buyer's required time-scales. The Implementation Plan will include agreed milestones and the associated acceptance criteria for each milestone. Any changes to the baselined Implementation Plan must be mutually agreed in writing between the Supplier and Buyer's project manager. In the event that milestones in the Implementation Plan are not Delivered on time due to Supplier cause, the Supplier shall provide a refund of any unused Charges incurred by the Buyer during that delay period.

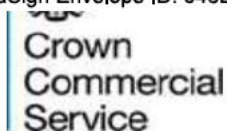
GUARANTEE

Not used.

WARRANTIES, REPRESENTATIONS

Not used.

SUPPLEMENTAL REQUIREMENTS IN ADDITION TO THE CALL-OFF TERMS	Not used.
ALTERNATIVE CLAUSES	Not used.
BUYER SPECIFIC AMENDMENTS TO/REFINEMENTS OF THE CALL-OFF CONTRACT TERMS	Not used.
PERSONAL DATA AND DATA SUBJECTS	Any Buyer data will be encrypted, and the Supplier will not have access to the encryption keys. As such, no personal data is processed by the Supplier on the Buyer's behalf, and they are not authorised to do so.
INTELLECTUAL PROPERTY	The design for the solution is the Agency's design. Intellectual property will come through Build and Development scripts. There will be Build and Developments work documentation which may need to be handed over at the end of the contract.
SOCIAL VALUE	<p>The Supplier offers the following Social Value and Sustainability commitments. The articles for announcements, certifications and partnerships are as follows:</p> <ul style="list-style-type: none"> • TRIA attain certification as a Women Business Enterprise with global organisation WEConnect International • Introducing "Women @ TRIA" – our internal WIT ERG group <ul style="list-style-type: none"> ◦ Women @ TRIA visit Bristol Brunel Academy • TRIA & Trees For the Future – our CSR partnership announcement <ul style="list-style-type: none"> ◦ TRIA & TREES official membership page • TRIA support the West of England Good Employment Charter announcement • TRIA & Help Bristol Homeless – our official charity partner <ul style="list-style-type: none"> ◦ Help Bristol's Homeless name a container after TRIA



1. FORMATION OF CONTRACT

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

2. BACKGROUND TO THE AGREEMENT

- 2.1 The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.13.

SIGNED	SUPPLIER	BUYER
NAME		
TITLE		
SIGNATURE		
DATE		

- 2.2 The Buyer provided an Order Form for Services to the Supplier.

CUSTOMER BENEFITS

For each Call-Off Contract please complete a customer benefits record, by following this link:

[G-Cloud 13 Customer Benefit Record](#)

PART B: TERMS AND CONDITIONS

1. CALL-OFF CONTRACT START DATE AND LENGTH

- 1.1 The Supplier must start providing the Services on the date specified in the Order Form.
- 1.2 This Call-Off Contract will expire on the Expiry Date in the Order Form. It will be for up to 36 months from the Start date unless ended earlier under clause 18 or extended by the Buyer under clause 1.3.
- 1.3 The Buyer can extend this Call-Off Contract, with written notice to the Supplier, by the period in the Order Form, provided that this is within the maximum permitted under the Framework Agreement of 1 period of up to 12 months.
- 1.4 The Parties must comply with the requirements under clauses 21.3 to 21.8 if the Buyer reserves the right in the Order Form to set the Term at more than 24 months.

2. INCORPORATION OF TERMS

- 2.1 The following Framework Agreement clauses (including clauses and defined terms referenced by them) as modified under clause 2.2 are incorporated as separate Call-Off Contract obligations and apply between the Supplier and the Buyer:
 - 2.3 (Warranties and representations)
 - 4.1 to 4.6 (Liability)
 - 4.10 to 4.11 (IR35)
 - 10 (Force majeure)
 - 5.3 (Continuing rights)
 - 5.4 to 5.6 (Change of control)
 - 5.7 (Fraud)
 - 5.8 (Notice of fraud)
 - 7 (Transparency and Audit)
 - 8.3 (Order of precedence)
 - 11 (Relationship)
 - 14 (Entire agreement)
 - 15 (Law and jurisdiction)
 - 16 (Legislative change)
 - 17 (Bribery and corruption)
 - 18 (Freedom of Information Act)
 - 19 (Promoting tax compliance)
 - 20 (Official Secrets Act)
 - 21 (Transfer and subcontracting)
 - 23 (Complaints handling and resolution)
 - 24 (Conflicts of interest and ethical walls)

- 25 (Publicity and branding)
- 26 (Equality and diversity)
- 28 (Data protection)
- 31 (Severability)
- 32 and 33 (Managing disputes and Mediation)
- 34 (Confidentiality)
- 35 (Waiver and cumulative remedies)
- 36 (Corporate Social Responsibility)
- Paragraphs 1 to 10 of the Framework Agreement Schedule 3

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

2.2.1 a reference to the 'Framework Agreement' will be a reference to the 'Call-Off Contract'

2.2.2 a reference to 'CCS' or to 'CCS and/or the Buyer' will be a reference to 'the Buyer'

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

2.3 The Parties acknowledge that they are required to complete the applicable Annexes contained in Schedule 7 (Processing Data) of the Framework Agreement for the purposes of this Call-Off Contract. The applicable Annexes being reproduced at Schedule 7 of this Call-Off Contract.

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

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

3.SUPPLY OF SERVICES

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

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

4.SUPPLIER STAFF

4.1 The Supplier Staff must:

4.1.1 be appropriately experienced, qualified and trained to supply the Services

4.1.2 apply all due skill, care and diligence in faithfully performing those duties

4.1.3 obey all lawful instructions and reasonable directions of the Buyer and provide the Services to the reasonable satisfaction of the Buyer

4.1.4 respond to any enquiries about the Services as soon as reasonably possible

4.1.5 complete any necessary Supplier Staff vetting as specified by the Buyer

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



- 4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.
- 4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.
- 4.5 The Buyer may End this Call-Off Contract for Material Breach as per clause 18.5 hereunder if the Supplier is delivering the Services Inside IR35.
- 4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.
- 4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.
- 4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.

5.DUE DILIGENCE

- 5.1 Both Parties agree that when entering into a Call-Off Contract they:
 - 5.1.1 have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party
 - 5.1.2 are confident that they can fulfil their obligations according to the Call-Off Contract terms
 - 5.1.3 have raised all due diligence questions before signing the Call-Off Contract
 - 5.1.4 have entered into the Call-Off Contract relying on their own due diligence

6.BUSINESS CONTINUITY AND DISASTER RECOVERY

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

7.PAYMENT, VAT AND CALL-OFF CONTRACT CHARGES

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.

- 7.3 The Call-Off Contract Charges include all Charges for payment processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract, it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate Rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money properly invoices under the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed portion of the amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does, then the Supplier must provide a replacement valid invoice with the response.
- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

8.RECOVERY OF SUMS DUE AND RIGHT OF SET-OFF

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

9.INSURANCE

- 9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.
- 9.2 The Supplier will ensure that:

- 9.2.1 during this Call-Off Contract, Subcontractors hold third party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000
- 9.2.2 the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
- 9.2.3 all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.2.4 all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.
- 9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:
 - 9.4.1 a broker's verification of insurance
 - 9.4.2 receipts for the insurance premium
 - 9.4.3 evidence of payment of the latest premiums due
- 9.5 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement, or this Call-Off Contract and the Supplier will:
 - 9.5.1 take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers
 - 9.5.2 promptly notify the insurers in writing of any relevant material fact under any Insurances
 - 9.5.3 hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance
- 9.6 The Supplier will not do or omit to do anything, which would destroy or impair the legal validity of the insurance.
- 9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.
- 9.8 The Supplier will be liable for the payment of any:
 - 9.8.1 premiums, which it will pay promptly
 - 9.8.2 excess or deductibles and will not be entitled to recover this from the Buyer

10.CONFIDENTIALITY

- 10.1 The Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under incorporated Framework Agreement clause 34. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.

11. INTELLECTUAL PROPERTY RIGHTS

- 11.1 Save for the licences expressly granted pursuant to Clauses 11.3 and 11.4, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights ("IPR"s) (whether pre-existing or created during the Call-Off Contract Term) of the other Party or its licensors unless stated otherwise in the Order Form.
- 11.2 Neither Party shall have any right to use any of the other Party's names, logos or trademarks on any of its products or services without the other Party's prior written consent.
- 11.3 The Buyer grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Buyer's or its relevant licensor's Buyer Data and related IPR solely to the extent necessary for providing the Services in accordance with this Contract, including the right to grant sub-licences to Subcontractors provided that:
- 11.3.1 any relevant Subcontractor has entered into a confidentiality undertaking with the Supplier on substantially the same terms as set out in Framework Agreement clause 34 (Confidentiality); and
- 11.3.2 the Supplier shall not and shall procure that any relevant Sub-Contractor shall not, without the Buyer's written consent, use the licensed materials for any other purpose or for the benefit of any person other than the Buyer.
- 11.4 The Supplier grants to the Buyer the licence taken from its Supplier Terms which licence shall, as a minimum, grant the Buyer a non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Supplier's or its relevant licensor's IPR solely to the extent necessary to access and use the Services in accordance with this Call-Off Contract.
- 11.5 Subject to the limitation in Clause 24.3, the Buyer shall:
- 11.5.1 defend the Supplier, its Affiliates and licensors from and against any third-party claim:
- o alleging that any use of the Services by or on behalf of the Buyer and/or Buyer Users is in breach of applicable Law;
 - o alleging that the Buyer Data violates, infringes or misappropriates any rights of a third party;
 - o arising from the Supplier's use of the Buyer Data in accordance with this Call-Off Contract;
- and
- 11.5.2 in addition to defending in accordance with Clause 11.5.1, the Buyer will pay the amount of Losses awarded in final judgment against the Supplier or the amount of any settlement agreed by the Buyer, provided that the Buyer's obligations under this Clause 11.5 shall not apply where and to the extent such Losses or third-party claim is caused by the Supplier's breach of this Contract.
- 11.6 The Supplier will, on written demand, fully indemnify the Buyer for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
- 11.6.1 rights granted to the Buyer under this Call-Off Contract
- 11.6.2 Supplier's performance of the Services

11.6.3 use by the Buyer of the Services

- 11.7 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
- 11.7.1 modify the relevant part of the Services without reducing its functionality or performance
 - 11.7.2 substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
 - 11.7.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.8 Clause 11.6 will not apply if the IPR Claim is from:
- 11.8.1 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
 - 11.8.2 other material provided by the Buyer necessary for the Services
- 11.9 If the Supplier does not comply with this clause 11, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12.PROTECTION OF INFORMATION

- 12.1 The Supplier must:
- 12.1.1 comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data
 - 12.1.2 only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
 - 12.1.3 take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes
- 12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:
- 12.2.1 providing the Buyer with full details of the complaint or request
 - 12.2.2 complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions
 - 12.2.3 providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)
 - 12.2.4 providing the Buyer with any information requested by the Data Subject
- 12.3 The Supplier must get prior written consent from the Buyer to transfer Buyer Personal Data to any other person (including any Subcontractors) for the provision of the G-Cloud Services.

13.BUYER DATA

- 13.1 The Supplier must not remove any proprietary notices in the Buyer Data.
- 13.2 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.
- 13.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.

- 13.4 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policies and all Buyer requirements in the Order Form.
- 13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
- 13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
- 13.6.1 the principles in the Security Policy Framework:
<https://www.gov.uk/government/publications/security-policy-framework>
and the Government Security Classification policy:
<https://www.gov.uk/government/publications/government-security-classifications>
- 13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management:
<https://www.npsa.gov.uk/content/adopt-risk-management-approach>
and Protection of Sensitive Information and Assets:
<https://www.npsa.gov.uk/protection-sensitive-information-and-assets>
- 13.6.3 the National Cyber Security Centre's (NCSC) information risk management guidance:
<https://www.ncsc.gov.uk/collection/risk-management-collection>
- 13.6.4 government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint:
<https://www.gov.uk/government/publications/technologycode-of-practice/technology-code-of-practice>
- 13.6.5 the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance:
<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
- 13.6.6 Buyer requirements in respect of AI ethical standards.
- 13.7 The Buyer will specify any security requirements for this project in the Order Form.
- 13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.
- 13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

14. STANDARDS AND QUALITY

- 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
- 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:

<https://www.gov.uk/government/publications/technologycode-of-practice/technology-code-of-practice>

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

15. OPEN SOURCE

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

16. SECURITY

- 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.
- 16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.
- 16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.
- 16.4 Responsibility for costs will be at the:
- 16.4.1 Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the

Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided

16.4.2 Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control

16.5 The Supplier will immediately notify the Buyer of any breach of security of Buyer's Confidential Information. Where the breach occurred because of a Supplier Default, the Supplier will recover the Buyer's Confidential Information however it may be recorded.

16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance:

<https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>

16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or equivalent) required for the Services before the Start date.

17.GUARANTEE

17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start date:

17.1.1 an executed Guarantee in the form at Schedule 5.

17.1.2 a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee.

18.ENDING THE CALL-OFF CONTRACT

18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.

18.2 The Parties agree that the:

18.2.1 Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided

18.2.2 Call-Off Contract Charges paid during the notice period are reasonable compensation and cover all the Supplier's avoidable costs or Losses

18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.

18.4 The Buyer will have the right to End this Call-Off Contract at any time with immediate effect by written notice to the Supplier if either the Supplier commits:

18.4.1 a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied

18.4.2 any fraud

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

18.5.1 the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so

18.5.2 an Insolvency Event of the other Party happens

18.5.3 the other Party ceases or threatens to cease to carry on the whole or any material part of its business

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

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

19. CONSEQUENCES OF SUSPENSION, ENDING AND EXPIRY

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

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

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

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

19.4.1 any rights, remedies or obligations accrued before its Ending or expiration

19.4.2 the right of either Party to recover any amount outstanding at the time of Ending or expiry

19.4.3 the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses:

- 7 (Payment, VAT and Call-Off Contract charges)
- 8 (Recovery of sums due and right of set-off)
- 9 (Insurance)
- 10 (Confidentiality)
- 11 (Intellectual property rights)
- 12 (Protection of information)
- 13 (Buyer data)
- 19 (Consequences of suspension, ending and expiry)
- 24 (Liability); and incorporated Framework Agreement clauses: 4.1 to 4.6, (Liability),
- 24 (Conflicts of interest and ethical walls)
- 35 (Waiver and cumulative remedies)

19.4.4 any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is in force even if it Ends or expires.

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

19.5.1 promptly return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer

19.5.2 stop using the Buyer Data and, at the direction of the Buyer, provide the Buyer with a complete and uncorrupted version in electronic form in the formats and on media agreed with the Buyer

19.5.3 destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 calendar months after the End or Expiry Date, and provide written confirmation to the Buyer that the data has been securely destroyed, except if the retention of Buyer Data is required by Law

19.5.4 work with the Buyer on any ongoing work

19.5.5 return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date

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

19.7 All licences, leases and authorisations granted by the Buyer to the Supplier will cease at the end of the Call-Off Contract Term without the need for the Buyer to serve notice except if this Call-Off Contract states otherwise.

20.NOTICES

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

- Manner of delivery: email
- Deemed time of delivery: 9am on the first Working Day after sending
- Proof of service: Sent in an emailed letter in PDF format to the correct email address without any error message

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

21.EXIT PLAN

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

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

- 21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 36 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 30-month anniversary of the Start date.
- 21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.
- 21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.
- 21.6 The Supplier acknowledges that the Buyer's right to take the Term beyond 36 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:
- 21.6.1 the Buyer will be able to transfer the Services to a replacement supplier before the expiry or Ending of the period on terms that are commercially reasonable and acceptable to the Buyer
 - 21.6.2 there will be no adverse impact on service continuity
 - 21.6.3 there is no vendor lock-in to the Supplier's Service at exit
 - 21.6.4 it enables the Buyer to meet its obligations under the Technology Code of Practice
- 21.7 If approval is obtained by the Buyer to extend the Term, then the Supplier will comply with its obligations in the additional exit plan.
- 21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:
- 21.8.1 the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
 - 21.8.2 the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer
 - 21.8.3 the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
 - 21.8.4 the testing and assurance strategy for exported Buyer Data
 - 21.8.5 if relevant, TUPE-related activity to comply with the TUPE regulations
 - 21.8.6 any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. HANDOVER TO REPLACEMENT SUPPLIER

- 22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:
- 22.1.1 data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control

22.1.2 other information reasonably requested by the Buyer

- 22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.
- 22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

23.FORCE MAJEURE

- 23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than 30 consecutive days, the other Party may End this Call-Off Contract with immediate effect by written notice.

24.LIABILITY

- 24.1 Subject to incorporated Framework Agreement clauses 4.1 to 4.6, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract shall not exceed the greater of five hundred thousand pounds (£500,000) or one hundred and twenty-five per cent (125%) of the Charges paid and/or committed to be paid in that Year (or such greater sum (if any) as may be specified in the Order Form).
- 24.2 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Supplier's liability:
- 24.2.1 pursuant to the indemnities in Clauses 7, 10, 11 and 29 shall be unlimited; and
- 24.2.2 in respect of Losses arising from breach of the Data Protection Legislation shall be as set out in Framework Agreement clause 28.
- 24.3 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Buyer's liability pursuant to Clause 11.5.2 shall in no event exceed in aggregate five million pounds (£5,000,000).
- 24.4 When calculating the Supplier's liability under Clause 24.1 any items specified in Clause 24.2 will not be taken into consideration.

25.PREMISES

- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.
- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.
- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.

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

26.EQUIPMENT

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

27.THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

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

28.ENVIRONMENTAL REQUIREMENTS

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

29.THE EMPLOYMENT REGULATIONS (TUPE)

- 29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start date then it must comply with its obligations under the Employment Regulations and (if applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.
- 29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:

- 29.2.1 the activities they perform
- 29.2.2 age
- 29.2.3 start date
- 29.2.4 place of work
- 29.2.5 notice period
- 29.2.6 redundancy payment entitlement
- 29.2.7 salary, benefits and pension entitlements
- 29.2.8 employment status
- 29.2.9 identity of employer
- 29.2.10 working arrangements
- 29.2.11 outstanding liabilities
- 29.2.12 sickness absence
- 29.2.13 copies of all relevant employment contracts and related documents
- 29.2.14 all information required under regulation 11 of TUPE or as reasonably requested by the Buyer.

- 29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.
- 29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.
- 29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their representatives.
- 29.6 The Supplier will indemnify the Buyer or any Replacement Supplier for all Loss arising from both:
 - 29.6.1 its failure to comply with the provisions of this clause
 - 29.6.2 any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer
- 29.7 The provisions of this clause apply during the Term of this Call-Off Contract and indefinitely after it Ends or expires.
- 29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause, but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.

30.ADDITIONAL G-CLOUD SERVICES

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



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

31. COLLABORATION

- 31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start date.
- 31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:
- 31.2.1 work proactively and in good faith with each of the Buyer's contractors
 - 31.2.2 co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services

32. VARIATION PROCESS

- 32.1 The Buyer can request in writing a change to this Call-Off Contract if it isn't a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.
- 32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.
- 32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation or End this Call-Off Contract by giving 30 days' notice to the Supplier.

33. DATA PROTECTION LEGISLATION (GDPR)

- 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clause 28 of the Framework Agreement is incorporated into this Call-Off Contract. For reference, the appropriate UK GDPR templates which are required to be completed in accordance with clause 28 are reproduced in this Call-Off Contract document at Schedule 7.



SCHEDULE 1: SERVICES

As defined within:

This Call-Off Contact; and

- 02.TIS0669 Appendix 1 Service Definition Document (583998303434950) V1.0; and
- 03.TIS0669 Appendix 2 Terms and Conditions (583998303434950) V1.0; and
- 04.TIS0669 Appendix 3 Pricing Document (583998303434950) V1.0.
- 05.TIS0669 Appendix 4 Insolvency Service Onboarding Model V1.0

SCHEDULE 2: CALL-OFF CONTRACT CHARGES

For each individual Service, the applicable Call-Off Contract Charges (in accordance with the Supplier's Platform pricing document) can't be amended during the term of the Call-Off Contract.

The detailed Charges breakdown for the provision of Services during the Term will include: 04.TIS0669 Appendix 3 Pricing Document (583998303434950) V1.0.

The budget for the first year, including development is [REDACTED] which is for implementation and BAU costs which have been agreed within directorate budgets.

The second-year forecast is [REDACTED] for ongoing running costs which will sit within the Agency's Investigation and Enforcement Services budgets.

Based on the costs for setup, implementation and ongoing BAU costs the forecast anticipates the **initial three (3) year terms shall be [REDACTED]**.

Further deployment would cover:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

The contract includes contingency and allowances for indexation, the **total contract value shall not exceed £500,000**.

SFIA rates for Delivery Cost are the following (and as set out in 04.TIS0669 Appendix 3 Pricing Document (583998303434950) V1.0):

- [REDACTED]
- [REDACTED]

- [REDACTED]

For the Supplier's Fixed Support Cost, the SFIA rates shall be the same, however the cost of the DevOps resource has increased to allow for the retainer required to put this resource on and to move to a level 5 'Ensure or Advise' position. There is great value in retaining the same resource, at least for the first year, to help with stability for the platform.

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

The Supplier Support Cost is a fixed monthly fee.

The Fixed Support Cost shall be reviewed Annually (from the Contract start date "the Anniversary") and will be subject to annual indexation in accordance with a relevant index such as Consumer Price Index (CPI) or any such other as agreed.

The Fixed Support Cost may be subject to agreed price increases where there are changes to the Services which results in an increase in the Service features, or the complexity thereof as agreed. Any changes to the scope of the Service which increases the number of features or complexity, will be captured through the Contract Change Procedure as defined within this Call-Off Contract. The Supplier has the right, during such a change, to provide a detailed Impact Assessment which sets out how such changes may affect the required level of support or support offer and request an increase to the Fixed Support Cost for acceptance by the Buyer which will not be unreasonably withheld.



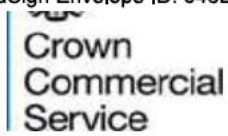
SCHEDULE 3: COLLABORATION AGREEMENT

Not Used.



SCHEDULE 4: ALTERNATIVE CLAUSES

Not Used.



SCHEDULE 5: GUARANTEE

Not Used.

SCHEDULE 6: GLOSSARY AND INTERPRETATIONS

In this Call-Off Contract the following expressions mean:

EXPRESSION	MEANING
ADDITIONAL SERVICES	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Clause 2 (Services) which a Buyer may request.
ADMISSION AGREEMENT	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
APPLICATION	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Platform).
AUDIT	An audit carried out under the incorporated Framework Agreement clauses.
BACKGROUND IPRS	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"> owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes created by the Party independently of this Call-Off Contract, or For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.
BUYER	The contracting authority ordering services as set out in the Order Form.
BUYER DATA	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
BUYER PERSONAL DATA	The Personal Data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
BUYER REPRESENTATIVE	The representative appointed by the Buyer under this Call-Off Contract.
BUYER SOFTWARE	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.

EXPRESSION	MEANING
CALL-OFF CONTRACT	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form, the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
CHARGES	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
COLLABORATION AGREEMENT	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.
COMMERCIALLY SENSITIVE INFORMATION	Information, which the Buyer has been notified about by the Supplier in writing before the Start date with full details of why the Information is deemed to be commercially sensitive.
CONFIDENTIAL INFORMATION	<p>Data, Personal Data and any information, which may include (but isn't limited to) any:</p> <ul style="list-style-type: none"> information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').
CONTROL	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.
CONTROLLER	Takes the meaning given in the UK GDPR.

EXPRESSION	MEANING
CROWN	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
DATA LOSS EVENT	Event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Call-Off Contract and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.
DATA PROTECTION IMPACT ASSESSMENT (DPIA)	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
DATA PROTECTION LEGISLATION (DPL)	(i) 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.
DATA SUBJECT	Takes the meaning given in the UK GDPR
DEFAULT	<p>Default is any:</p> <ul style="list-style-type: none"> breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) other default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.</p>
DPA 2018	Data Protection Act 2018.

EXPRESSION	MEANING
EMPLOYMENT REGULATIONS	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE').
END	Means to terminate; and Ended and Ending are construed accordingly.
ENVIRONMENTAL INFORMATION REGULATIONS OR EIR	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant government department about the regulations.
EQUIPMENT	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.
ESI REFERENCE NUMBER	The 14 digit ESI reference number from the summary of the outcome screen of the ESI tool.
EMPLOYMENT STATUS INDICATOR TEST TOOL OR ESI TOOL	The HMRC Employment Status Indicator test tool. The most up-to date version must be used. At the time of drafting the tool may be found here: https://www.gov.uk/guidance/check-employment-status-for-tax
EXPIRY DATE	The expiry date of this Call-Off Contract in the Order Form.

EXPRESSION	MEANING
FORCE MAJEURE	<p>A force Majeure event means anything affecting either Party's performance of their obligations arising from any:</p> <ul style="list-style-type: none"> • acts, events or omissions beyond the reasonable control of the affected Party • riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare • acts of government, local government or Regulatory Bodies • fire, flood or disaster and any failure or shortage of power or fuel • industrial dispute affecting a third party for which a substitute third party isn't reasonably available <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> • any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain • any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure • the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into • any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans
FORMER SUPPLIER	<p>A supplier supplying services to the Buyer before the Start date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).</p>
FRAMEWORK AGREEMENT	<p>The clauses of framework agreement RM1557.13 together with the Framework Schedules.</p>
FRAUD	<p>Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.</p>

EXPRESSION	MEANING
FREEDOM OF INFORMATION ACT OR FOIA	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant government department in relation to the legislation.
G-CLOUD SERVICES	The cloud services described in Framework Agreement Clause 2 (Services) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
UK GDPR	The retained EU law version of the General Data Protection Regulation (Regulation (EU) 2016/679).
GOOD INDUSTRY PRACTICE	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
GOVERNMENT PROCUREMENT CARD	The government's preferred method of purchasing and payment for low value goods or services.
GUARANTEE	The guarantee described in Schedule 5.
GUIDANCE	Any current UK government guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK government guidance and the Crown Commercial Service guidance, current UK government guidance will take precedence.
IMPLEMENTATION PLAN	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.

EXPRESSION	MEANING
INDICATIVE TEST	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
INFORMATION	Has the meaning given under section 84 of the Freedom of Information Act 2000.
INFORMATION SECURITY MANAGEMENT SYSTEM	The information security management system and process developed by the Supplier in accordance with clause 16.1.
INSIDE IR35	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
INSOLVENCY EVENT	Can be: <ul style="list-style-type: none"> • a voluntary arrangement • a winding-up petition • the appointment of a receiver or administrator • an unresolved statutory demand • a Schedule A1 moratorium • a Dun & Bradstreet rating of 10 or less
INTELLECTUAL PROPERTY RIGHTS OR IPR	Intellectual Property Rights are: <ul style="list-style-type: none"> • copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information • 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 • all other rights having equivalent or similar effect in any country or jurisdiction

EXPRESSION	MEANING
INTERMEDIARY	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> the supplier's own limited company a service or a personal service company a partnership <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
IPR CLAIM	As set out in clause 11.5.
IR35	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
IR35 ASSESSMENT	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
KNOW-HOW	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or Buyer's possession before the Start date.
LAW	Any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, 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.
LOSS	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and 'Losses' will be interpreted accordingly.
LOT	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.

EXPRESSION	MEANING
MALICIOUS SOFTWARE	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
MANAGEMENT CHARGE	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
MANAGEMENT INFORMATION	The management information specified in Framework Agreement Schedule 6.
MATERIAL BREACH	Those breaches which have been expressly set out as a Material Breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
MINISTRY OF JUSTICE CODE	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
NEW FAIR DEAL	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
ORDER	An order for G-Cloud Services placed by a contracting body with the Supplier in accordance with the ordering processes.
ORDER FORM	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
ORDERED G-CLOUD SERVICES	G-Cloud Services which are the subject of an order by the Buyer.

EXPRESSION	MEANING
OUTSIDE IR35	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries' legislation if assessed using the ESI tool.
PARTY	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
PERSONAL DATA	Takes the meaning given in the UK GDPR.
PERSONAL DATA BREACH	Takes the meaning given in the UK GDPR.
PLATFORM	The government marketplace where Services are available for Buyers to buy.
PROCESSING	Takes the meaning given in the UK GDPR.
PROCESSOR	Takes the meaning given in the UK GDPR.
PROHIBITED ACT	<p>To directly or indirectly offer, promise or give any person working for or engaged by a Buyer or CCS a financial or other advantage to:</p> <ul style="list-style-type: none"> • induce that person to perform improperly a relevant function or activity • reward that person for improper performance of a relevant function or activity <p>commit any offence:</p> <ul style="list-style-type: none"> • under the Bribery Act 2010 • under legislation creating offences concerning Fraud • at common Law concerning Fraud • committing or attempting or conspiring to commit Fraud

EXPRESSION	MEANING
PROJECT SPECIFIC IPRS	Any intellectual property rights in items created or arising out of the performance by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract including databases, configurations, code, instructions, technical documentation and schema but not including the Supplier's Background IPRs.
PROPERTY	Assets and property including technical infrastructure, IPRs and equipment.
PROTECTIVE MEASURES	Appropriate technical and organisational measures which may include: pseudonymisation and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
PSN OR PUBLIC SERVICES NETWORK	The Public Services Network (PSN) is the government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
REGULATORY BODY OR BODIES	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in this Call-Off Contract.
RELEVANT PERSON	Any employee, agent, servant, or representative of the Buyer, any other public body or person employed by or on behalf of the Buyer, or any other public body.
RELEVANT TRANSFER	A transfer of employment to which the employment regulations applies.

EXPRESSION	MEANING
REPLACEMENT SERVICES	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
REPLACEMENT SUPPLIER	Any third-party service provider of replacement services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
SECURITY MANAGEMENT PLAN	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
SERVICES	The services ordered by the Buyer as set out in the Order Form.
SERVICE DATA	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
SERVICE DEFINITION(S)	The definition of the Supplier's G-Cloud Services provided as part of their application that includes, but isn't limited to, those items listed in Clause 2 (Services) of the Framework Agreement.
SERVICE DESCRIPTION	The description of the Supplier service offering as published on the Platform.
SERVICE PERSONAL DATA	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.

EXPRESSION	MEANING
SPEND CONTROLS	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see https://www.gov.uk/service-manual/agile-delivery/spend-controlscheck-if-you-need-approval-to-spend-money-on-a-service
START DATE	The Start date of this Call-Off Contract as set out in the Order Form.
SUBCONTRACT	Any contract or agreement or proposed agreement between the Supplier and a subcontractor in which the subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
SUBCONTRACTOR	Any third party engaged by the Supplier under a subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
SUBPROCESSOR	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
SUPPLIER	The person, firm or company identified in the Order Form.
SUPPLIER REPRESENTATIVE	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
SUPPLIER STAFF	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and subcontractors used in the performance of its obligations under this Call-Off Contract.

EXPRESSION	MEANING
SUPPLIER TERMS	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
TERM	The term of this Call-Off Contract as set out in the Order Form.
VARIATION	This has the meaning given to it in clause 32 (Variation process).
WORKING DAYS	Any day other than a Saturday, Sunday or public holiday in England and Wales.
YEAR	A contract year.

SCHEDULE 7: UK GDPR INFORMATION

This schedule reproduces the annexes to the UK GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract and clause and schedule references are to those in the Framework Agreement but references to CCS have been amended.

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 Buyer at its absolute discretion.

- 1.1 The contact details of the Buyer's Data Protection Officer are: Benedict Collins (data.protection@trade.gov.uk)
- 1.2 The contact details of the Supplier's Data Protection Officer are: Harriet Kirkpatrick (harriet@triarecruitment.com)
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

DESCRIPTION	DETAILS
Identity of Controller for each Category of Personal Data	<p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> ▪ Business contact details of Supplier Personnel for which the Supplier is the Controller, • Business contact details of any directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Personnel) engaged in performance of the Buyer's duties under the Contract) for which the Buyer is the Controller, • No personal customer data will be held by the provider. Only the Buyer's personal details will be held by the provider which satisfy security clearance needs and log-on credentials. The Buyer will hold similar for the Supplier.
Duration of the Processing	Contract Term Only.
Nature and purposes of the Processing	No personal customer data will be held by the provider. Only the Buyer's personal details will be held by the provider which satisfy security clearance needs and log-on credentials. The Buyer will hold similar for the Supplier.

DESCRIPTION	DETAILS
Type of Personal Data	<ul style="list-style-type: none">• Name• Address• Date of Birth• Telephone Number• Email Address
Categories of Data Subject	Buyer Staff
Plan for return and destruction of the data. Once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data.	For the duration of the contract and statutory minimums.

ANNEX 2: JOINT CONTROLLER AGREEMENT

Not used.



G-CLOUD 13 (Lot 3) – SERVICE DEFINITION DOCUMENT

(i) What we offer

TRIA Consulting Services provides cloud support and cloud enablement work package through rapid deployment of expert consultants and project 'squads' across a broad range of technical disciplines and skills. We harness our resourcing expertise and network of associates across multiple sectors to be able to bring together the right consultants to deliver cloud planning, delivery and support outcomes at short notice.

We offer work packages for defined outcomes as part of a wider cloud programme, but we can also deliver a vendor neutral solution to bring together multiple workstreams made up of large partner consultancies and small independent contractors – providing further assurance by verifying the skills and experience of each consultant against the defined project outcomes.

Project services are available on demand based on a rapid deployment model (see below). Support services are available for a fixed monthly cost and can be delivered onsite or remotely.

We deploy individual consultants or squads to manage any of the following project outcomes:

- Documented cloud solution planning, including assessment and benchmarking of hosting/software solutions for project board approval;
- Cloud migration from on-premise or alternative cloud hosting arrangements, including data review and retention management;
- Establishing cloud solutions and associated security arrangements;
- Quality assurance; including performance testing and benchmarking; and
- PMO support across multiple workstreams.

(ii) Rapid response and service continuity

We will create a formal statement of work for each engagement, either in response to a mini-competition under the framework or following a direct call-off for flexible, on-demand cloud consultancy services. The statement of work will include details of:

- Defined deliverables and associated acceptance criteria based on business objectives for cloud services;
- How service performance will be measured and reported;
- Essential skills and comparable project experience;



- Stakeholder resources and availability;
- Testing strategies (where relevant);
- Approval gateways;
- Dependencies; and
- Continuity/contingency arrangements.

The statement of work, whether subject to formal proposal or otherwise, will always be prepared by the nominated lead consultant – appointed based on an understanding of the principal project outcomes.

Our broad network of associate consultants and partner consultancies means we can usually have the right squad deployed to commence the work package/project within a period of five (5) working days from the statement of work being agreed. The lead consultant will induct all other members of the squad and document working practices to guarantee delivery of outcomes and/or align with broader programme policies.

Our network also means we are never reliant on a fixed 'bench' of consultants or one provider to ensure successful delivery. We can scale resourcing as needed in order to meet changing requirements or to apply contingency resource for unexpected delays/failed client dependencies, thus ensuring a smooth and responsive service.

(iii) Pricing

Statements of work are delivered on a fixed fee basis but priced according to anticipated resources and skills using the SFIA rate card.

We offer a range of commercial options, depending on priorities:

- Single fixed fee (with stage payments if required);
- Fee on acceptance of deliverables only ('at risk' delivery);
- Milestone fees – ensuring payments are aligned to the project/programme gateways;
- Fixed fees with risk/reward service credits for meeting critical milestone dates; and
- Monthly resource pool fees (underpinned by service credits for agreed SOW KPIs) based on flexible deployment of relevant skills throughout a complex cloud enablement or migration programme.

Statements of work will contain agreed notice periods for termination regardless of the payment method. Early termination will incur day rate charges for resources deployed up to the date of termination.



G-CLOUD 13 - SUPPLEMENTARY TERMS

- "Supplier" means TRIA Recruitment Limited (company number 09424980) trading as **TRIA Consultancy Services**.
- "Consultancy" means either of: (i) the Supplier; or (ii) any approved sub-contractor appointed by the Supplier to provide the Services under a contract directly with the Supplier
- "Consultant" means any employee of a Consultancy engaged in the provision of Services to the Buyer under the terms of the Call-off Contract.

Non-Solicitation

1. The Buyer acknowledges that the Consultancy's business is dependent upon its ongoing ability to retain Consultants with the skills, training and expertise necessary to deliver the Services and that the Consultancy will have made considerable investment in the Consultants.
2. The Buyer will not attempt to solicit any Consultant to be engaged by the Buyer; either:
 - a. directly, as an employee or worker; or
 - b. indirectly, through another consultancy or any other intermediary;(each a "Relevant Engagement")

for a period of twelve (12) months from the last date that the Consultant was engaged in the provision of the Services to the Buyer under the terms of the Call-off Contract.
3. Where the Buyer has breached Clause 2 above and such breach, in the reasonable opinion of the Supplier, has resulted in a Relevant Engagement, then the Buyer will be liable to pay a service credit of:
 - a. 10% of the overall Charges payable during the previous one (1) month of the Services; or
 - b. £10,000.00whichever is the greater.



G-Cloud 13

Rate card template

Framework reference: RM1557.13

G-Cloud 13 Rate Card Template, RM1557.13

Skills For the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	£485.00	£450.00	£480.00	£450.00	£480.00	£450.00
2. Assist	£685.00	£670.00	£680.00	£660.00	£680.00	£660.00
3. Apply	£880.00	£850.00	£880.00	£850.00	£880.00	£850.00
4. Enable	£950.00	£950.00	£940.00	£920.00	£940.00	£920.00
5. Ensure or advise	£1,205.00	£1,150.00	£1,200.00	£1,150.00	£1,200.00	£1,150.00
6. Initiate or influence	£1,700.00	£1,650.00	£1,750.00	£1,650.00	£1,750.00	£1,650.00
7. Set strategy or inspire	£2,100.00	£2,000.00	£2,100.00	£2,000.00	£2,100.00	£2,000.00

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Level definitions

	Autonomy	Influence	Complexity	Business skills	Knowledge
1. Follow	Works under close direction. Uses little discretion in attending to enquiries. Is expected to seek guidance in unexpected situations.	Minimal influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems. Participates in the generation of new ideas.	<ul style="list-style-type: none"> • Has sufficient oral and written communication skills for effective engagement with immediate colleagues. • Uses basic systems and tools, applications and processes. • Demonstrates an organised approach to work. Has basic digital skills to learn and use applications and tools for their role. • Learning and professional development — contributes to identifying own development opportunities. • Security, privacy and ethics — understands and complies with organisational standards. 	Has a basic generic knowledge appropriate to area of work. Applies newly acquired knowledge to develop new skills.
2. Assist	Works under routine direction. Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations. Plans own work within short time horizons.	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.	<ul style="list-style-type: none"> • Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/customers. • Understands and uses appropriate methods, tools, applications and processes. • Demonstrates a rational and organised approach to work. • Has sufficient digital skills for their role. 	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented

	Autonomy	Influence	Complexity	Business skills	Knowledge
		users/customer needs..		<ul style="list-style-type: none"> • Learning and professional development — identifies and negotiates own development opportunities. • Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work. 	systematically and applies it effectively
3. Apply	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles.	Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks.	<ul style="list-style-type: none"> • Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners. • Understands and effectively applies appropriate methods, tools, applications and processes. • Demonstrates judgement and a systematic approach to work. • Effectively applies digital skills and explores these capabilities for their role. • Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. • Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work. Appreciates how own role and others support appropriate working practices. 	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively

	Autonomy	Influence	Complexity	Business skills	Knowledge
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.	Influences customers, suppliers and partners at account level. Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable	<ul style="list-style-type: none"> Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. Demonstrates an awareness of risk and takes an analytical approach to work Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. Contributes specialist expertise to requirements definition in support of proposals. Shares knowledge and experience in own specialism to help others. Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and 	Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively

	Autonomy	Influence	Complexity	Business skills	Knowledge
				<p>negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.</p> <ul style="list-style-type: none"> • Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary 	
5. Ensure or advise	<p>Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.</p>	<p>Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and</p>	<p>Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to</p>	<ul style="list-style-type: none"> • Demonstrates leadership in operational management. • Analyses requirements and advises on scope and options for continual operational improvement. • Assesses and evaluates risk. • Takes all requirements into account when making proposals. • Shares own knowledge and experience and encourages learning and growth. • Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. • Understands and evaluates the organisational impact of new technologies and digital services. 	<p>Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply</p>

	Autonomy	Influence	Complexity	Business skills	Knowledge
		group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.	customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.	<ul style="list-style-type: none"> • Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. • Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. • Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. • Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture. 	
6. Initiate or influence	Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational	Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry	Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial and quality aspects. Has deep	<ul style="list-style-type: none"> • Demonstrates leadership in organisational management. • Understands and communicates industry developments, and the role and impact of technology. • Manages and mitigates organisational risk. • Balances the requirements of proposals with the broader needs of the organisation. 	Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. Promotes the application of generic and specific

	Autonomy	Influence	Complexity	Business skills	Knowledge
	objectives and assigns responsibilities.	leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.	expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/ organisation.	<ul style="list-style-type: none">• Promotes a learning and growth culture in their area of accountability.• Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities.• Identifies and endorses opportunities to adopt new technologies and digital services.• Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy.• Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives.• Learning and professional development — takes the initiative to advance own skills and leads the development of skills required in their area of accountability.• Security, privacy and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.	bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.

	Autonomy	Influence	Complexity	Business skills	Knowledge
7. Set Strategy and inspire	<p>At the highest organisational level, has authority over all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.</p>	<p>Inspires the organisation, and influences developments within the industry at the highest levels. Makes decisions critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to corporate vision and strategy.</p>	<p>Applies the highest level of leadership to the formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value through vision, governance and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.</p>	<ul style="list-style-type: none"> • Has a full range of strategic management and leadership skills. • Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies. • Establishes governance to address business risk. • Ensures proposals align with the strategic direction of the organisation. • Fosters a learning and growth culture across the organisation. • Assess the impact of legislation and actively promotes compliance and inclusivity. • Advances the knowledge and/or exploitation of technology within one or more organisations. • Champions creativity and innovation in driving strategy development to enable business opportunities. • Communicates persuasively and convincingly across own organisation, industry and government to audiences at all levels. • Learning and professional development — ensures that 	<p>Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.</p>

	Autonomy	Influence	Complexity	Business skills	Knowledge
				the organisation develops and mobilises the full range of required skills and capabilities. • Security, privacy and ethics — provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation.	

Insolvency Service – Outline Service Provider On-Boarding Document

Solution & Service Overview

- Services provided
- Service Levels contracted
- ITIL processes included in service wrap
- Governance and Reporting included
- Service Provider delivery team (people or roles)
- Requirements from Service Desk, Self Service Portal and End Users

SIAM Ecosystem Overview

Governance and Processes

- Incident & Request Management - Will be run from the InsS Service Desk Remedy platform
- Major Incident Management - Will be run from the Remedy platform and managed by the SIAM Service Provider
- Problem Management - Will be run from the Remedy platform and managed by the SIAM Service Provider
- Change Management - Will be run from the Remedy platform and managed by the SIAM Service Provider
- Operational Risk Management - Will be handled in collaboration with the SIAM Service Provider
- Continual Service Improvement - Will be handled in collaboration with the SIAM Service Provider
- Service Reporting - Will be delivered in collaboration with the SIAM Service Provider and InsS Service Governance SDM
- Performance Management - Will be delivered in collaboration with the SIAM Service Provider and InsS Service Governance SDM
- Monthly, Quarterly & Annual Service Reviews - Will be delivered in collaboration with the SIAM Service Provider and InsS Service Governance SDM
- Weekly Operational Review - Will be handled in collaboration with the SIAM Service Provider

Regular Meeting Schedule & Requirements

Forum	Frequency	Attendance	Prerequisites	Type
Problem Review Board	Monthly	Problem Coordinator or Service Lead	Problem records are updated	Virtual
Change Advisory Board	Weekly	Change Coordinators	All changes reviewed and approved	Virtual
Operational Risk Review Board	Monthly	Service Lead	Risk are ready to update	Virtual
High Priority Risk Review	Monthly as required	Service Lead	Risk are ready to update	Face to Face
Continual Service Improvement	Monthly	Service Lead	CSIP records are ready to update	Virtual
Weekly Operational Review	Weekly as required	Service Lead	N/A	Virtual
Service Provider Service Review	Monthly as required	Account Manager Service Lead	Service Reporting completed and submitted	Face to Face
			Updated improvement plans	
			Updated service/contract gap analysis	
Monthly Service Reviews	Monthly	Account Manager Service Lead	Service Reporting completed and submitted	Face to Face
			Monthly Review Pack completed and submitted	
Quarterly Service Review	Quarterly	Account Manager Service Lead	Service Reporting completed and submitted	Face to Face
			Quarterly Review Pack completed and submitted	
Annual Service Review	Annual	Account Manager Senior Stakeholder	Service Reporting completed and submitted	Face to Face
			Annual Review Pack completed and submitted	
Major Incident Review	As required	Service Lead	Detailed information for Major Incident Report	Virtual

N.B. During the Covid-19 restrictions all meetings are virtual

Collaboration with the InsS Service Desk Provider

- Improving the InsS Service Desk first line knowledge of the Service Providers services allows call avoidance and resolution efficiencies
- Service Provider has access to the Remedy Problem Management module, including Known Errors
- Service Provider to provide any knowledge articles, troubleshooting guides etc.
- Discussion of ongoing engagement requirements