**RM6123 - MEDIA SERVICES – LOT 2**

**LETTER OF APPOINTMENT**

Dear Sir or Madam

**Letter of Appointment**

This letter of Appointment is issued, in accordance with the provisions of the Framework Agreement (RM6123) between CCS and the Agency, dated 14th December 2021.

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

|  |  |
| --- | --- |
| Order Number: | CCZX24A01 |
| From: | Crown Commercial Services("Client") |
| To: | Four Communications Group Ltd("Agency") |

|  |  |
| --- | --- |
| Effective Date: | 19 December 2024 |
| Expiry Date: | End date of Initial Period 18 December 2026  End date of Maximum Extension Period 18 December 2027  Minimum written notice to Agency in respect of extension:[ ] |

|  |  |
| --- | --- |
| Services required: | The services required (the “Services”) and agreed to be delivered are set out in three sections, below: (1) general services applicable to all Appointments; (2) Lot Specific Services for the applicable Lot(s); and (3) any Special Requirements.   1. For all Appointments: the services of a general nature set out in the General Services Requirements Specification as set out in in the Framework Agreement Appendix A - General Requirements Services Specification, attached as Annex A to this Letter.   2. Lot Specific Services: as set out in the Framework Agreement (Appendix B2 - Lot 2 Scope & Specification)) attached as Annex B.  3. Special Requirements (if any):  [ ]  The Services descriptions shall be read in the context of the Client Brief which shall apply as per the Call-Off Terms, attached as Annex C.  The Services shall be provided in accordance with the Agency Proposal, attached as Annex D. |
| Call-Off Terms and any applicable Special Terms | This Letter of Appointment shall be subject to the Framework Agreement Schedule 4B Part 2 Annex B1 Call-Off Terms (Lots 1, 2, 3, and 5), as set out in Annex E, and any agreed special terms which shall be set out here: |

|  |  |
| --- | --- |
| Key Individuals: | **Procurement Management**  REDACTED TEXT under FOIA Section 40, Personal InformationTelephone:  **Contract Management**  REDACTED TEXT under FOIA Section 40, Personal Information  **Campaign Management**  REDACTED TEXT under FOIA Section 40, Personal Information |
| [Guarantor(s)] | N/A |

|  |  |
| --- | --- |
| Call-Off Charges (including any applicable discount(s), but excluding VAT): | The Client shall pay the sums set out in the Agency Proposal, which are payable in accordance with Framework Schedule 3 - Charging Structure, Part B and Part APPROPRIATE: D (for Lot 2 or Lot 5), attached as Annex F.  Charges will be inclusive of all expenses but exclusive of VAT.  This Call-Off Contract shall be valued at £4,500,000.00 Ex Vat with no guarantee of spend value or volume of orders. |
| Insurance Requirements | The Agency shall hold and maintain insurances as detailed in FRAMEWORK AGREEMENT Clause 10.8. |
| Client billing address for invoicing: |  |
| Client billing address for international media invoicing (applicable only to Lot 1): | N/A |
| International Billing Option (applicable only to Lot 1): | N/A |

|  |  |
| --- | --- |
| Alternative and/or additional provisions: | N/A |

|  |  |
| --- | --- |
| **Data Sharing**  The Government Communications Service (**GCS**) is investing in data capabilities to drive delivery of modern communications across government. Transparent data sharing across GCS member organisations is fundamental to this, and a cross-government Data Sharing Framework was agreed by the Directors of Communication in July 2020. By bringing traditional marketing analytics and target audience insights together with other relevant government data sources, GCS is delivering valuable, aggregated insights to support campaign planning, reporting and evaluation across government, building on our shared learning for better insights.  Benefits of transparent data sharing with GCS include the continued delivery of the GCS Quarterly Benchmarking Report, thereby providing important insights across government bodies to support campaign teams, based on historical government campaign performance. The data shared by clients with GCS at the Cabinet Office may include, but is not limited to: third-party marketing data; campaign insights; web analytics and organic social media data; at both aggregated and log levels. This does not include personal data, and personal data is not sought.  In accordance with this approach, by indicating your consent below, you acknowledge and agree that the Agency may share certain data relating to this Call-Off Contract with GCS at the Cabinet Office (or any future named entity which has the same function). | |
| Agency to agree by printing representative’s name here: |  |
| Client to agree by printing representative’s name here: | **REDACTED TEXT UNDER** **FOIA Section 40 Personal**  **Information** |

**FORMATION OF CALL-OFF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Agency agrees to enter a Call-Off Contract with the Client to provide the Services in accordance with the terms of this letter and the Call-Off Terms (set out below in Annex E).**

**The Parties hereby acknowledge and agree that they have read this letter and the Call-Off Terms.**

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

**For and on behalf of the Agency: For and on behalf of the Client:**

Name and Title: **REDACTED TEXT UNDER** Name and Title: **REDACTED TEXT UNDER**

**FOIA Section 40 Personal FOIA Section 40 Personal**

**information Information**

Signature: Signature:

Date: Date:

**Annex A - General Requirements Services Specification**

**(As set out in clause 2 (services offered) in the framework agreement)**

**Media Services Framework Agreement (RM6123)**

**Framework Services**

## **Introduction and Background**

The purpose of this Framework Agreement is to provide individual central government departments, arms length bodies (ALB), non-departmental public bodies (NDPB) and public sector organisations with a comprehensive Framework Agreement for services related to paid advertising. This Framework Agreement will facilitate investments that will achieve the best mix of quality and effectiveness for the least outlay

This section sets out the overarching standards of the Services that the Agencies are required to provide to the Clients under this Framework Agreement and the relevant Call-Off Contracts. Following this section is a section for each of the individual Lots. Each Lot begins with a clear definition of the role of the Agency or Agencies awarded under that Lot and then provides a description of the scope of work that makes up the Service including any specific Deliverable applicable to each of those scopes.

The Agencies shall:

* 1. deliver innovative, best in class services to achieve desired Client outcomes.
  2. be capable of delivering value for money, as well as providing excellent customer service;
  3. be willing and capable of working in partnership with other agencies and specialists to deliver the Client requirements;
  4. act in an open and transparent manner with CCS and the Clients in delivering the Services and otherwise under this Framework Agreement, in particular being open and transparent in relation to the Charges, the placement of media or generation of revenue and the access to and provision of data, information and or reporting in relation to the services.
  5. This Framework Agreement is essential to the delivery of Public Service Communications. The Agencies will (if required) co-operate and work with agencies on any of the other Crown Commercial Service agreements.

## **Framework Scope**

* 1. The Agencies shall be required to deliver services for the Lot(s) they are bidding for, throughout the United Kingdom (on a National, regional and local basis) and international locations.
  2. For each Call-Off Contract under this Framework Agreement the Client will provide a Brief and the outcome to be achieved in accordance with the Call-Off Procedure set out in the Framework Agreement.
  3. The Agencies shall ensure all subcontracting arrangements comply with the Core Terms of this Framework Agreement.
  4. Agencies can only subcontract to deliver services within the scope of their Lot.

## **Clients**

* 1. This Framework Agreement covers requirements across a wide and diverse Client base - the Agencies shall support the varied requirements and budgets of all Clients irrespective of size.
  2. Clients of this Framework Agreement will require service delivery both in the UK and international locations. Clients may specify additional data reporting requirements in their Call-Off Contracts.
  3. Client Personnel
     1. The Client will allocate suitable personnel with appropriate levels of experience and seniority to work with the Agencies(s). The Agencies(s) acknowledge and agree that it may be necessary for the Client to replace the personnel working with the Agencies with alternative personnel with similar levels of seniority and experience.
     2. Client Briefs
        1. For each Call-Off Contract, the Client will provide a Brief detailing what is needed from the Agencies and the outcome to be achieved. The Agencies shall adopt and accept a flexible approach to the management of the Brief and both electronic and paper-based Briefs shall be accepted. The Agencies shall follow the Call-Off Award Procedure. This is different for Lot 4 where the Call-Off Contract itself will detail the requirements of the Agency in line with the services under that Lot
        2. The Agencies shall only commence work on Briefs when both Parties have either signed the relevant Letter of Appointment or the Agencies have received written confirmation to proceed with the Brief. This is different for Lot 4 where the Call-Off Contract itself will determine when the services will commence.

## **Required Services: Summary**

* 1. The Agencies will be required to provide Services in relation to the supply of the Services to Clients including:
     1. taking Orders for the Services from Clients;
     2. undertaking to meet all Client requirements;
     3. complying with any Key Performance Indicators and service levels, and any reporting requirements;
     4. complying with CCS's Management Information requirements;
     5. providing a dedicated senior account manager to resolve any issues arising from the Framework Agreement and/or Client Call-Off Contract;
     6. providing a support function to deal with Client enquiries and issues;
     7. conforming to the Charging Structure;
     8. undertaking any billing requirements.

## **Required Services: Account Management**

* 1. The Agencies shall provide comprehensive account management services to the Client. Clients will have varying service requirements and spend levels, therefore the Agency's team structure and approach shall reflect this flexible requirement, avoiding a “one-size fits all'' approach.
  2. The Agency's structure and resource profile shall be capable of adapting to changing requirements and service levels during the term of this Framework Agreement and the Call-Off Contracts.
  3. The Agencies will provide sufficient resources for out of hours, emergency, bank holiday periods and ensure sufficient resilience and back-up expertise is available when needed for Clients.
  4. The Agencies will deliver an agile solution that provides for each and every Client, regardless of macro factors (for example but not limited to, emergency campaigns, unplanned pauses) whilst mitigating impact on budgets.
  5. If required by the Client, the Agencies will allocate specific named account teams.
  6. The Agencies will have a clear and simple escalation process for the Clients and subcontractors.

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

* 1. The Agencies will be required to:
     1. work collaboratively on projects with other Clients of this Framework Agreement, and
     2. manage multiple relationships with the Client and Client related Partners at the Call-Off Contract level to ensure greater value and best results for the Client.

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

* 1. The Agencies shall provide reporting and analysis on all aspects of the Services being provided to the Client, in particular, the Agencies shall:
  2. provide Management Information detailing work carried out by the Agencies on the basis of the billable charged hours as outlined in Framework Schedule 5 of the Framework Agreement (Management Charges and Information)
  3. work with the Client and use reasonable endeavors to ensure advertising technology platforms and any other systems used to collect and/or store data on the Client’s behalf are compatible with the Client’s data management systems.
  4. The below table should be used by the Agency/ ies to inform where reporting requirements should be directed to within the CCS Media Framework Team.

|  |  |
| --- | --- |
| **CCS Point of Contact/ Owner** | **Reporting Requirement** |
| Media Category Manager | All Lots - Framework KPI deliverables, Reporting requirements outlined within the scope and specification |
| Media Lead | Wider initiatives, for example but not limited to cross framework initiatives, added value project outputs, CCS/ GCS initiatives as defined during the term of the framework. |
| Head of Media Commercial Agreements | Reporting escalations, breaches of KPI targets, significant risks or issues to delivery of service. |

## **Pricing Transparency**

* 1. Where applicable, the Agencies will disclose to the Client any commission, discount or rebate earned by the Agencies arising in respect of third party costs. The Client will receive the full benefit of such commission, discounts or rebates.

## **Travel and Related Costs**

* 1. There shall be no automatic entitlement to payment and/or reimbursement of travel costs, travel time or subsistence under this Framework Agreement. Policies for travel and travel-related expenses will vary between Clients. Submitted Agency rates against this Framework shall be exclusive of travel and subsistence.
  2. CCS and/or Clients shall specify the requirements, policies and arrangements for travel costs, travel-related costs, travel time and subsistence in the Call Off Contract, including whether travel and travel-related expenses shall be payable or not.
  3. If CCS and/or Clients specify that travel and travel-related costs can be paid then the travel will be undertaken in accordance with the agreed Travel Policy of CCS and/or the Client.

## **Contracting arrangements**

* 1. Clients can select different types of contracting arrangements to suit their needs including but not limited to:
  2. Project or Campaign agreement for a specified campaign or for a defined period covering multiple Campaigns.
  3. Standby agreement for a fixed period of time to work on any number of Projects or campaigns. Payment for this arrangement is per Campaign and no work is committed.
  4. Retainer agreement for a fixed period of time where the Client agrees to pay the Agency a firm retainer fee on a regular basis
  5. With the exception of Lot 4 , contracts must not exceed a four year period including any extensions.

## **Cross Framework Initiatives**

* 1. The Agencies under this Framework Agreement may from time to time be invited to participate in projects and initiatives with Agencies on other Lots on this Framework Agreement, CCS or Government Communication Services

## **Cross Framework Case Studies**

* 1. Agencies are encouraged to always share case studies of great work delivered for Clients under this Framework Agreement. The Agency and/ or Agencies under this Framework Agreement are expected to deliver a minimum of 1 case study per contract year to CCS (where call-offs have taken place).

## **Restriction on Naming**

* 1. No Agency in this agreement shall in arranging its organisation to deliver services under this framework adopt or continue any brand name implicitly or explicitly referencing, inferring or signaling its delivery of servicing to any particular customer or customer group using this Framework Agreement without the express permission of CCS. In addition, where it seeks to adopt or continue a brand name referring to its provision of services to the Government it shall seek the additional approval of GCS to do so.

## **Social Value**

* 1. Social Value legislation and guidance places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, to deliver them. These benefits are over and above the core deliverables of contracts. More information on Social Value can be found at:

https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources

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

* 1. As a condition of participating on this framework contract, CCS requires Agencies on this Framework Contract to demonstrate they are committed to report on the impact of social value throughout the lifetime of the Framework Contract to CCS, every 12 months from the Framework Start Date.
  2. Agencies must provide evidence of their commitment to social value and demonstrate an ability and willingness to work with Clients to identify and help further their social value requirements in all Call-Off Contracts. To satisfy this requirement, Agencies must agree to provide or deliver reasonable and proportionate social value benefits within all Call-off Contracts.
  3. Agencies should consider the following policy themes, and outcomes as a minimum:

● **COVID-19 recovery;**

Help local communities to manage and recover from the impact

● **Tackling economic inequality;**

Create new businesses, new jobs and new skills

● **Fighting climate change;**

Effective stewardship of the environment

● **Equal opportunity;**

Reduce the disability employment gap, tackle workforce inequality

● **Wellbeing;**

Improve health and wellbeing, improve community

integration.

* 1. Agencies are expected to act with these priorities in mind, and CCS may discuss these priorities as part of Framework Management meetings.
  2. The Client’s requirements will be set out in the Call-Off Procedure. The Agency shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.

* 1. The Agency shall deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Call-Off Contract.
  2. The Agency shall record and report performance against the social value requirements, when detailed in the Call-Off Contract.

## **14 Delivering a Diverse Supply Chain**

* 1. CCS and Clients want to ensure a diverse base of Agencies and resilient supply chains in this procurement.
  2. CCS and Client’s consider the delivery of high quality public services to be critically dependent upon a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.
  3. The Agencies will support the delivery of these priorities through activities such as:
  4. Cascading prompt payment throughout their supply chain, as set out in Clause 4 (Pricing and Payments) of the Core Terms; and
  5. Where appropriate, growth and development through the provision of support to SMEs and SEs to develop resilient local supply chains.
  6. Fair, Inclusive and Ethical Employment Practices and Skills Development
  7. All organisations with 250 or more employees must publish and report specific figures about their gender pay gap. The Agency will progress towards equalising this.
  8. Additionally, the Agency and its Supply Chain will support and encourage employment and skills development opportunities through the performance of this Framework Agreement, with a specific focus on opportunities for priority groups.
  9. The Agency acknowledges and agrees that Clients may test the Agency’s proposed methods for delivering skills development within the local community, as relevant to their specific requirements as part of the Call-Off Procedure.

**Safe & Secure Supply Chains: Addressing Modern Slavery and exploitation in our Supply Chain**

* 1. It is the role of CCS and Client(s) to ensure the Agencies with whom we do business understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.
  2. The Agency will comply with the provisions of the Agency Code of Conduct and the standards set out in Joint Schedule 5 (Corporate Social Responsibility) including the reporting requirements set out in Framework Schedule 5 (Management Charges and Information) and continuous improvement requirements set out in Call-Off Schedule 3 (Continuous Improvement).

## **Framework Key Performance Indicators (KPIs) - All Lots**

The following KPIs apply to **all** lots and Agencies in this Framework Agreement. In addition to these KPIs each lot will have its own specific set of KPIs.

|  |  |  |
| --- | --- | --- |
| **1. Framework management - All Lots** | | |
| **Key Performance Indicator (KPI)** | **KPI Target** | **Measured by** |
| Management Information (MI) returns: All MI returns to be returned to CCS by the 7th Working Day of each month | 100% | Confirmation of receipt and time of receipt by CCS (as evidenced within the CCS MI system) |
| All undisputed CCS  invoices to be paid by the Agency within 30 calendar days of issue. | 100% | Confirmation of receipt and time of receipt by CCS (as evidenced within the CCS finance system) |
| Annual Agency self-audit  certificate sent to CCS in  accordance with the  Framework Agreement to cover each contract year. | 100% | Confirmation of receipt and time of receipt by CCS. CCS to receive within 45 calendar days of the end of the contract year. |
| Valid insurance certificates and certifications listed in the Framework Agreement to be provided to CCS upon expiry. | 100% | Confirmation of receipt and time of receipt by CCS.  CCS to receive within 45 calendar days of expiry. |
| Actions identified in  an Audit Report to be  delivered by the dates  set out in the Audit  Report. | 100% | Confirmation by CCS of  completion of the actions by the dates identified in the Audit  Report. |
| Agencies will pay all undisputed supplier/ subcontractor invoices within 60 calendar days in order to meet the Prompt Payment Policy threshold of 85%. | % of payments in 60 calendar days:  73% Contract Year 1  79% Contract Year 2  85% Contract Year 3 | Annual prompt payment reporting to be provided to CCS within 45 calendar days of the contract year end date. This may also be subject to auditing at CCS’ discretion. |
| Agencies will be required to provide a minimum of one case study per contract year detailing work delivered under this Framework Agreement (where call-offs have taken place). | 100% | Confirmation of receipt and time of receipt by CCS.  CCS to receive within 45 calendar days of the calendar year end. |

**Annex B – Lot-specific Scope & Specification**

Lot 2 - Public Sector Media Planning and Buying

Scope and Specification

## **Role of the Media Planning and Buying Agency**

The appointed Agency has been awarded as an Agency on a CCS Framework Agreement that is available to all public sector organisations. The role of the Agency is to provide the designated services to all customers who may seek to use this Framework Agreement. The Agency must appropriately resource itself and ensure it has a suitable understanding of the respective organisation to deliver the service according to this scope and specification.

The Agency awarded under this Lot is required to diagnose the critical elements for a public sector client to achieve its marketing objectives and then develop and implement a media strategy that is best suited to achieving those elements.

The Agency must take into consideration value for money and be focused on achieving the most cost effective outcomes for clients. The Agency must consider all solutions and not just paid media and the commercial models adopted under this lot have been designed to give the Agency the ability to consider the plethora of opportunities available to a client.

## **Principles**

The following are a set of principles that will apply to all elements of the scope and specification and provide a clear indication of the standards which the Agency will be expected to adhere to in providing services under the Framework Agreement.

## **Transparency**

The Agency will be expected to provide completely transparent services to the client and be proactive in safeguarding that transparency, this includes but is not limited to :-

* + 1. Ensure that Client funds will only be used for media payments and third party costs related to services within the scope of this Framework Agreement. This means that all fees and charges will be clear and transparent and there will be no hidden fees, undisclosed commissions or charging of clients or CCS more than one. The Agency source of income from this agreement will be clear and transparent across all media including programmatic.
    2. Making all documentation the Agency produces in delivering services to central government Clients under this agreement available upon request to CCS or its appointed auditors, including but not limited to all Client briefs to Agency, Agency briefs to Media Suppliers, Media Supplier response to Agency briefs, Agency response to Client briefs, Media Plans, Approved Media Plans, Reconciled Media Plans, all campaign reporting, all advertising technology platform reports, post campaign reporting, POs and invoices related to the delivery of services to Clients under this Framework Agreement
    3. When making recommendations the Agency will disclose to CCS and Client any recommendations it puts forward that is a product, good or service provided by any organisation the Agency or the Agency Group has any ownership in whatsoever in and it must maintain a log of any spend with any such organisation through the Framework, this log must be made available to CCS, Clients and any appointed auditors.
    4. CCS, Clients and any appointed auditor will have full access to all Agency invoices and contracts specifically put in place to deliver the services in this Framework Agreement, such contracts will be securely stored and shared without redaction or restriction from Agency or Agency Group policies.
  1. **Continuous Improvement**

The Agency will be expected to commit to a programme of continuously improvement of the duration of the Framework Agreement this includes but is not limited to:-

* + 1. Taking suitable remedial steps where services issues have been identified
    2. Proactively seek out opportunities to improve the quality of service and the sustainability of the commercial model
    3. Deploying suitable, unbiased, quantitative methodology for collecting customer feedback on an ongoing basis (e.g NPS Survey)
    4. Provide input, feedback and learnings at all stages of a campaign and to ensure post-campaign analysis are shared and findings are embedded into ways of working. The Agency will meet all service delivery key performance indicators outlined in Briefs.
    5. The Agency will drive quality through effective internal communication, horizon scanning and situational insight across the media industry to maximise opportunities, highlight risks and service Clients best.
  1. **Understanding of the Public Sector**

A distinguishing feature of the services required from the Agency awarded under this lot in comparison to equivalent services the Agency may provide for other clients is that the Agency is expected to develop a deep level of understanding of the Public Sector over the course of the Framework Agreement

This is not to be interpreted as a requirement at the bid stage or outset of the relationship but instead to be interpreted as a developmental principle to encourage the Agency to continue fostering and growing a knowledge and understanding of the context of public sector communication as relates to providing media planning and buying services. This is also not to be interpreted as an invitation to the Agency to contribute to any public sector political or non-political activities beyond their scope of work. The Agency should at all times act only within its scope of work and in collaboration with Client’s under this Framework Agreement

What is referred to here is not only knowledge of marketing campaigns and media expenditure but a broader understanding that includes:-

* + 1. Understanding of public sector organisations,
    2. An understanding of public sector policy
    3. An understand of public sector rules and regulations as applies to the services that the Agency is providing
    4. A clear knowledge of the Client’s remit, responsibilities and funding
    5. Understanding of key political and non-political stakeholders and stakeholder groups
    6. An appreciation of the constantly changing context of the public sector and public sector marketing and communications
  1. **Democratisation of Data**

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

* + 1. Leading media post campaign appraisal with support and cooperation from any other Agency involved in media or communications strategy.
    2. Collaborating with and sharing information and insights where required with both the Client, Creative, Research Agency(s) and any other third party as required by the Client.
    3. Complying with all Data Protection Legislation and ensure all future appropriate data safeguards are in place for handling the Client’s data. Identify the Agency data protection officer(s) for compliance with data protection regulations;
    4. The Agency should be fully compliant with UK GDPR and all other relevant data protection legislation and best practices.
    5. Upon request from the Client the Agency must be able to provide a suitable data retention and management policy which includes user controls to prevent unauthorised and/or accidental sharing or use of the Client's data or login credentials;
    6. The Agency must as soon as reasonably practicable, destroy the Client's data upon request or on termination of this Framework Agreement;
    7. The Agency must disclose any data collection and shared data workspaces where the Client’s data might be at risk of being disclosed and/or be co-opted into an unauthorised data pool and confirm that the Client's data is being logically separated;
    8. The Agency must undertake due diligence of the data management platforms and other ad technology suppliers with regards to data security, data privacy compliance, system and user controls and UKEU GDPR and ePrivacy regulations and all other Data Protection Legislation; and
    9. Upon request from the Client the Agency must be able to the Agency must be able to provide a dedicated seat on the Demand Side Platforms (DSP) in order to treat the Client’s data separately from any Agency programmatic trading desk
    10. Upon request from the Client the Agency must be able to the Agency must be able to provide a dedicated instance or account on any Ad Server or equivalent technology in order to treat the Client’s data separately from any other the Agencies other clients.
  1. **Innovation**

The Agency will be expected to be truly innovative in the solutions and recommendations it develops to meet client requirements under this Framework Agreement locally, regionally, domestically and globally this includes but is not limited to :-

2.5.1 Seeking out persuasive opportunities unique to public sector, government or central government departments

* + 1. Challenge the conventional wisdoms and approaches within the media and marketing industry to find the most suitable solutions.
    2. Consider communications issues unique to public sector, government or central government departments and proactive provide recommendations to navigate them
    3. Proactively seek out solutions to engage and effectively communicate to a wide range of audiences
    4. Providing counsel on latest industry trends, developments, emerging media and marketing issues
    5. Proactively seeking out and recommending new audience targeting methods

2.5.7 Proactively seeking out and recommending new media buying techniques,

2.5.8 Proactively seeking out and recommending outcome measurement innovations

2.5.9 Proactively seek out unique media first opportunities with Media Supplier’s and Media Supplier groups.

2.5.10 Keeping stakeholder informed on market developments and industry initiatives and issues that may be relevant to Government

### Value for Money

2.6.1 The Agency shall adopt a value for money mindset in the commercial relationship with the Client and also allocation of funds on behalf of Clients using this framework.

* + 1. Delivering value for money involves the efficient, effective and economic use of public funds in the delivery of services. It means seeking out and implementing solutions which achieve the best mix of quality and effectiveness for the least outlay. Decisions should be based on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.
    2. The desired commercial approach for this service is a hybrid approach. Media planning services are to be paid for on a banded rate card by role basis and media buying services are to be paid for one a tiered commission basis. The rates submitted by the agency are considered to be maximum rates.

## **Scope, Specification, Deliverables**

* 1. The subcontracting of Out of Home Media Buying

The Agency will provide Out of Home Media Buying Service to Clients using this Framework Agreement. However it must subcontract those services to the Agency awarded under Lot 3 of RM6123 Media Services and CCS will have full access and visibility of that subcontract. CCS will also determine the commercial terms of that subcontract in line with the commercial remuneration and pricing submission of the Agency awarded under Lot 3 and any subsequent amendments to either of those elements. Unless otherwise agreed between the parties the template for the subcontract will come from the Agency awarded under Lot 3 Out of Home.

Within the subcontract or any appended document, fully accessible to CCS, the Agency will be required to establish with the Agency awarded under Lot 3 of RM6123 Media Services :-

1. Purchase order protocol
2. Client billing process and procedures
3. The handling of the CCS Management Charge
4. The handling of the GCS Management Charge
5. Payment terms, and data security.
6. Defined team contacts
7. Access to information and date
8. Best practices and SLA
9. Schedule for periodic review and reconciliation with CCS or any appointed auditor
   1. Scope of Work

The following are services that the Agency must deliver to individual public sector organisations using the Framework Agreement. The Agency must work with public sector organisations to ensure that these services are provided in a way that meets their specific requirements.

Clients are encouraged to hold annual framework review of the Agency scope of work, specification and deliverables. From time to time CCS may review and adjust these scopes of work, specifications and deliverables in line with Client and Agency feedback.

* + 1. Scope: Account Management

The Agency is required to provide account management service to the Client.

* + - 1. Specification(s):
         1. The Agency shall provide comprehensive account management services to the Client. The Agency will provide a team structure that delivers against the different requirements. The Agency team structure and approach shall reflect this flexible requirement, avoiding a “one-size” fits all approach.
         2. The Agency structure and resource profile shall be capable of adapting to changing requirements and service levels during the term of this Framework Agreement and the Call-Off Contracts, and this will be subject to annual review between the Agency and CCS.
         3. The Agency will provide sufficient resources for out of hours, emergency, bank holiday periods and ensure sufficient resilience and back up expertise is available when needed.
         4. The Agency will deliver an agile solution that provides for each and every client, regardless of macro factors (e.g. emergency campaigns, unplanned pauses) whilst mitigating impact on budgets.
         5. The Agency will allocate an account team for each Client. The Agency will work with each Client and provide the media planning and buying implementation service tailored to such Client's requirements. Requirements can be broadly grouped into three types:
         6. *Strategic implementation*: Clients who have some existing media knowledge, and require deep media expertise with forward thinking approaches and innovation for media routed in the strategy for campaigns. The Agency will be engaged from the first briefing with the creative and planning agencies to facilitate this change in role;
         7. *Support implementation*: Clients who need good quality media thinking and guidance in media opportunities and support in understanding the rationale for proposal and implications of buying recommendations; and
         8. *Buying implementation*: campaigns from Clients that require straightforward booking of media to secure the best value to deliver the desired outcome objective and metric set for the activity.
      2. Deliverable(s) :
         1. **Account Management Services -** The Agency shall provide comprehensive account management services to the Client.
         2. **Post Campaign Reporting Services -** The Agency shall coordinate all meetings and presentations of campaigns it is or has run for the Client pulling in the relevant resources from across the organisation.
    1. Scope: Media Strategy and Planning

The Agency will be required to provide media strategy development services that will consider the full range paid, owned and earned media opportunities available to the client.

* + - 1. Specification(s):
         1. The Agency will produce a media strategy that will meet the Client’s desired outcomes and optimise that strategy over the campaign, fiscal year or term of the Call-Off Contract depending on the Client’s requirements.
         2. As part of this the Agency will set Objectives for paid, owned and earned media channels that have a demonstrable link back to the outcomes.
         3. At the end of the relevant period the Agency will conduct a review with the client of the effectiveness of its media strategy. The Agency will take into consideration any available learnings from previous activities or available post campaign reports.
         4. The Agency will be required to continue developing and monitoring on an ongoing basis target audience(s) for all types of campaign objectives including providing initial insights, tracking and reporting on any substantial changes to audience size, profile or media consumption habits over the course of the Clients’ requirements.
         5. The Agency will ensure audience recommendations are specific to the requirements of the brief but suitable to be actioned against across paid, owned and earned media and ensures that audience insight and development are based on valid data and insight points
         6. The Agency will be required to compile and provide insights into media consumption or trends amongst, within or concerning audiences, geographic regions, events, occasions, seasons and issues according the requirements of the brief
         7. The Agency will provide a non-static view of audiences and one that accepts that an audience’s traits and composition may change over time including over the duration of a campaign.
         8. The Agency will take into consideration all and any inaccuracies, markup of errors, ethics and biases in any data and insight points used.
         9. The Agency will make relevant recommendations on media strategy for reaching minority groups, emerging audiences, hard to reach audience groups and taking into account regionality (both domestically and internationally), popular public discourse and prevailing society or global issues in an impartial manner.
         10. The Agency will clearly demonstrate the use of data and analytics to justify relevant initial investment recommendations and any subsequent amends. Investment recommendations made based on ingenuity should include a rationale and an explanation of assumptions made where data or analytics is not available.
         11. The Agency will be proactive in introducing innovative ideas that meet the Client's current requirements as well as any future ones the Agency anticipates.
         12. The Agency will provide a diversity in thought, approach, experience and background to ensure a plethora of ideas are brought to the table.
         13. The Agency will stay abreast of popular culture, discourse, events, regional, domestic and international issues, occasion and technological developments.
         14. The Agency will suitably document and present ideas and recommendations in the most effective formats and tone, taking into consideration its audience.
      2. Deliverable (s) :
         1. **Media Strategy** **Document(s)** - Drafting and iterating to finalisation a media strategy document(s) that is aligned with the Client’s communications strategy. Refining and amending that media strategy document, as needed throughout the course of the campaign, fiscal year or term of the Call-Off Contract depending on Client requirements and presenting that strategy and any subsequent amends to the Client at relevant intervals over the term of the Client requirements. The Media Strategy should contain as a minimum an appraisal of the Clients objectives, an identification of the most pivotal elements to achieving those objectives.
         2. **Media Strategy** **Recommendations Document(s)** Drafting and iterating to finalisation a document detailing media channels, flighting, frequency and budgetary recommendations taking into consideration any range of scenarios briefed by the Client. Recommendations shall be appropriately annotated with references to sources.
    1. Scope : Media implementation

Consistent with the Media Strategy the Agency shall provide services for planning and actioning the implementation of that strategy.

* + - 1. Specification(s) :
         1. The Agency shall conduct any further research or verification required at this stage to enable the media plan it produces to have the best possible chance of achieving the outcomes specified in the media strategy document.
         2. The Agency shall ensure that the media plan it produces meets the requirements of the Media Strategy.
         3. The media plan shall detail all anticipated costs to clients
         4. Where the media plan contains products or recommendations that would otherwise require a specific approval procedure. That specific approval procedure must be sought from the client separate to the approval of the media plan, client approval of the media plan shall not be interpreted as specific approval
         5. All approved media plans and media plan rationale must be made available to the Client
         6. The Agency will be required to ensure that clear, challenging and realistic campaign KPIs are set
      2. Deliverable(s) :
         1. **Implementational Media Planning Services -** The Agency shall develop a brief to media owners, and the Out of Home Specialist Agency, collect media owner responses and a response from the OOH Specialist Agency and then produce a document or documents detailing the media owner product selection criteria and a media plan(s)
         2. **Media Plan Rationale** **Document(s) -** The Agency will draft and iterate to finalisation a document detailing the selection criteria and reasoning for the media products put forward in the media plan, this can be incorporated into the same document as the Media Plan Document. The document should also reference how the plan put forward will deliver on Outcomes, reach the designated target audience(s) and frequency which the ads will display
         3. **Media Plan Document(s)** The Agency will draft and iterate to finalisation a spreadsheet document detailing a media laydown in granular detail within each media channel, including but no limited to :-

Exact media investment planned

All technology used and associated costs

All data used and associated costs

All Media suppliers

All Advertising formats and any associated production costs

All Quality parameters

All Total Planned costs

All Amounts reserved as contingency

Gross Media Cost

Net Media Costs

VAT

Agency Discount

Agency Fee

ASBOF

Digital Service Tax

Where biddable is used estimate unit cost

Buy Type

Client Organisation Name

Date

Campaign Name

Approver Name

Approver email

Planner Name

Planner Email

Agency Name

Glossary of any abbreviations used

* + 1. Scope : Media Buying

The Agency will execute media plans to purchase media space locally, regionally and nationally across a range of different channels and platforms to reach all audiences as required by the Client. As part of this scope the Agency is also required to provide Media Campaign Reporting, Advertising Operation Services and a range of services under the umbrella term of Advertising Verification and Assurance.

The following non exhaustive list provides example media channels that the Agency will be expected to capable of making buys in

|  |  |
| --- | --- |
| 1. Regional media | 1. Vod/AdSmart |
| 1. Hyper Local Media | 1. Radio |
| 1. Print – National & Local Press | 1. Digital Radio |
| 1. Print – Local Press | 1. Digital Display |
| 1. Print – Consumer | 1. Experiential |
| 1. Print – Trade Press | 1. Direct Mail |
| 1. Print – Financial Press | 1. Email Marketing |
| 1. Print – Magazine | 1. Pay-per-click (PPC) |
| 1. Print – Specialist Titles | 1. In-app |
| 1. Print – Recruitment | 1. SMS Marketing |
| 1. TV | 1. Cinema |
| 1. Regional TV | 1. Content Marketing |
| 1. Smart TV/Games Console | 1. Voice and Audio Services |
| 1. Telemarketing | 1. Recruitment Channels/Job Boards |
| 1. Search Engines | 1. Addressable Media (including TV) |
| 1. Sponsorship | Out of Home Media[[1]](#footnote-1) |
| 1. Emerging Channels as required (e.g. AI, VR) |  |

* + - 1. Specification(s) :
         1. Media Campaign Reporting

The Agency should agree with the Client in advance of a campaign commencing a schedule for reporting that includes frequency of reporting, format of the report and the way in which the report will be shared.

Where possible the Agency should seek to automate campaign reporting.

The Agency should on an ongoing basis and before every campaign check with Clients of the usefulness of the reports to be produced and be flexible to Client’s required amendments to make any standardised reporting more suitable for that specific Client

All reports produced must be stored and made accessible to Clients.

All reports should be provided in spreadsheet format and where appropriate retain formulas used to calculate all cells.

Unless requested by Client no reports shall be shared in a image format

Unless requested by Client no reports shall be password protected.

* + - * 1. Advertising Operations Services

The Agency is required to provide agile and effective systems of setting up campaigns correctly and in line with any requirements in this Framework Agreement.

The Agency is expected to adopt suitable methods and process to automate advertising operations, minimising risk of human errors and maximising the efficiency and speed which activity can be set live, paused or stop altogether

The Agency is also expect to monitor assets utilisations and provide insight and reporting on underutilised assets

The Agency is also expect to maintain a issues log of trafficking issues with specific creative agencies or clients which add inefficiency to the advertising operations process

The Agency will be expected to follow best practice procedures and make recommendations to clients and third party agencies on issues such as file type, file size, formats and creative suitable to a specific channel

The Agency will be required to ensure best practices regarding campaign tracking are adopted and implemented, such as tagging and utm parameters, to support evaluation. This will include frequent monitoring and auditing of tags in use and removal of those no longer required.

The Agency will be required to provide an advertising operation service that is technically proficient to deliver advanced advertising operations requests such as dynamic creative, dynamic feed sheets and other advancements as they arise.

The Agency must follow and maintain through the course of the Framework Agreement suitable and consistent naming conventions in its advertising operations. At the start of the Framework Agreement the Agency should agree naming conventions with CCS

* + - * 1. Advertising Verification and Assurance

Viewability

Targeting an industry-leading Viewability standard is a priority for CCS. It is important that campaign impressions are viewed by the maximum number of people within quality environments to

ensure activity is effective and

demonstrate responsible use of public sector funds.

The Agency is required to work towards the Viewability goal that has been agreed with the Client.

The default framework definition of a viewable ad impression is :

A served ad impression where the ad was contained in the viewable space of the browser window, on an in-focus browser tab, with 100% Viewability and the following specific durations across the following digital advertising placements:

Display – 100% in view, for a minimum of 1 continuous second

Video (e.g. pre-roll) – 100% in view for half the duration of the ad (15 second cap, sound on)

In-feed Video in Social – 100% in view for half the duration of the ad (15 sec cap, no sound)

The 'In-feed Video in Social' standard refers to video inventory bought on an impression basis across applicable social media platforms

d.) Native/Outstream Video - 100% for half the duration of the ad (15 second cap, no sound)

The Agency shall agree a definition for Viewability with the Client at the start of the Call-Off Contract, where no definition is agreed the default framework definition shall apply.

The Agency shall work with the Client to test different Viewability standards across campaigns in order to inform longer-term decision making around expected standards and to achieve the most effective outcomes for campaigns.

The Agency is aware of the Coalition for Better Ads and will comply with their ‘Better Ads Standards’ for effective placement of adverts, increased user experience, and the avoidance of ad clutter when supplying the Services.

The Agency shall accept responsibility to have the appropriate measurement technology in place in order to accurately measure Viewable Impressions and Viewability standards.

Brand Safety

All campaign activity on this Framework Agreement is to be led by an innovative approach to brand safety that ensures it is industry-leading. The Agency hold itself to the highest standard of brand safety and make extra efforts to prevent any breaches of brand safety for any Client using this Framework Agreement

The Agency is required to actively keep across tech and industry developments or and issues. The messaging from all public sector organisations using this Framework Agreement needs to appear in environments that inspire and encourage public trust.

The Agency is expected to have measures in place to support the goal of 100% brand safety - this should include but not be limited to the use of an inclusion list and exclusion lists..

Where the Agency needs to rely on human monitoring and reporting for brand safety. The Agency must ensure effective allocation of resources to support that .

The Agency must also consider Brand suitability when considering media products and contexts in which the paid media advertisement of Clients using the Framework Agreement may appear.

Campaign activity needs to be not only brand safe but also suitable for the advertisers’ brand. The activity of the Client’s using the Framework Agreement encompasses various different departments and organisations and a diversity of campaigns with a range of tolerances. The Agency needs to have measures in place that allow for flexibility across government campaigns.

Where ads are placed in connection with any fraudulent, non-viewable and/or unsafe traffic and such ads are paid for by the Agency, the Agency must use reasonable endeavors to recover the value of such ads placed in cash, credits and/or other compensation on a proportionate basis Each Client shall receive a proportionate share of any sums, credits or other compensation where the same is recovered by the Agency.

Where the Agency is not obliged to pay for ads (whether declared as Viewable Impressions or not), the Client shall not be required to pay for such ads.

Where ads are placed in connection with any fraudulent, non-viewable and/or unsafe traffic and such ads are paid for by the Agency, the Agency must use reasonable endeavors to recover the value of such ads placed in cash, credits and/or other compensation on a proportionate basis Each Client shall receive a proportionate share of any sums, credits or other compensation where the same is recovered by the Agency.

The Agency may be asked to provide the Client with a list of websites and apps that appear on its brand safe list so that the Client can create its own list of third party approved websites and apps ("Client Inclusion List").

The Agency may be asked to only run Media Placements on websites and apps if they appear on the Client Inclusion List. The Client shall have the right to amend the Client Inclusion List on 3 Working Days' notice to the Agency.

The Agency shall not put Media Placements on websites, apps, or platforms that it should reasonably be aware contain or link to the following content ("Exclusion Content") unless otherwise approved by the Client in writing:

obscene, indecent or pornographic content (including child pornography);

content that is hateful, threatening, harassing or abusive;

violent content;

content liable to incite racial hatred or other forms of unlawful discrimination;

content liable to incite acts of terrorism;

content containing excessive profanity;

content relating to illegal drugs or drug paraphernalia;

content relating to the sale of firearms, ammunition or other weapons;

content that is defamatory or trade libellous;

content relating to the sale or promotion of counterfeit goods;

content that infringes any third party's Intellectual Property Rights, other proprietary rights or rights of publicity or privacy;

content that contains viruses, trojan horses, worms, time bombs, cancel bots or other computer programming routines that are intended to damage, surreptitiously intercept, detrimentally interfere with or expropriate any system, data or personal data;

content that is otherwise harmful, unlawful or illegal;

alcohol-related content; (unless required for campaign purposes)

gambling-related content; (unless required for campaign purposes)

tobacco-related content; (unless required for campaign purposes)

content relating to prescription drugs; (unless required for campaign purposes)

unmoderated forums; and/or

content that is harmful to minors in any way or otherwise unsuitable for them to view,

content that could be defined as disinformation and deliberately misleads or misinforms users

environments that do not comply with relevant regulatory or legislative guidance

The Agency shall use appropriate software tools to verify that the websites and apps on the Client Inclusion List do not contain any Exclusion Content. The Client shall not pay for ad impressions, clicks or post-campaign conversions delivered on inventory that contains any Exclusion Content. In the event that the Agency discovers or is notified that a Media Placement has appeared on a website that contains or links to Exclusion Content it shall use its best endeavours to remove the Media Placement as soon as possible and in any event within twenty four (24) hours of discovery or notification.

Notwithstanding the foregoing, the parties acknowledge news reporting editorial about content considered to be Exclusion List Content ("Editorial Content") may feature on Client Inclusion List websites and apps and that the Agency shall not be in breach of this paragraph or any clause in this Framework Agreement if Media Placements are made on Client Inclusion List websites and apps featuring such Editorial Content.

The Agency shall, in conjunction with the Client, conduct quarterly reviews and updates of the Exclusion Content and quarterly audits of the Exclusion Content against ad network buys, programmatic trading and promptly share the results with the Client. This should include a review of any Keyword Blocklists in use.

The Client shall be entitled to request for specific websites or apps to be removed/blocked from its digital campaigns (provided such notice is given at least twenty four (24) hours before activation) and the Client must approve the use of any ad network before any insertion orders (IOs) or trading deals are signed off by the Agency.

The Agency is aware of the Digital Trading Standards Group ("DTSG") "Good Practice Principles" and will comply with those principles, including using its reasonable endeavors to minimise the risk of ad misplacement, when supplying the Services.

The Agency shall not place media on websites or their app counterparts that appear on the Police Intellectual Property Crime Unit ("PIPCU") Infringing Website List.

Ad Fraud

The Agency shall adopt policies and strategies to identify traffic fraud and mitigate its impact including implementing technology to detect and prevent such fraud and filtering traffic through suppliers who prioritise fraud detection.

Where ad fraud tools are employed, the Client shall only pay for ad impressions, clicks or post-campaign conversions verified by the ad fraud tool as being human traffic and, to enable the Client to verify compliance, the Agency shall provide the Client with access to monthly campaign level ad fraud reports and administrative access to the Client's account on the ad fraud detection platform. Where ads are placed in connection with any fraudulent, non-viewable and/or unsafe traffic and such ads are paid for by the Agency, the Agency must use reasonable endeavours to recover the value of such ads placed in cash, credits and/or other compensation on a proportionate basis Each Client using an appropriate monitoring tool shall receive a proportionate share of any sums, credits or other compensation where the same is recovered by the Agency.

Although much of the above specification refers to digital channels the Agency shall consider equivalent issues in all other channels and work collaboratively with the Client in mitigating them.

* + - 1. Deliverable(s) :
         1. **Media Buying Services** - The Agency will provide comprehensive media buying services to the Client focusing on all the principles outlined at the beginning of this scope of work document. This includes but is not limited to negotiating media buys on the client’s behalf, seeking out suitable investment opportunities, acting in a complete transparent way in regards to the accrual and allocation of value and adhering to the terms of this agreement and standards as communicated by the Client.
         2. **Advertising Operations Services -** The Agency is required to provide advertising operation services that are agile and suitable to meet the requirements of a variety of clients under this Framework Agreement some of which will be seeking to get activity live as soon as possible. The Agency is also encourage to take an innovative approach to driving further efficiencies in its ad operation services through use of automation
         3. **Campaign Optimisation Services**  - For every media buy the Agency will continue to optimise the campaign on an ongoing basis with the objective of improving campaign performance as much as is possible and in line with the standards as communicated by the Client.
         4. **Media Campaign Reporting Services -** The Agency is required to provide services for Campaign Reporting, which includes at designated times during or after a campaign providing clients with insights, statistics, analysis and update of the status of a campaign or piece of activity within a campaign.
         5. **Log of Media Buy Document(s) -** The Agency shall maintain a log of all non-biddable media buys that have been executed through the Framework Agreement including but not limited to the following pieces of information :-

Date of Media Buy

Client

Client Campaign

Media Channel

Media Supplier

Media Supplier SME Status

Media Supplier Product

Targeting Used

Buy Type

Unit Cost

Total Media Buy Cost

This Log must be made available to CCS upon request

* + - * 1. **Reconciled Media Plan Document(s) -**
        2. Reconciled Media Plan Document(s) - The Agency will reconcile all media costs against each approved Client media plan and PO. This will be done within 60 calendar’s day of media activity ending. Invoices and credits will be issued within 30 calendar days of reconciliation, or prior to the start of the fiscal year whichever comes first. The reconciled plan shall be made available to CCS and the Client at all times over the course of the Framework Agreement and for a suitable period of time thereafter.
        3. **Repository of evidence of Live Activity Services** **-**  The Agency is required to maintain and make available to Clients s a repository evidencing the activation of media activity as a minimum the Agency should provide one image of a creative asset in the placement and situation of the a media buy per media channel activated for each campaign.
        4. **Live Campaign Reporting Document(s) -** The Agency is required to provide live and up to date reporting to the client on performance and status of a campaign, the frequency of that reporting should be agreed with the Client taking into consideration the duration of the activity, ongoing rate of investment and the opportunities for optimisations for that activity. The Agency should agree with the client the exact period of time the report should cover.
        5. **Post Campaign Reporting Document(s) -** The Agency is required at the end of the campaign to provide a comprehensive report of the activity that has run. As well as all statistics and information relating to the media the report should also include insight and analysis into learnings and what could be improved from the campaign. The Agency should agree with the Client the relevant time after the campaign has run for the Post Campaign Report to be delivered.
    1. Scope : Relationship Management Out of Home Specialist Agency

In accordance with 3.1 above, the Agency will provide Out of Home Media Buying Service to Clients using this framework agreement. However it must subcontract those services to the Agency contracted under Lot 3 of RM6123 Media Services and CCS will have full access and visibility of that subcontract.

The Agency shall work collaboratively with the Out of Home Specialist Agency to deliver a seamless experience to the client.

* + - 1. Specification(s):
         1. The Agency shall have the final decision on the recommended media plan but must ensure for every media plan that Out of Home media has been given fair and proper consideration
         2. The Agency is required to include the relevant personnel within the Lot 3 Out of Home Specialist Agency in client meetings, reviews and face to face response to brief meetings. Where the Agency is invited to attend an advance briefing or a briefing involving multiple other agencies it must give the Lot 3 Out of Home Specialist Agency due notice of such a meeting and an opportunity to attend.
         3. CCS will on an ongoing basis monitor and review the relationship between the Agency and the Lot 3 Out of Home Specialist Agency taking interventions necessary.
         4. The Agency is encourage to facilitate embedding opportunities for personnel with the Lot 3 Out of Home Specialist Agency and encouraged to foster a joined up team approach to meeting clients requirements
         5. The Agency is expect to foster a truly transparent relationship with the OOH Specialist Agency sharing all Client information, data and deliverables produced that may be relevant to the agency awarded under Lot 3 Out of Home Specialist Agency
         6. In the case of a dispute between the Lot 3 Out of Home Specialist Agency and the Agency CCS shall act as a point of escalation and with adopt its own procedure for resolving the dispute
         7. As part of the seamless delivery of service to the Client the Agency will be required to act as a billing Agency for the Lot 3 Out of Home Specialist Agency. The Agency will be required to share all information the Lot 3 Out of Home Specialist Agency needs to complete its own MI submission.
      2. Deliverable(s):
         1. **Relationship Management Out of Home Media Specialist Service(s)** - With the input of the OOH Specialist Agency the Agency will lead on the design. Implementation and maintenance of a relationship management process and procedure which has the objective of facilitating a seamless customer experience of the joined up services delivered by the two agencies. This is considered to be a Framework Deliverable.
         2. **Client Billing Agent for Out of Home Media Specialist Service(s)** - The Agency will agree to act as a billing agent for the Out of Home Agency Specialist. The intention here is for clients to be able to facilitate the payment of the media secured via the Out of Home Specialist Agency through the same payment facilities as the rest of its media purchases. This is considered to be a Client Deliverable.
         3. **Terms of Reference Document(s) -** The Agency will lead with the input of the OOH Specialist Agency on a document which will set clear terms and conditions for work together, include regular meetings, the sharing of client information and data, attendance to key client meetings and any restrictions that apply between the two organisations. This document will be reviewed on a regular basis and as a minimum annually in line with the annual review of scope led by CCS. This should be appended to the subcontract which CCS will have full access to. This is considered to be a Framework Deliverable.
         4. **Service Level Agreement Document(s) -** The Agency will lead with the input of the OOH Specialist Agency on a document which provides a set of designated time durations for key deliverables between the two parties and cascading dependables including ad hoc requests from clients and CCS. The Agency will adopt a flexible approach to these SLA. This should be appended to the subcontract which CCS will have full access to. This is considered to be a Framework Deliverable.
         5. **Memorandum of Joint Commitment to Seamless Services Document(s) -** The Agency and the OOH Specialist will both sign a commitment to Seamless Customer Experience and adhere to that commitment through the Framework Agreement. This should be appended to the subcontract which CCS will have full access to. This is considered to be a Framework Deliverable.
  1. List of Agency Deliverables

CCS will be holding the Agency to account for the deliverables outlined in this Framework Agreement.

|  |  |  |
| --- | --- | --- |
| # | Scope | Deliverable |
| 1 | Account Management | Account Management Services |
| 2 | Account Management | Post Campaign Reporting Services |
| 3 | Media Strategy and Planning | Media Strategy Document(s) |
| 4 | Media Strategy and Planning | Media Strategy Recommendations Document(s) |
| 5 | Media implementation | Implementational Media Planning Services |
| 6 | Media implementation | Media Plan Rationale Document(s) |
| 7 | Media implementation | Media Plan Document(s) |
| 8 | Media Buying | Media Buying Services |
| 9 | Media Buying | Advertising Operations Services |
| 10 | Media Buying | Campaign Optimisation Services |
| 11 | Media Buying | Media Campaign Reporting Services |
| 12 | Media Buying | Log of Media Buy Document(s) |
| 13 | Media Buying | Reconciled Media Plan Document(s) |
| 14 | Media Buying | Clash Management Procedure Document(s) |
| 15 | Media Buying | Repository of evidence of Live Activity Services |
| 16 | Media Buying | Live Campaign Reporting Document(s) |
| 17 | Media Buying | Post Campaign Reporting Document(s) |
| 18 | Relationship Management Out of Home Specialist Agency | Relationship Management Out of Home Media Specialist Services |
| 19 | Relationship Management Out of Home Specialist Agency | Terms of Reference Document(s) |
| 20 | Relationship Management Out of Home Specialist Agency | Service Level Agreement Document(s) |
| 21 | Relationship Management Out of Home Specialist Agency | Memorandum of Joint Commitment to Seamless Services Document(s) |

## 

## **Campaign Service Level Agreements**

On an annual basis the service level agreement and timings for the key stages in a campaign will be reviewed and agreed between CCS and the Agency. The Agency is required to take a flexible approach and where possible exceed the agreed upon campaign SLAs. Once the SLAs have been agreed the adherence to the SLAs must be tracked and reported on an ongoing basis.

## **Key Performance Indicators**

The following KPIs are the default applicable KPIs between an Agency awarded under Lot 2 Public Sector Media Planning and Buying and a Client. The Client may in its call of contract vary these KPIs according to its specific requirements. These KPIs are in addition to the Framework KPIs.

|  |  |  |
| --- | --- | --- |
| **Lot 2 Public Sector Media Planning and Buying** | | |
| **Key Performance Indicator (KPI)** | **KPI Target** | **Measured by** |
| The Agency is to provide access to all document form deliverables on an ongoing basis | 100% of all document form deliverables to be accessible by CCS or the Client subject to the terms of the Call Off contract | Quarterly reconciliation of deliverables by the Client |
| The Agency is to achieve a % of SLA Adherence | 75% SLA Adherence | Quarterly reconciliation of SLA Adherence by the Client |
| Unbilled Media, AVBs, Credits and Aged Debt position to be reported quarterly by no later than the first week on the first month of the following quarter  AVB report to include GBP amount by channel and Agency  Unbilled media report to include GBP amount by channel and Agency  Credits and Aged Debt report to include GBP details by 30 days outstanding, 60 days outstanding and 90 days+ outstanding | 80% adherence to delivery of report by agreed upon timings | Quarterly reconciliation of deliverables and date when the deliverables were provided by the Client |
| Services to be provided under Call-Off Contracts to the satisfaction of Clients. | KPI target to be agreed annually and indicative KPI of 50% or Satisfactory for the first year | Half year survey will be issued by CCS to the Clients to measure the performance of the Agency |
| The Agency will run a quarterly, half or full year business review as agreed with the Client. As a minimum there should be a review an end of year review | 100% adherence to agreed upon review schedule | Annual reconciliation of deliverables by the Client |
| Actions identified in  any Audit Report to be  delivered by the dates  set out in the Audit  Report | 80% adherence to agreed upon timings | Confirmation by the Client of  completion of the actions by the agreed upon dates |
| Ensure prompt payment and accurate records of ASBOF Charge /BASBOF Charge payments are maintained. - Independent regulation of advertising authorities | 80% accuracy and the immediate rectification of any errors in levy application | Annual Financial Compliance Audit commissioned by the Client |

## **Agency Relationship Management**

There shall be two level of Agency relationship management for Agencies awarded under this lot

* 1. **Framework Agency Relationship Management**

CCS will undertake comprehensive Agency relationship management to ensure that both Clients and the Agency are fully supported in the use of the framework and professional standards and best practices are adhered to.

On an annual basis CCS will design and agree with the Agency a Agency Relationship Management schedule which will be indicative of the date and timings of all key meetings and deliverables for the ongoing management of the relationship.

CCS will where possible support the Agency with issues that arise from the fulfillment of services under this agreement and the Agency will likewise be supportive of CCS and Clients of the framework in managing the relationship.

* 1. **Call Off Contract Agency Relationship Management**

The Client will undertake suitable Agency relationship management to ensure that the Agency is adhering to the terms and conditions of the Call Off Contract and a collaborative relationship is established and maintained with the Agency. Where minor issues do arise, the Client as a first recourse should consult with the relevant contacts with the Agencies organisations before escalating to CCS.

**Annex C – Client Brief**

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# **Purpose**

## Crown Commercial Service (CCS) requires a supplier who can develop and deliver actionable, cost-efficient and measurable channel planning and media buying strategies, that will help them effectively reach and engage a niche, highly targeted audience in support of integrated marketing campaign plans throughout 2025/26 and 2026/27.

* 1. The contract will be for a 2 year period commencing upon contract award. There will be an option to extend the contract for a further 1 year term.

## CCS requires pricing for the option to extend the contract for a further 1 year term. This will be reviewed before the expiry of the original contract term and the CCS is under no obligation to take up the extension option. The option to extend is subject to budgetary approval.

# **Background to the Buyer**

## CCS is the largest public procurement organisation in the UK. They help organisations across the whole of the public and third sector find the right commercial solutions for around £34 billion of spend each year. By helping organisations achieve best value on the procurement of common goods and services, CCS can help organisations achieve savings, efficiencies and other commercial benefits.

* 1. CCS also helps the public sector to build policy considerations into their procurement - boosting social value, levelling the field for local and regional businesses, and supporting the UK public sector on its journey to carbon net zero.

## As a trading fund of the Cabinet Office (CO), CCS also supports on implementing the UK’s public procurement policy and delivering government’s commercial policy priorities.

## The areas of common goods and services CCS cover spans:

## Technology: cloud hosting, digital delivery and capability, network services, hardware and software, technology services

## Corporate solutions: financial services, fleet, HR and workforce services, outsourced services, professional services, travel, venues and accommodation

## Estates: construction, energy, estates support services and facilities management

# **Background to requirement/overview of requirement**

* 1. CCS needs a channel planning and media buying agency to help them develop and deliver a paid media strategy as part of integrated marketing campaign activity throughout 2025/26 and 2026/27. The main objectives of the media strategy are to build brand awareness, demonstrate the value CCS can help its customers achieve, generate new contacts, prospects and leads for conversion into spend opportunities and nurture existing prospects to convert them from consideration to leads.
  2. CCS is looking for a specialist agency who can demonstrate experience in a B2B environment; reaching highly targeted, niche audiences. They will offer a flexible approach whilst delivering at pace and being able to work to tight timescales.
  3. CCS requires channel planning support from early 2025 in readiness for the 2025/26 financial year and media buying in place to ensure campaign activity can begin and/or continue in April 2025 to ensure an ‘always on’ market presence.
  4. CCS also requires real-time and monthly reporting dashboards to ensure robust performance evaluation and the ability to optimise campaign activity ‘in-flight’.
  5. Marketing objectives:
     1. Awareness raising - reaching key audiences to increase awareness of CCS and target new customer acquisition by driving traffic to, and engagement with, campaign content on the corporate website and digital platforms.
     2. Lead generation - to support the customer’s growth targets there is a need to generate leads that can be converted internally into spend opportunities.
     3. Cross-selling and re-targeting - there is a huge growth opportunity with existing customers and for customers who have engaged with CCS in the past (details held on CCS’s Salesforce database), to be re-engaged.
  6. KPIs to measure the success of campaign activity and specifically paid for marketing activity will be confirmed to the successful supplier during the on-boarding process. They are likely to include:
     1. website traffic and website conversions directly attributable to marketing campaign activity
     2. new contact generation
     3. prospect and lead generation
     4. brand awareness tracking
     5. perceptions of CCS
     6. engagement rates
     7. impressions and reach
  7. 2025/26 campaign objectives and KPIs will be set based on CCS’s business objectives and targets, and the in-year evaluation of 2024/25 marketing campaign performance.
  8. A budget of up to £1.5 million per annum will be available to the successful supplier to deliver solutions, as required by CCS. However, as this will be a “call-off” contract, budget will be allocated alongside each media buying brief submitted and spend is not guaranteed.
  9. CCS has a separate budget allocation for a digital and creative agency, as well as in-house resources, to support the creation and delivery of the required creative assets.

# **Definitions**

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| CCS | Means; Crown Commercial Service, the authority/customer |
| CO | Means; Cabinet Office |

# **Scope of requirement**

* 1. CCS requires a “standby agreement” contract for the delivery of services over a fixed period of two (2) years, with the option to extend for a further one (1) year.
  2. Payment will be per channel planning or media buying brief and work is not guaranteed.
  3. The successful supplier will work closely with CCS’s in-house marketing team for delivery.
  4. The scope of the requirement extends to the following:
     1. Undertake all media buying and paid-for channel planning requirements on behalf of CCS for the duration of the contract;
     2. Develop actionable and measurable channel strategies to support CCS’s integrated marketing campaign objectives;
     3. Based on the conclusions and strategies determined by the channel planning strategy, develop and execute a media plan which takes into account CCSs target audience and offers best value for money;
     4. Make recommendations that support innovation, such as the testing of new channels and/or activities, buying strategies or technologies, as part of channel planning, media buying and in-flight performance optimisation;
     5. Develop and provide access to real-time and monthly reporting dashboards to ensure robust performance evaluation and the insight that informs the ability to optimise campaign activity ‘in-flight’;
     6. Manage the account including budget management, project timings and relationship management;
     7. This contract will not include any creative outputs, but the supplier may, on occasion, be required to work closely with the digital and creative marketing agency; and
     8. Support CCS on the evaluation of campaign activities, following the Government Communication Service’s OASIS model.
  5. All strategies should maximise an extensive range of paid-for channels appropriate to the target audience, campaign objectives and available budget, including (but not limited to):
     1. Digital advertising;
     2. Print advertising;
     3. Paid social media;
     4. Trade media partnerships;
     5. Paid search;
     6. Native digital display advertising; and
     7. Out of home advertising.
  6. Target audience: each campaign will have a specific target audience that will be set out in the media buying brief. Below is some general information about CCS’s audience:
     1. The primary audience for most campaigns will be decision makers and buyers in the local communities and housing and health sectors. Secondary audiences include central government departments and arm’s length bodies, blue light and emergency services, defence and security, infrastructure, education and charities;
     2. The audience will typically span job functions including procurement leads (e.g. Commercial Directors and Heads of Procurement) and Finance Directors/Heads of Finance. It may also include more specialist job functions (e.g. HR Directors, Chief Technology Officers and Estates / Facilities Managers);
     3. CCS also recognises the role played by influencers across these sectors including Chief Executive Officers, Local Councillors, School Governors, Board Members/Trustees and recognised industry bodies and consortia e.g. Local Government Association and the NHS Confederation; and
     4. CCS holds a vast amount of insight on these audiences in terms of awareness and perceptions of CCS, engagement with various marketing channels and platforms, current buying behaviour and future needs and objectives. Detailed insight will be shared with the successful supplier following the contract award.

# **The requirement**

* 1. CCS requires a supplier who can deliver a range of channel planning and media buying strategies that will achieve its marketing objectives which should include (but is not limited to):
     1. Recommended approach and requirement to build audience models using customer and industry data that demonstrates detailed knowledge and insight into the target audience (and the tools and/or methods they will use to gather this insight);
     2. Advice and recommendations on the proposed KPIs and objectives and realistic targets to set;
     3. Recommended channel approaches for achieving brand-building KPIs (including detailed media recommendations);
     4. Recommended channel approaches for achieving lead generation KPIs (including detailed media recommendations);
     5. Recommendations on evaluation metrics and reporting;
     6. Recommendations on new and innovative ways to reach the niche target audiences;
     7. Recommend and develop a strategic media buying plan which takes into account CCS’s marketing objectives and KPIs;
     8. Align the media plan with the channel plan to create a synchronised approach, whilst ensuring CCS achieves best value for money; and
     9. Ensure there is a robust plan in place for tracking and evaluating the success of the media plan against specific campaign KPIs (to be agreed post award for each strategy).

# **Key milestones and Deliverables**

* 1. The contract will be for a 2 year period commencing upon contract award. There will be an option to extend the contract for a further 1 year term.

## The potential supplier should note the following project milestones that CCS will measure the quality of delivery against

|  |  |  |
| --- | --- | --- |
| Milestone/ Deliverable | Description | Timeframe or Delivery Date |
| 1 | Contract inception meeting | Within 1 week of contract award |
| 2 | Onboarding workshop to ensure in-depth knowledge transfer on target audience, campaign objectives, previous performance etc. | Within first 2 weeks of contract award |
| 3 | Develop and agree channel planning and media buying timetable for implementation. | Within 3 weeks of contract award |
| 4 | Supplier to provide on-going support and make recommendations based upon evaluation metrics, including monthly performance review meetings | Within weeks 2-104 of contract award |

# **Management Information/Reporting**

## As part of the reporting requirement, the supplier will be expected to provide progress reports to CCS via email against agreed work milestones. This will be sent no later than 3 working days before contract review meetings as detailed within section 9, continuous improvement. The supplier will be required to keep regular contact with CCS via telephone, email, virtual calls as and when required.

# **Continuous improvement**

* 1. The supplier will be expected to continually improve the way in which the required services are to be delivered throughout the contract duration.
  2. The supplier should present new ways of working to CCS during contract review meetings.

## Changes to the way in which the services are to be delivered must be brought to CCS’s attention and agreed prior to any changes being implemented.

# **Sustainability / Social Value**

# CCS requires that the supplier will ensure that the Government’s Social Value agenda will be implemented throughout the life of the contract, in accordance with PPN/06 and the Social Value Model:

# <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

* 1. Suppliers will be required to describe the commitment your organisation will make to fighting climate change to ensure the effective stewardship of the environment and your Equal opportunity policy to tackle workforce inequality.

# **Quality**

* 1. Regular progress reports against budget and agreed milestones in the delivery of the outputs will be required in written format by email or an alternative agreed format. These should be accompanied by regular informal discussions over the telephone/video call on a minimum of monthly intervals.
  2. Quarterly meetings to evaluate progress and agree next steps/actions will also be required. These will be held through use of video calling and when applicable in CCS’s office. No claim for travel expenses for attendance at meetings shall be paid by CCS.

# **Price**

* 1. The budget is £1.5 million per annum (excluding VAT). CCS reserves the right not to take up on extension options which is subject to budgetary approval.

## Prices are to be submitted via the e-Sourcing suite attachment 4 – Price Schedule excluding VAT and including all other expenses relating to contract delivery.

# **Staff and Customer Service**

* 1. The supplier shall provide a sufficient level of resource throughout the duration of the marketing agency contract in order to consistently deliver a quality service.
  2. The supplier’s staff assigned to the contract shall have the relevant qualifications and experience to deliver the contract to the required standard.

## The supplier shall ensure that staff understand CCS’s vision and objectives and will provide excellent customer service throughout the duration of the contract.

# **Service levels and Performance**

* 1. CCS will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Account | Respond to resolutions to any issues or complaints within 5 working days. | 100% |
| 2 | Account management | Attendance at quarterly reviews. | 100% |
| 3 | Service delivery | Deliver in line with agreed time schedule and budget for each brief. | 98% |
| 4 | Service delivery | High quality campaign and media buying strategies delivered within agreed timescales following receipt of brief. | 95% |
| 5 | Service delivery | Contribute updates to meetings and trackers throughout any campaign. | 98% |
| 6 | Service delivery | Effective working with stakeholders. | ongoing |

* 1. In the event of the first poor performance through the failure to deliver KPIs to time and of appropriate quality, CCS shall meet with the supplier to understand the root causes of the issue. The supplier shall formulate a performance improvement plan to rectify these issues and meet the requirements in this statement.
  2. If poor performance continues, following formal written warnings, early termination of the contract will also be considered.

# **Security and Confidentiality requirements**

## Any data provided by CCS shall not be used or shared with colleagues that do not work on the project, and shall be owned by the Cabinet Office (CO). It will become officially sensitive upon receipt and shall be treated as such.

# **Payment and Invoicing**

* 1. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
  2. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: [supplierinvoices@crowncommercial.gov.uk](mailto:supplierinvoices@crowncommercial.gov.uk)

# **CONTRACT MANAGEMENT**

## Attendance at contract review meetings shall be at the supplier’s own expense.

# **Location**

* 1. The location of the Services will be carried out primarily at the office(s) of the Supplier. Occasional travel to CCS’s offices in Liverpool, Birmingham, Newport or London may be required. In addition, team members may be required to travel to other locations within the UK in order to fulfil the requirements of the brief. No associated claim for T&S shall be paid by CCS.
  2. CCS Head Office address is as follows:

Capital Building,

Old Hall Street,

Liverpool,

L3 9PP

**Annex D – Agency Proposal**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

**Annex E – Call-Off Terms**

**Call-Off Contract**

**(for Lots 1, 2, 3 and 5)**

Dated: **18 December 2024**

Framework Reference: RM6123

**Crown Commercial Services**

**and**

**Four Communications Group Ltd**

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**Call-Off Contract - Call-Off Terms**

This Call-Off Contract is made on the **16 December 2024**

1. The **Crown Commercial Services** with offices at **TBC on Contract award** (“the **Client**”); and **Four Communications Group Ltd** (“the **Agency**”),

Both the Client and the Agency can be referred to as a “**Party**” or together the “**Parties**”.

**INTRODUCTION**

1. The Agency is appointed by the Crown Commercial Service (CCS) to the Framework Agreement and is therefore able to enter into this Call-Off Contract to provide the Services to the Client.
2. This Call-Off Contract, made between the Client and the Agency, sets out the terms of the Agency’s appointment as a provider of the Services to the Client. The Services will be delivered according to the terms of this Call-Off Contract, any agreed Brief and the Framework Agreement.
3. The Agency’s appointment has been confirmed in the Letter of Appointment.
4. The Parties agree that the Services laid out in the Brief shall be supplied in accordance with the terms of the Framework Agreement and this Call-Off Contract.

**IT IS AGREED:**

1. **APPOINTMENT & BRIEFS**
   1. Throughout the Term of this Call-Off Contract, the Agency will perform the Services and (where relevant) supply the Services to the Client in accordance with agreed annual scope of work and/or Briefs.
   2. Subject to Clause 1.4 the Parties may agree new Projects to be delivered under this Call-Off Contract by agreeing a new Brief. The Parties may also agree an annual scope of work to be undertaken by the Agency which may or may not include several Briefs. All Briefs and any annual scope of works must be agreed and recorded in writing using the form set out at Schedule 2. Once both Parties have signed a Brief and any annual scope of works, it automatically forms part of this Call-Off Contract.
   3. Any schedule attached to a Brief will describe in detail the different types of Services to be provided under that Brief. A schedule attached to a Brief only applies to the relevant Project to be delivered under that Brief, and not to any other Brief, or to the provision of the Services as a whole.
   4. Where a Brief would result in:
      1. a variation of the Services procured under this Call-Off Contract;
      2. an increase in the Fees agreed under this Call-Off Contract; or
      3. a change in the economic balance between the Parties to the detriment of the Client that is not provided for in this Call-Off Contract,

the relevant term(s) will be will be dealt with as a proposed Variation to this Call-Off Contract in accordance with the Variation procedure set out in Clause 8.

* 1. At the Effective Date the Agency acknowledges that:
     1. the Client has delivered or made available to the Agency all of the information and documents that the Agency considers necessary or relevant for the performance of its obligations under this Call-Off Contract;
     2. it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the due diligence information received by it;
     3. it has raised all relevant due diligence questions with the Client before the Effective Date;
     4. it has undertaken all necessary due diligence and has entered into this Call-Off Contract in reliance on its own due diligence alone; and
     5. it shall not be excused from the performance of any of its obligations under this Call-Off Contract on the grounds of, nor shall the Agency be entitled to recover any additional costs or charges, arising as a result of any:

1. misinterpretation of the requirements of the Client in the Letter of Appointment or elsewhere in this Call-Off Contract;
2. failure by the Agency to satisfy itself as to the accuracy and/or adequacy of the due diligence information received by it; and/or
3. failure by the Agency to undertake its own due diligence.
4. **TERM**
   1. This Call-Off Contract starts on the **19 December 2024** and ends on the **18 December 2026** as stated in the Letter of Appointment. The Expiry Date may be changed in accordance with Clause 2.2 or Clause 23.
   2. The Client may extend this Call-Off Contract for any period up to the Extension Expiry Date by giving the Agency notice in writing before the Expiry Date. The minimum notice which must be given in order to amend the Expiry Date is specified in the Letter of Appointment.
   3. The revised date the Call-Off-Contract will end (the New Expiry Date) will be set out in the notice given under Clause 2.2 above.
   4. The terms and conditions of this Call-Off Contract will apply throughout any extended period.
   5. Each Project starts on the Project Commencement Date and ends on the Project Completion Date, unless it is terminated earlier in accordance with Clause 22.
5. **CLIENT’S OBLIGATIONS**
   1. The Client will give the Agency instructions as to its requirements for the Services. These will be included in a Brief and may include start and end dates for each stage of the proposed Services.
6. **SERVICE DELAY, DELIVERY & RECTIFICATION**

**Service Delivery**

* 1. The Agency will give the Client full and clear instructions as to any Client Materials it reasonably requires to perform the Services.
  2. The Agency will:
     1. comply with all Law;
     2. use all reasonable and proper skill and care in its performance of the Services;
     3. comply with all reasonable Client instructions regarding the Services, as long as these instructions do not materially amend the Brief (unless the amendment has been agreed in accordance with Clause 8.1);
     4. keep Client Materials under its control safe and secure and in accordance with any security policy provided by the Client; and
     5. provide the Services by any dates set out in the applicable Brief or any other date(s) agreed by the parties in writing.

**Delay**

* 1. If the Client materially breaches its obligations in connection with this Call-Off Contract (including its payment obligations), and consequently delays or prevents the Agency from performing any of the agreed Services this will be a “**Client Cause**”. In the event of a Client Cause, the Agency will be granted an appropriate extension of time (to be approved by the Client, acting reasonably) to perform the agreed Services. The Agency will not be liable for any Losses incurred by the Client as a result of Client Cause, provided the Agency complies with its obligations set out at Clause 4.4.
  2. The Agency must notify the Client within 2 Working Days of the Agency becoming aware that the Client has breached, or is likely to breach, its obligations in connection with this Call-Off Contract. This notice must detail:
     1. the Client Cause and its actual or potential effect on the Agency’s ability to meet its obligations under this Call-Off Contract; and
     2. any steps which the Client can take to eliminate or mitigate the consequences and impact of such Client Cause.
  3. The Agency must use all reasonable endeavours to eliminate or mitigate the consequences and impact of a Client Cause. The Agency must try to mitigate against any Losses that the Client or the Agency may incur, and the duration and consequences of any delay or anticipated delay.
  4. If at any time the Agency becomes aware that it may not be able to perform the Services by any date set out in the applicable Brief (or any other deadline agreed by the Parties in writing), this will constitute a Default and the Agency will promptly notify the Client of the Default and the reasons for the Default.
  5. If the Default described in Clause 4.6 above is, in the Client’s opinion, capable of remedy, the Client may, up to 10 Working Days from being notified of the Default, instruct the Agency to comply with the Rectification Plan Process.

**Rectification Plan Process**

* 1. If instructed to comply with the Rectification Plan Process by the Client under Clause 4.7 above, the Agency will submit a draft Rectification Plan to the Client to review as soon as possible and in any event within 10 Working Days (or such other period as may be agreed between the Parties) from being instructed to do so. The Agency shall submit a draft Rectification Plan even if the Agency does not agree that the Default is capable of remedy.
  2. The draft Rectification Plan shall set out:
     1. full details of the Default that has occurred, including the underlying reasons for it;
     2. the actual or anticipated effect of the Default; and
     3. the steps which the Agency proposes to take to rectify or mitigate the Default and to prevent any recurrence of the Default, including timescales for such steps and for the rectification of the Default (where applicable).
  3. The Agency shall promptly provide to the Client any further documentation that the Client requires to assess the Agency’s reasoning behind the default. If the Parties do not agree on the root cause set out in the draft Rectification Plan, either Party may refer the matter to be determined in accordance with Clause 36 (Dispute Resolution Procedure).
  4. The Client may reject the draft Rectification Plan by notice to the Agency if, acting reasonably, it considers that the draft Rectification Plan is inadequate. An example of an inadequate draft Rectification Plan is one which:
     1. is insufficiently detailed to be capable of proper evaluation;
     2. will take too long to complete;
     3. will not prevent reoccurrence of the Default;
     4. will rectify the Default but in a manner which is unacceptable to the Client; or
     5. will not rectify the Default.
  5. The Client will tell the Agency as soon as reasonably practicable if it agrees to or rejects the draft Rectification Plan.
  6. If the Client rejects the draft Rectification Plan, the Client will give reasons for its decision in its rejection notice. The Agency must take these reasons into account in the preparation of a revised Rectification Plan. The Agency shall submit a revised draft of the Rectification Plan to the Client for review within 5 Working Days (or such other period as agreed between the Parties) of the Client’s rejection notice.
  7. If the Client agrees the draft Rectification Plan, or any revised draft Rectification Plan, the Agency shall immediately start work on the actions set out in the Rectification Plan.
  8. For the purposes of this Clause 4, the Client acknowledges and agrees that if the publication of any Client Materials is delayed or does not occur as planned, the Agency will not be liable unless this is caused by its default or neglect.

1. **AGENCY: OTHER APPOINTMENTS** 
   1. Adverse public perception could have a detrimental impact on the Client’s desired outcomes for the Project. To minimise this risk, the Agency must not, without the Client’s written consent, provide services to a third party during the Term of this Call-Off Contract where the provision of such services (in the reasonable opinion of the Client):
      1. has the potential to adversely affect the Client’s desired outcome of the Project or diminish the trust that the public places in the Client; or
      2. is likely to cause embarrassment to the Client or bring the Client into disrepute
   2. The only exception to this is if the Agency provides communication services to an existing client, which the Client had been informed about before entering into this Call-Off Contract.
   3. If the Agency becomes aware of a breach, or potential breach, of its obligations under Clause 5.1, the Agency must notify the Client immediately, providing full details of the nature of the breach and the likely impact on any Projects.
   4. If the Agency breaches Clause 5.1, the Client may terminate this Call-Off Contract, a Project, or any part of a Project with immediate effect in accordance with Clause 22.3.
2. **CLIENT: OTHER APPOINTMENTS**
   1. Subject to Clause 5 the relationship between the Parties is [non-exclusive/sole]. The Client [is/is not] entitled to appoint any other agency to perform services which are the same or similar to the Services.
3. **PERSONNEL**
   1. The Agency Staff involved in the performance of each Contract must:
      1. be appropriately trained and qualified;
      2. be vetted using Good Industry Practice and the Security Policy; and
      3. comply with all conduct requirements when on the Client’s Premises.
   2. Where a Client decides one of the Agency’s Staff is not suitable to work on a contract, the Agency must replace them with a suitably qualified alternative.
   3. If requested, the Agency must replace any person whose acts or omissions have caused the Agency to breach Clause 26 (Staff Transfer).
   4. The Agency must provide a list of Agency Staff needing to access the Client’s Premises and say why access is required.
   5. The Agency indemnifies CCS and the Client against all claims brought by any person employed by the Agency caused by an act or omission of the Agency or any Agency Staff.
4. **VARIATIONS AND CANCELLATIONS** 
   1. Either Party may request a change to this Call-Off Contract, a Project or a Brief. Any requested change must not amount to a material change of this Call-Off Contract (within the meaning of the Regulations and the Law). A change, once implemented, is called a "**Variation**".
   2. A Party may request a Variation by completing, signing and sending the Variation Form to the other Party. The requesting Party must give sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred by it.
   3. Subject to Clause 8.5, the receiving Party must respond to the request within the time limits specified in the Variation Form. The time limits shall be reasonable and ultimately at the discretion of the Client, having regard to the nature of the Services and the proposed Variation.
   4. If the Agency requests a Variation, the Client can ask the Agency to carry out an assessment of the effects of the proposed Variation (an **Impact Assessment**). The Impact Assessment must consider:
      1. the impact of the proposed Variation on the Services and the Agency’s ability to meet its other obligations under this Call-Off Contract (including in relation to other Briefs);
      2. the initial cost of implementing the proposed Variation and any ongoing costs post-implementation;
      3. any increase or decrease in the Charges, any alteration in the resources or expenditure required by either Party and any alteration to the working practices of either Party;
      4. a timetable for the implementation, together with any proposals for the testing of the Variation; and
      5. any other information the Client reasonably asks for in response to the Variation request.
   5. The Parties may agree to adjust the time limits specified in the Variation Form so the Impact Assessment can be carried out.
   6. If the Parties agree the Variation, the Agency will implement it, and be bound by it as if it was part of this Call-Off Contract.
   7. Until a Variation is agreed, the Agency must continue to perform and be paid for the Services as originally agreed, unless otherwise notified by the Client.
   8. Subject to Clauses 8.9 and 22.1 the Client can ask the Agency to suspend or cancel any Project or Brief, or any part of a Project, including any plans, schedules or work in progress at any time, regardless of whether a Variation has been requested. Any request shall be made by an Authorised Client Approver in writing. The Agency will take all reasonable steps to comply with any such request.
   9. In the event of any cancellation under Clause 8.8, the Client will pay the Agency all Charges reasonably and properly incurred by the Agency (including charges imposed by Media Owners or third party vendors from the cancellation) during the Project Notice Period, provided that the Agency uses all reasonable endeavours to mitigate any charges or expenses.
5. **APPROVALS AND AUTHORITY** 
   1. For the purposes of this Call-Off Contract, any reference to Client Approval means written approval in one of the following ways:
      1. the Client issuing a purchase order bearing the signature of an Authorised Client Approver; or
      2. e-mail from the individual business e-mail address of an Authorised Client Approver; or
      3. the signature of an Authorised Client Approver on the Agency’s documentation.
   2. Any reference to Agency Approval means written approval in one of the following ways:
      1. e-mail from the individual business e-mail address of an Authorised Agency Approver; or
      2. the signature of an Authorised Agency Approver on the Client’s documentation.
   3. The Agency will seek the Client’s prior Approval of any estimates or quotations for any costs to be paid by the Client that are not agreed in a Brief.
   4. If the Client does not approve of any matter requiring Approval, it must notify the Agency of its reasons for disapproval within 14 days of the Agency’s request.
   5. If the Client delays approving or notifying the Agency as to its disapproval, the Agency will not be liable for any resulting delays or adverse impact caused to the delivery of the Project.
6. **PROJECT MANAGEMENT** 
   1. During the Term of this Call-Off Contract, the Agency will:
      1. keep the Client fully informed as to the progress and status of all Services, by preparing and submitting written reports at such intervals and in such format as is agreed by the Parties; and
      2. promptly inform the Client of any actual or anticipated problems relating to the Services.
   2. During the Term, the Parties’ respective project managers will arrange and attend meetings to review the status and progress of the Services and the Project(s), and to seek to resolve any issues that have arisen. These meetings will be held at locations and intervals as agreed by the parties.
   3. Unless otherwise agreed in the Brief, the Agency will produce contact reports providing each Party with a written record of matters of substance discussed at meetings or in telephone conversations between the parties within 3 Working Days of such discussions. If the Client does not question any of the subject matter of a contact report within 7 Working Days of its receipt, it will be taken to be a correct record of the meeting or telephone conversation.
7. **CHARGES AND INVOICING** 
   1. The Agency will invoice the Client in respect of Charges (including all Fees, Third Party Costs, and where applicable, any Expenses) as defined in the Framework Agreement (especially at Schedule 3) and in the applicable Letter of Appointment. The Fees for the Services will be the full and exclusive remuneration of the Agency for supplying the Services. Unless expressly agreed in writing by the Client in the Briefs, the Fees will include every cost and expense of the Agency directly or indirectly incurred in connection with the performance of the Services.
   2. All amounts stated are exclusive of VAT which will be charged at the prevailing rate. The Client shall, following the receipt of a valid VAT invoice, pay to the Agency a sum equal to the VAT chargeable in respect of the Services where applicable. The Agency shall comply with all applicable HMRC and tax guidance and rules in respect of the payment or otherwise of VAT (or applicable sales taxes) by the Client.
   3. The Agency will invoice the Client in accordance with the payment provisions and profile agreed in the Letter of Appointment and or a specific Brief. Each invoice will include all supporting information required by the Client to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Services supplied in the invoice period.
   4. The Client will pay the Agency the invoiced amounts no later than 30 days after verifying that the invoice is valid and undisputed and includes a valid Purchase Order Number. The Client may, without prejudice to any other rights and remedies under this Call-Off Contract, withhold or reduce payments in the event of unsatisfactory performance.
   5. If the Client does not pay an undisputed amount properly invoiced by the due date, the Agency has the right to charge interest on the overdue amount at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
   6. If at any time during the Term the Agency reduces its Fees for Services provided in accordance with the terms of the Framework Agreement, the Agency shall immediately reduce the Fees for the Services under this Call-Off Contract by the same amount. This obligation applies whether or not the Services are offered in a catalogue provided under the Framework Agreement.
   7. The Client is entitled to deduct from any sum due any money that the Agency owes the Client. This includes any sum which the Agency is liable to pay to the Client in respect of breach of this Call-Off Contract. In these circumstances, the Agency may not assert any credit, set-off or counterclaim against the Client.
   8. The Agency will indemnify the Client on a continuing basis against any liability (to include any interest, penalties or costs incurred, levied, demanded or assessed) on the Client at any time in respect of the Agency's failure to account for or to pay any VAT on payments made to the Agency under this Call-Off Contract. Any amounts due under Clause 11.2 will be paid by the Agency to the Client not less than 5 Working Days before the date upon which the tax or other liability is payable by the Client.
   9. If there is a dispute between the Parties about an amount invoiced, the Client will pay the undisputed amount by the due date. The Agency will not suspend the supply of the Services in any Project, unless the Agency is entitled to terminate that Project for a failure to pay undisputed sums in accordance with Clause 22.7.
8. **THIRD PARTY AGENCIES: ASSIGNMENT AND SUB-CONTRACTING**

**Assignment and Sub-Contracting**

* 1. Other than where a Sub-Contractor is agreed in the Letter of Appointment or a Brief, the Agency will not, without the prior Approval of the Client, assign, sub-contract, novate or in any way dispose of the benefit or the burden of this Call-Off Contract or any part of it.
  2. In requesting Approval to sub-contract, the Agency will:
     1. use reasonable care and skill in the selection of proposed Sub-Contractors;
     2. if the Client requests, obtain more than one quote for a particular sub-contracted service; and
     3. provide the Client with a business case for sub-contracting all or part of the Services, identifying why it is economically advantageous for the Agency to sub-contract to its proposed sub-contractor. The Client may reject the Agency’s request to appoint a proposed sub-contractor if it considers the proposed sub-contractor does not provide value for money.
  3. If the Client consents to the Agency’s proposed sub-contractor, it shall be a Sub-Contractor as the term is defined in Schedule 1 (Definitions).
  4. In granting consent to any assignment, novation, sub-contracting or disposal, the Client may set additional terms and conditions it considers necessary.
  5. The Agency shall ensure that its Sub-Contractor does not further sub-contract all or part of the Services.
  6. Any contracts the Agency enters into with third party suppliers for Services (“**Sub-Contracts**”) must be on terms that are in line with the Agency's standard contractual terms and conditions, must not permit further sub-contracting, and must not conflict with the terms of this Call-Off Contract.
  7. Provided that the Agency has notified the Client of any significant restrictions or contract terms contained in any Sub-Contracts, the Client hereby acknowledges that:
     1. its right to use or otherwise benefit from any Services acquired under Sub-Contracts will be as set out in the Sub-Contracts; and
     2. it will be responsible for any reasonable and proper charges or liabilities (including cancellation payments) that the Agency is directly liable for under Sub-Contracts only to the extent that that these are caused by an act or omission of the Client or Client Affiliates.
  8. The Agency will promptly provide the Client with a copy of any Sub-Contract if requested to do so.
  9. The Agency will be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.
  10. The Agency will obtain the Client’s Approval before commissioning services from any Agency Affiliate.

**Supply Chain Protection**

* 1. The Agency will ensure that all Sub-Contracts contain provisions:
     1. requiring the Agency to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding 30 days from the receipt of a valid invoice;
     2. requiring the Agency to verify any invoices submitted by a Sub-Contractor in a timely manner;
     3. giving the Client the right to publish the Agency’s compliance with its obligation to pay undisputed invoices to the Sub-Contractor within the specified payment period;
     4. giving the Agency a right to terminate the Sub-Contract if the Sub-Contractor fails to comply with legal obligations in the fields of environmental, social or labour law; and
     5. requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards provisions to the same effect as those required by this Clause 12.11.

1. **DISCOUNTS AND REBATES** 
   1. The Agency will disclose to the Client any commission, discount or rebate earned by the Agency arising in respect of Third Party Costs directly related to any Services provided under the relevant Call-Off contract. The Client will receive the full benefit of any such commission, discount or rebate.
2. **CONFIDENTIALITY, TRANSPARENCY AND FREEDOM OF INFORMATION**

**CONFIDENTIALITY**

* 1. For the purposes of the Clauses below, a Party which receives or obtains, directly or indirectly, Confidential Information is a “**Recipient**”. A Party which discloses or makes available Confidential Information is a “**Disclosing Party**”.
  2. Each Party must:
     1. treat all Confidential Information it receives confidential and secure;
     2. except as expressly set out in the Contract at Clauses 14.2 to 14.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party’s prior written consent;
     3. immediately notify the Disclosing Party if it suspects any unauthorised access, copying, use or disclosure of the Confidential Information.
  3. In spite of Clause 14.2, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:
     1. where disclosure is required by applicable Law or by a court with the relevant jurisdiction if, to the extent not prohibited by Law, the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
     2. if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
     3. if the information was given to it by a third party without obligation of confidentiality;
     4. if the information was in the public domain at the time of the disclosure;
     5. if the information was independently developed without access to the Disclosing Party’s Confidential Information;
     6. on a confidential basis, to its auditors;
     7. on a confidential basis, to its professional advisers on a need-to-know basis; or
     8. to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010.
  4. In spite of Clause 14.2, the Agency may disclose Confidential Information on a confidential basis to Agency Staff on a need-to-know basis to allow the Agency to meet its obligations under the Contract. The Agency Staff must enter into a direct confidentiality agreement with the Client at its request.
  5. In spite of Clause 14.2 CCS or the Client may disclose Confidential Information in any of the following cases:
     1. on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer;
     2. on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS or the Client transfers or proposes to transfer all or any part of its business to;
     3. if CCS or the Client (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
     4. where requested by Parliament; or
     5. under Clauses 4.7 and 16.
  6. For the purposes of Clauses 14.3 to 14.5 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in this Clause 14.
  7. Transparency Information is not Confidential Information.
  8. The Agency must not make any press announcement or publicise the Contracts or any part of them in any way, without the prior written consent of the Client and must take all reasonable steps to ensure that Agency Staff do not either.

**TRANSPARENCY AND FREEDOM OF INFORMATION**

* 1. The Agency must tell the Client within 48 hours if it receives a Request For Information.
  2. Within five (5) Working Days of the Buyer’s request the Agency must give CCS and each Buyer full co-operation and information needed so the Buyer can:
     1. publish the Transparency Information;
     2. comply with any Freedom of Information Act (FOIA) request; and/or
     3. comply with any Environmental Information Regulations (EIR) request.
  3. The Client may talk to the Agency to help it decide whether to publish information under Clause 14. However, the extent, content and format of the disclosure is the Relevant Authority’s decision in its absolute discretion.

1. **AGENCY WARRANTIES**
   1. The Agency warrants that:
      1. it has full capacity and authority to enter into this Call-Off Contract and that by doing so it will not be in breach of any obligation to a third party; and
      2. the personnel who perform the Services are competent and suitable do so.
   2. The Agency hereby indemnifies the Client against any Losses incurred by the Client as a result of breach by the Agency of its warranty and undertaking in Clauses 15.1.
2. **CLIENT WARRANTIES** 
   1. The Client warrants that:
      1. it has full capacity and authority to enter into this Call-Off Contract and that by doing so it will not be in breach of any obligation to a third party; and
      2. the Client Materials will not, when used in accordance with this Call-Off Contract and any written instructions given by the Client, infringe third party copyright.
3. **LIABILITY**
   1. Nothing in this Call-Off Contract will exclude or in any way limit either Party's liability for fraud, death or personal injury caused by its negligence.
   2. Subject always to Clauses 17.1 and 17.3, the maximum amount the Agency can be liable for in respect of all Defaults shall in no event exceed:
      1. in relation to any Defaults occurring from the Effective Date to the end of the first Contract Year, the lower of five million pounds (£5,000,000) or a sum equal to 125% of the Charges paid or payable by the Client for the first Contract Year; and
      2. in relation to any Defaults occurring in each subsequent Contract Year that commences during the remainder of the Term, the lower of five million pounds (£5,000,000) or a sum equal to 125% of the Charges paid to the Agency under this Call-Off Contract in the previous Contract Year.
   3. Subject to Clause 17.1 and except for any claims arising under Clause 19.12, neither Party will be liable to the other in any situation for any:
      1. loss of profits;
      2. loss of goodwill or reputation;
      3. loss of revenue;
      4. loss of savings whether anticipated or otherwise; or
      5. indirect or consequential loss or damage of any kind.
   4. Without prejudice to its obligation to pay the undisputed Charges as and when they fall due for payment, the Client’s total aggregate liability in respect of all defaults, claims, losses or damages howsoever caused will in no event exceed the figure specified in the Letter of Appointment.
4. **INSURANCE** 
   1. The Agency will hold insurance policies to the value sufficient to meet its liabilities in connection with this Call-Off Contract (including any specific insurance requirements as are set out in the Briefs). The Agency will provide the Client with evidence that such insurance is in place at the Client’s request.
   2. The Agency will effect and maintain the policy or policies of insurance as stipulated in the Letter of Appointment.
   3. If, for whatever reason, the Agency fails to comply with the provisions of this Clause 18, the Client may make alternative arrangements to protect its interests. If the Client does so, it may recover the premium and other costs of such arrangements as a debt due from the Agency.
   4. Any insurance effected by the Agency will not relieve it of any liability under this Call-Off Contract. It is the Agency’s responsibility to determine the amount of insurance cover that will be adequate to enable the Agency to satisfy any liability in relation to the performance of its obligations under this Call-Off Contract.
   5. The Agency must ensure that the policies of insurance it holds pursuant to this Clause 18 are not cancelled, suspended or vitiated. The Agency will use all reasonable endeavours to notify the Client (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any circumstance whereby the relevant insurer could give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.
5. **INTELLECTUAL PROPERTY RIGHTS**
   1. The Agency acknowledges that the Client retains ownership of Client Materials and all Intellectual Property Rights in them. This includes any modifications or adaptations of Client Materials produced by the Agency in the course of providing the Services. The Client hereby grants to the Agency a non-exclusive licence to use the Client Materials during the applicable Project Term solely for the purposes of providing the Services.
   2. The Agency hereby:
      1. assigns to the Client all of the Intellectual Property Rights other than copyright and database rights in the Agency Materials which are capable of being assigned, together with the right to sue for past infringement of such Intellectual Property Rights in the Agency Materials; and
      2. assigns to the Crown all of the copyright and database rights in the Agency Materials which are capable of being assigned, together with the right to sue for past infringement of such copyright and database rights in the Agency Materials.
   3. All Intellectual Property Rights in the Agency Proprietary Materials remain the property of the Agency. The Agency grants to the Client a non-exclusive, royalty-free licence to use any Agency Proprietary Materials, in the Territory, for the period of time and for the purposes set out in the Brief.
   4. Prior to delivery of the Services (or any part thereof) to the Client, the Agency will obtain all licences or consents in respect of Third Party Materials that are required so the Client can use these Third Party Materials for the purposes set out in the Brief. The Agency will notify the Client of any restrictions on usage and any other contractual restrictions arising in respect of such Third Party Materials.
   5. The Agency agrees:
      1. at the Client’s request and expense, to take all such actions and execute all such documents as are necessary (in the Client’s reasonable opinion) to enable the Client to obtain, defend or enforce its rights in the Agency Materials; and
      2. neither to do nor fail to do any act which would or might prejudice the Client’s rights under this Clause 19.
   6. To the extent permitted by law, the Agency shall ensure that all Moral Rights in the Agency Materials are waived. Where it is not lawfully possible to waive Moral Rights, the Agency agrees not to assert any Moral Rights in respect of the Agency Materials.
   7. The Agency will use its reasonable endeavours to ensure that all Moral Rights in Third Party Materials are waived. Where it is not lawfully possible to waive Moral Rights, the Agency will work with the owner or creator of the Third Party Materials to procure that Moral Rights are not asserted in respect of Third Party Materials). If the Agency cannot obtain such waiver of (or agreement not to assert) such Moral Rights in respect of any Third Party Materials, the Agency will notify the Client and will obtain the Client’s Approval prior to incorporating such Third Party Materials into the Services.
   8. The terms of and obligations imposed by this Clause 19 continue after the termination of this Call-Off Contract.
   9. The Agency will indemnify the Client in full against all costs, expenses, damages and losses (whether direct or indirect in connection with any claim made against the Client for actual or alleged infringement of a third party’s intellectual property rights in connection with the supply or use of the Services, if the claim is attributable to the acts or omission of the Agency or any of its Associates. This indemnity extends to any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Client
   10. If the Client receives any notice of any claim for which it appears that the Client is, or may become, entitled to indemnification 19.9 (a “**Claim**”), the Client shall give notice in writing to the Agency as soon as reasonably practicable and in any event within 10 Working Days of receipt of the same.
   11. Subject to Clause 19.12, on the giving of a notice by the Client, where it appears that the Client is or may be entitled to indemnification from the Agency in respect of all (but not part only) of the liability arising out of the Claim, the Agency shall (subject to providing the Client with a secured indemnity to its reasonable satisfaction against all costs and expenses that it may incur by reason of such action) be entitled to dispute the Claim in the name of the Client at the Agency’s own expense and take conduct of any defence, dispute, compromise or appeal of the Claim and of any incidental negotiations relating to the Claim. If the Agency does elect to conduct the Claim, the Client shall give the Agency all reasonable cooperation, access and assistance for the purposes of such Claim, and the Client shall not make any admission which could be prejudicial to the defence or settlement of the Claim without the prior written consent of the Agency.
   12. With respect to any Claim conducted by the Agency pursuant to Clause 19.11:
       1. the Agency shall keep the Client fully informed and consult with it about material elements of the conduct of the Claim;
       2. the Agency shall not bring the name of the Client into disrepute;
       3. the Agency shall not pay or settle such Claim without the prior written consent of the Client, such consent not to be unreasonably withheld or delayed; and
       4. the Agency shall conduct the Claim with all due diligence.
   13. the Client shall be entitled to have conduct of the Claim and shall be free to pay or settle any Claim on such terms as it thinks fit and without prejudice to its rights and remedies under this Call-Off Contract if:
       1. the Agency is not entitled to take conduct of the Claim in accordance with Clause 19.11;
       2. the Agency fails to notify the Client in writing of its intention to take conduct of the relevant Claim within 10 Working Days of the notice from the Client or if the Agency notifies the Client in writing that it does not intend to take conduct of the Claim; or
       3. the Agency fails to comply in any material respect with the provisions of Clause 19.12.
   14. If the Agency pays to the Client an amount in respect of an indemnity and the Client subsequently recovers (whether by payment, discount, credit, saving, relief or other benefit or otherwise) a sum which is directly referable to the fact, matter, event or circumstances giving rise to the Claim, the Client shall forthwith repay to the Agency whichever is the lesser of:
       1. an amount equal to the sum recovered (or the value of the discount, credit, saving, relief, other benefit or amount otherwise obtained) less any out-of-pocket costs and expenses properly incurred by the Client in recovering or obtaining the same; and
       2. the amount paid to the Client by the Agency in respect of the Claim under the relevant indemnity.
6. **AUDIT** 
   1. This Clause 20 shall apply to any Call-Off Contract awarded under Lots 1, 2 and 3 only (such that this Clause 20 shall not apply to any Call-Off Contract under Lot 5).
   2. In accordance with and in addition to any principles of transparency set out in the Services Description, the Client shall be entitled to appoint an Auditor to undertake audits of the performance of the Services (“**Performance Audit**”) during the Term, the term of each Call-Off Contract and for seven (7) years after the termination of this Call-Off Contract. The Client shall provide the Agency not less than three (3) weeks' notice prior to any audit and anticipates that it will conduct up to two (2) Performance Audits in each calendar year. For the purposes of Clauses 20.4 to 20.8, "**Auditor**" shall mean:
      1. in respect of a Performance Audit, a reputable recognised independent media consultant adhering to appropriate professional standards chosen by the Client in its absolute discretion; and
      2. in respect of a financial audit, a certified or regulated public accounting firm which is nationally or internationally recognized and is specialized in financial compliance audit or a firm whose staff are members of professional accounting bodies or a firm that is itself a member of a professional accounting body, chosen by the Client in its absolute discretion, provided that such firm shall not be (i) the same auditor who has acted as year-end auditor or tax consultant of the Agency Group in the previous 24 months; or (ii) a competitor of the Agency or the Agency Group.
   3. During the Term and for seven (7) years after its termination the Agency shall maintain clear, accurate, complete and up to date Records in respect of the performance of the Agency and Agency Group’s obligations under this Call-Off Contract. The Agency shall procure compliance by members of the Agency Group with its obligation to maintain Records as set out in this Call-Off Contract.
   4. The Agency shall obtain at its own cost all necessary rights in data which the Agency or Agency Group obtains from third parties to enable the Agency to supply to the Client and its Auditor all such data as the Auditor reasonably requires to fully perform a Performance Audit (for example, performance data, TV ratings, digital impressions, etc). Where the Agency or Agency Group uses direct or indirect majority owned affiliates, specialist buying companies, group buying companies, buying clubs or any other related party to supply services, the Agency shall procure that the affiliates, specialist buying companies, group buying companies, buying clubs or other related party will grant the same rights of audit to the Auditor, including access to AVBs received by Agency Affiliates and to un-billed media reports between Agency Affiliates and their vendors.
   5. Save to the extent that any Records relate to the Agency's other clients and do not relate at all to the Client (including terms related to the Agency’s other clients or terms negotiated with Media Owners on behalf of multiple clients) and subject to third party rights therein:
      1. all rights in the Records (including Intellectual Property Rights and any data and information created, obtained, compiled or verified by the Agency (including prices paid for media purchased by the Agency on behalf of the Client) will belong to the Client and will be deemed to be assigned to the Client for the purpose of this Call-Off Contract provided that the Agency is entitled to keep copies, or the original as necessary, of such Records in order to comply with its legal and regulatory obligations; and
      2. the Agency shall provide the Auditor with full access to all contracts with suppliers with whom media activity has been placed on behalf of the Client during the Term provided that the Agency may redact from the Records the individual names of other clients and their confidential information, including but not limited to financial amounts specific to those other clients.
      3. the Records will constitute Confidential Information for the purposes of this Call-Off Contract.
   6. The Agency and Agency Group will allow the Auditor access to all the Records to audit the Agency’s compliance with this Call-Off Contract. Any such access shall be at any time during normal business hours for the purposes of auditing or otherwise inspecting the Records provided that in the absence of exceptional circumstances the Agency shall not be obliged to allow such access or inspection more than once during any twelve month period (unless any material discrepancy or any breach of this Call-Off Contract is discovered in which case the Agency shall allow access on such number of occasions as the relevant Client may request). The Agency shall provide all Records and data in a format reasonably requested by the Auditor.
   7. The Agency and Agency Group will afford the Auditor all reasonable assistance in the performance of the audit. The Client and the Auditor will ensure that any information obtained in the course of the audit relating specifically to the Agency's and Agency Group’s business (excluding the Records) is kept in the strictest confidence and not used for any purpose other than the proper conduct of the audit. The Client shall procure that the Auditor complies with the provisions of this Clause. Where required by the Agency, the Client shall use reasonable endeavours to procure that the Auditor enters into a non-disclosure agreement in the form of Framework Agreement Schedule 13 (Auditor Non-disclosure Agreement),
   8. In relation to a Performance Audit, the Client shall procure that the Auditor shall deliver a copy of the final draft report to the Agency no less than five (5) days prior to delivery of the final report to the Client to provide the Agency with an opportunity to comment on any inconsistencies or inaccuracies in the report and the Agency acknowledges that when submitting the final report to the Client, the Auditor shall also provide the Client with a summary of any amendments made to the report as a consequence of the Agency's comments.
7. **ADVERTISING STANDARDS**
   1. Both parties acknowledge that they have a responsibility to comply with all relevant Advertising Regulations.
   2. The parties will co-operate with each other to ensure satisfaction of the requirements of any applicable Advertising Regulations.
8. **TERMINATION**

***Client Rights to Terminate***

* 1. The Client may, by giving not less than 3 months' written notice to the Agency, terminate this Call-Off Contract without cause.
  2. The Client may terminate or cancel a Project at any time subject to Clause 8.8 and payment of all Charges specifically set out at Clause 8.9.
  3. The Client may terminate this Call-Off Contract or a Project by written notice to the Agency with immediate effect if the Agency:
     1. commits a material Default which cannot be remedied;
     2. repeatedly breaches any of the terms and conditions of this Call-Off Contract in such a manner as to indicate that it does not have the intention or ability to adhere to the terms and conditions;
     3. commits a Default, including a material Default, which in the opinion of the Client is remediable but has not remedied such Default to the satisfaction of the Client within 30 days of receiving notice specifying the Default and requiring it to be remedied or in accordance with the Rectification Plan Process;
     4. breaches any of the provisions of Clauses 5.1 (Agency: Other Appointments), 9 (Approvals and Authority), 14 (Confidentiality, Transparency and Freedom of Information), and 31 (Prevention of Fraud and Bribery);
     5. is subject to an Insolvency Event;
     6. fails to comply with legal obligations; or
     7. if at any time during the Term an Occasion of Tax Non-Compliance (as defined in the Framework Agreement) occurs and the Agency fails to comply with Clause 8.8 of the Framework Agreement. Such failure shall constitute a material Default.
  4. The Agency must notify the Client as soon as practicable of any Change of Control or any potential Change of Control.
  5. The Client may terminate this Call-Off Contract with immediate effect by written notice to the Agency within 6 months of:
     1. being notified in writing that a Change of Control is anticipated or in contemplation or has occurred; or
     2. where no notification has been made, the date that the Client becomes aware that a Change of Control is anticipated or is in contemplation or has occurred,

but shall not be permitted to terminate where an Approval was granted prior to the Change of Control.

* 1. The Client may terminate this Call-Off Contract or a Project by giving the Agency at least 14 days’ notice if:
     1. the Framework Agreement is terminated for any reason;
     2. the Parties fail to agree a Variation under Clause 8; or
     3. the Agency fails to implement an agreed Variation.

***Agency Rights to Terminate***

* 1. The Agency may terminate a Project and any Brief in respect of that Project by written notice to the Client if:
     1. the Client has not paid any undisputed amounts falling due under that Project; and
     2. the undisputed sum due remains outstanding for 40 Working Days after the Client has received a written notice of non-payment from the Agency specifying:
        1. the Client’s failure to pay;
        2. the correct overdue and undisputed sum;
        3. the reasons why the undisputed sum is due; and
        4. the requirement on the Client to remedy the failure to pay.

This right of termination does not apply where the failure to pay is due to the Client exercising its rights under this Call-Off Contract (including the right to set off under Clause 29).

1. **CONSEQUENCES OF TERMINATION**
   1. Termination of a Project (and any Brief in respect of that Project) in accordance with the terms of this Call-Off Contract by either Party shall not serve to terminate this Call-Off Contract, which will continue in full force and effect.
   2. If this Call-Off Contract is terminated, all ongoing and outstanding Projects (and any Briefs in respect of those Projects) will also terminate on the same date as this Call-Off Contract unless otherwise mutually agreed in writing.
   3. Upon termination of this Call-Off Contract or a Project for any reason:
      1. the Expiry Date or New Expiry Date shall be the date this Call-Off Contract terminates;
      2. the Client will pay the Agency all Charges falling properly due and payable to the Agency prior to the date of termination (in accordance with Clause 8.9 or otherwise where relevant);
      3. each Party will, following a reasonable request by the other Party, promptly deliver or dispose of any and all materials and property belonging or relating to the other Party (including all Confidential Information) and all copies of the same, which are then in its possession, custody or control and which relate to all affected Projects. On the request of the other Party, each will certify in writing that the same has been done; and
      4. the Agency and its staff will vacate any premises of the Client occupied for any purpose of providing the Services.
   4. Any provisions of this Call-Off Contract which are to continue after termination will remain in full force and effect after this Call-Off Contract is terminated. Such provisions may include (but are not limited to):
      1. Clause 14 (Confidentiality);
      2. Clause 15 (Agency warranties);
      3. Clause 16 (Client warranties);
      4. Clause 17 (Liability);
      5. Clause 18 (Insurance);
      6. Clause 19 (Intellectual Property Rights);
      7. Clause 20 (Audit);
      8. Clause 23 (Consequences of Termination);
      9. Clause 25 (Notices);
      10. Clause 26 (Staff Transfer);
      11. Clause 32 (General); and
      12. Clause 37 (Governing law and jurisdiction).
2. **FORCE MAJEURE**
   1. Neither Party will have any liability under or be in breach of this Call-Off Contract for any delays or failures in performance which result from circumstances beyond the reasonable control of the Party seeking to claim relief (a "**Force Majeure Event**" and the "**Affected Party**").
   2. Following a Force Majeure Event, the Affected Party must promptly notify the other Party in writing, both when the event causes a delay or failure in performance, and when the event has ended. If a Force Majeure Event continues for 60 consecutive Working Days, the Party not affected by the Force Majeure Event can suspend or terminate this Call-Off Contract. They must do so in writing, and state the date from which the suspension or termination will come into effect.
   3. If a Force Majeure Event occurs, the Parties will use all reasonable endeavours to prevent and mitigate the impact, and continue to perform their obligations under this Call-Off Contract as far as is possible. Where the Agency is the Affected Party, it will take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.
3. **NOTICES**
   1. All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.
   2. The address and email address of each Party will be:
      1. Agency: TBC

Address: TBC

For the attention of: TBC

Email: TBC

* + 1. Client: TBC

Address: TBC

For the attention of: TBC

Email: TBC

* 1. For the purpose of this Clause and calculating receipt all references to time are to local time in the place of receipt.

1. **STAFF TRANSFER**
   1. The Parties agree that if providing the Services means staff must be transferred from the Client to the Agency, where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Framework Agreement Schedule 11 (Staff Transfer) will apply.
   2. Where providing the Services does not result in a Relevant Transfer, Part C of Framework Agreement Schedule 11 (Staff Transfer)) will apply and Parts A and B of Framework Agreement Schedule 11 (Staff Transfer) shall not apply.
   3. Part D of Framework Agreement Schedule 11 (Staff Transfer) will apply on the expiry or termination of the Services or any part of the Services.

1. **THIRD PARTY RIGHTS**
   1. Except for CCS and the persons that the provisions of this Call-Off Contract confer benefits on, no third parties may use the Contracts (Rights of Third Parties) Act 1999 (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.
2. **DATA PROTECTION, SECURITY AND PUBLICITY**
   1. In addition to its general security obligations under this Call-Off Contract, the Agency shall comply with any security requirements specifically set out in the Brief.

**DATA PROTECTION**

* 1. The parties acknowledge that for the purposes of the Data Protection Legislation, the Client is the Controller and the Agency is the Processor. The only Processing that the Agency is authorised to do is listed in Schedule 14 by the Client and may not be determined by the Agency.
  2. The Agency shall notify the Client immediately if it considers that any of the Client's instructions infringe the Data Protection Legislation.
  3. The Agency shall provide all reasonable assistance to the Client in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Client, include:
     1. a systematic description of the envisaged Processing operations and the purpose of the Processing;
     2. an assessment of the necessity and proportionality of the Processing operations in relation to the Services;
     3. an assessment of the risks to the rights and freedoms of Data Subjects; and
     4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
  4. The Agency shall, in relation to any Personal Data Processed in connection with its obligations under this Call-Off Contract:
     1. Process that Personal Data only in accordance with Schedule 14 of the Framework Agreement and / or the Briefs, less the Agency is required to do otherwise by Law. If it is so required the Agency shall promptly notify the Client before Processing the Personal Data unless prohibited by Law;
     2. ensure that it has in place Protective Measures, which have been reviewed and approved by the Client as appropriate to protect against a Data Loss Event having taken account of the:
        1. nature of the data to be protected;
        2. harm that might result from a Data Loss Event;
        3. state of technological development; and
        4. cost of implementing any measures;
     3. ensure that:
        1. the Agency Staff do not Process Personal Data except in accordance with this Call-Off Contract (and Schedule 14 of the Framework Agreement and / or the Briefs);
        2. it takes all reasonable steps to ensure the reliability and integrity of any Agency Staff who have access to the Personal Data and ensure that they:
           1. are aware of and comply with the Agency’s duties under this Clause;
           2. are subject to appropriate confidentiality undertakings with the Agency or any Sub-processor;
           3. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Client or as otherwise permitted by this Call-Off Contract; and
           4. have undergone adequate training in the use, care, protection and handling of Personal Data;
        3. not transfer Personal Data outside of the EU unless the prior written consent of the Client has been obtained and the following conditions are fulfilled:
           1. the Client or the Agency has provided appropriate safeguards under GDPR Article 46 (as determined by the Client) in relation to the transfer;
           2. the Data Subject has enforceable rights and effective legal remedies;
           3. the Agency complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
           4. the Agency complies with any reasonable instructions notified to it in advance by CCS and/or the Client with respect to the Processing of the Personal Data;
        4. the Data Subject has enforceable rights and effective legal remedies;
        5. the Data Subject has enforceable rights and effective legal remedies;
        6. the Agency complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
        7. the Agency complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
        8. and the Agency complies with any reasonable instructions notified to it in advance by CCS and/or the Client with respect to the Processing of the Personal Data;
     4. at the written direction of the Client, delete or return Personal Data (and any copies of it) to the Client on termination of this Call-Off Contract unless the Agency is required by Law to retain the Personal Data.
  5. Subject to Clause 28.7, the Agency shall notify the Client immediately if it:
     1. receives a Data Subject Access Request (or purported Data Subject Access Request);
     2. receives a request to rectify, block or erase any Personal Data;
     3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
     4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under this Call-Off Contract;
     5. receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
     6. becomes aware of a Data Loss Event.
  6. The Agency’s obligation to notify under Clause 28.6 shall include the provision of further information to the Client in phases, as details become available.
  7. Taking into account the nature of the Processing, the Agency shall provide the Client with full assistance in relation to either party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 28.6 (and insofar as possible within the timescales reasonably required by the Client) including by promptly providing:
     1. the Client with full details and copies of the complaint, communication or request;
     2. such assistance as is reasonably requested by the Client to enable the Client to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
     3. the Client, at its request, with any Personal Data it holds in relation to a Data Subject;
     4. assistance as requested by the Client following any Data Loss Event; and
     5. assistance as requested by the Client with respect to any request from the Information Commissioner’s Office, or any consultation by the Client with the Information Commissioner's Office.
  8. The Agency shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Agency employs fewer than 250 staff, unless:
     1. the Client determines that the Processing is not occasional;
     2. the Client determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
     3. the Client determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
  9. The Agency shall allow for audits of its Data Processing activity by the Client or the Client’s designated auditor.
  10. The Agency shall designate a data protection officer if required by Data Protection Legislation.
  11. Before allowing any Sub-processor to Process any Personal Data related to this Call-Off Contract, the Agency must:
      1. notify the Client in writing of the intended Sub-processor and Processing;
      2. obtain the written consent of the Client;
      3. enter into a written agreement with the Sub-processor which gives effect to the terms set out in Clauses 28.2 to 28.12 such that they apply to the Sub-processor; and
      4. provide the Client with such information regarding the Sub-processor as the Client may reasonably require.
  12. The Agency shall remain fully liable for all acts or omissions of any Sub-processor.
  13. The Client may, at any time on not less than 30 Working Days’ notice, revise this Clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Call-Off Contract).
  14. The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner’s Office. The Client may on not less than 30 Working Days' notice to the Agency amend this Call-Off Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.
  15. The Agency will use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor (unless otherwise agreed in writing between the Parties) to check for, contain the spread of, and minimise the impact of Malicious Software (or as otherwise agreed between the Parties).
  16. Notwithstanding Clause 28.16, if Malicious Software is found, the Parties will co-operate to reduce its impact. If Malicious Software causes loss of operational efficiency or loss or corruption of Client Data, the Parties will assist each other to mitigate any losses and to restore the provision of the Services.

**Client Data**

* 1. The Agency will not store, copy, disclose, or use the Client Data except as necessary to perform its obligations under this Call-Off Contract or as otherwise Approved by the Client.
  2. If any Client Data is held and/or Processed by the Agency, the Agency must supply that Client Data to the Client, at the time and in the format the Client requests.
  3. The Agency is responsible for preserving the integrity of any Client Data it holds or Processes, and preventing its corruption or loss. On termination or expiry of this Call-Off Contract the Agency shall supply the Client Data to the Client in such format as the Client requires.
  4. The Agency will perform secure back-ups of all Client Data and ensure that such back-ups are available to the Client (or to such other person as the Client may direct) on request.
  5. The Agency will ensure that any system it uses to holds any Client Data, including back-up data, is secure. This system must comply with any security requirements and any government security requirement policy relating to this Client Data, duly notified in writing to the Agency.
  6. If any time the Agency suspects or has any reason to believe that the Client Data is corrupted, lost or sufficiently degraded in any way, then the Agency must notify the Client immediately. This notification must contain information detailing the remedial action the Agency proposes to take.

**Publicity and Branding**

* 1. The Agency may not make any press announcements or publicise this Call-Off Contract or use the Client's name or brand in any promotion or marketing or announcement of orders without Approval from the Client.

1. **RETENTION AND SET OFF**
   1. If the Agency owes the Client any money, the Client may retain or set off this money against any amount owed to the Agency under this Call-Off Contract or any other agreement between the Agency and the Client. In order to exercise this right, the Client will, within 30 days of receipt of the relevant invoice, notify the Agency of its reasons for retaining or setting off the relevant Charges.
   2. The Agency will make any payments due to the Client without any deduction. Deductions, whether by way of set-off, counterclaim, discount, abatement or otherwise, are not permitted unless the Agency has obtained a sealed court order requiring an amount equal to such deduction to be paid by the Client.
2. **INCOME TAX AND NATIONAL INSURANCE CONTRIBUTIONS**
   1. The Agency must not breach any applicable tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Client cannot terminate a Contract where the Agency has not paid a minor Tax or social security contribution.
   2. Where the Charges payable under a Contract with the Client are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Agency must notify CCS and the Client of it within 5 Working Days including:
      1. the steps that the Agency is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
      2. other information relating to the Occasion of Tax Non-Compliance that CCS and the Client may reasonably need.
   3. Where the Agency or any Agency Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under a Call-Off Contract, the Agency must both:
      1. comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and
      2. indemnify the Client against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Agency or any of the Agency Staff.
   4. If any of the Agency Staff are Workers who receive payment relating to the Deliverables, then the Agency must ensure that its contract with the Worker contains the following requirements:
      1. the Client may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 30.3, or why those requirements do not apply, the Client can specify the information the Worker must provide and the deadline for responding;
      2. the Worker’s contract may be terminated at the Buyer’s request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer;
      3. the Worker’s contract may be terminated at the Client’s request if the Worker provides information which the Client considers is not good enough to demonstrate how it complies with Clause 30.3 or confirms that the Worker is not complying with those requirements; and
      4. the Client may supply any information they receive from the Worker to HMRC for revenue collection and management.
3. **PREVENTION OF FRAUD AND BRIBERY**
   1. The Agency must not during any Term:
      1. commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or
      2. do or allow anything to be done which would cause the Client or any of the Client’s employees, consultants, contractors, sub-contractors or agents to breach any of the Relevant Requirements or incur any liability under them.
   2. The Agency shall during the Term:
      1. create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
      2. keep full records to show it has complied with its obligations under 31 and give copies to the Client on request;
      3. if so required by the Client, within 20 Working Days of the Effective Date, and then annually, certify in writing to the Client that the Agency has complied with Clause 31, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.
   3. The Agency must immediately notify the Client if it becomes aware of any breach of Clause 31, or has any reason to think that it has or any of the Agency Staff have:
      1. been investigated or prosecuted for an alleged Prohibited Act;
      2. been debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act;
      3. received a request or demand for any undue financial or other advantage of any kind in connection with this Call-Off Contract; or
      4. suspected that any person or Party directly or indirectly connected with this Call-Off Contract has committed or attempted to commit a Prohibited Act.
   4. If the Agency makes a notification to the Client under to Clause 31.3, the Agency must respond promptly to the further enquiries, co-operate with any investigation, and allow the Client to audit any books, records and/or any other relevant documentation,
   5. Any notice served by the Agency under Clause 31.3 must specify the:
      1. Prohibited Act;
      2. identity of the Party who the Agency believes has committed the Prohibited Act; and
      3. action that the Agency has decided to take.
4. **EQUALITY, DIVERSITY AND HUMAN RIGHTS**
   1. The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:
      1. protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
      2. any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law.
   2. The Supplier must take all necessary steps, and inform CCS or the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.
5. **ENVIRONMENT**
   1. When working on Site the Agency must perform its obligations under the Client’s current Environmental Policy, which the Client must provide.
   2. The Agency must ensure that Agency Staff are aware of the Buyer’s Environmental Policy.

1. **COMPLIANCE**
   1. The Agency must use reasonable endeavours to comply with the provisions of Framework Schedule 16 (Corporate Social Responsibility).
   2. To the extent that it arises as a result of a Default by the Agency, the Agency indemnifies the Client against any fine or penalty incurred by the Client pursuant to Law and any costs incurred by the Client in defending any proceedings which result in such fine or penalty.
   3. The Agency must appoint a Compliance Officer who must be responsible for ensuring that the Agency complies with:
      1. Law;
      2. Clause 4.2.1;
      3. Clause 30 (Income Tax and National Insurance Contributions);
      4. Clause 31 (Prevention of Fraud and Bribery);
      5. Clause 32 (Equality, diversity and human rights); and
      6. Clause 33 (Environment);
   4. As soon as it is aware of it, the Agency must report to the Client any actually or suspected breach of any Law or clause referred to in Clause 34.3 to the Client.
   5. The Agency must not retaliate against any of its personnel or staff who in good faith report a breach listed in Clause 34.3 to the Client.
2. **GENERAL**
   1. Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under this Call-Off Contract, and that this Call-Off Contract is executed by its duly authorised representative.
   2. This Call-Off Contract contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into this Call-Off Contract on the basis of any representation that is not expressly incorporated into this Call-Off Contract.
   3. Nothing in this Clause excludes liability for fraud or fraudulent misrepresentation.
   4. A partial or full waiver or relaxation of the terms of this Call-Off Contract is only valid if it is stated to be a waiver in writing to the other Party.
   5. No Contract creates a partnership, joint venture or employment relationship. The Agency must represent themselves accordingly and ensure others do so.
   6. Unless expressly stated in this Call-Off Contract, all remedies available to either Party for breach of this Call-Off Contract are cumulative and may be exercised concurrently or separately. The exercise of one remedy does not mean it has been selected to the exclusion of other remedies.
   7. If any provision of this Call-Off Contract is prohibited by law or judged by a court to be unlawful, void or unenforceable, it must be read as if it was removed as much as required and rendered ineffective as far as possible without affecting the rest of the Call-Off Contract, whether it is valid or enforceable.
3. **DISPUTE RESOLUTION**
   1. If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.
   2. If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using Clauses 36.3 to 36.5.
   3. Unless the Client refers the Dispute to arbitration using Clause 36.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
      1. determine the Dispute;
      2. grant interim remedies; and/or
      3. grant any other provisional or protective relief.
   4. The Agency agrees that the Client has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
   5. The Client has the right to refer a Dispute to arbitration even if the Agency has started or has attempted to start court proceedings under Clause 36.3, unless the Client has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 36.4.
   6. The Agency cannot suspend the performance of a Contract during any Dispute.
4. **GOVERNING LAW AND JURISDICTION**
   1. This Call-Off Contract will be governed by the laws of England and Wales.
   2. Each Party submits to the exclusive jurisdiction of the courts of England and Wales and agrees that all Disputes shall be conducted within England and Wales.

**Definitions and Interpretation**

1. **INTERPRETATION**
   1. In this Call-Off Contract, any references to numbered Clauses and schedules refer to those within this Call-Off Contract unless specifically stated otherwise. If there is any conflict between this Call-Off Contract, the Letter of Appointment, the provisions of the Framework Agreement and the Brief(s), the conflict shall be resolved in accordance with the following order of precedence:
      1. the Framework Agreement;
      2. the Letter of Appointment (except the Agency Proposal) ;
      3. the Call-Off Terms;
      4. the Brief; and
      5. the Agency Proposal.
   2. The definitions and interpretations used in this Call-Off Contract are set out in this Schedule 1.
   3. Definitions which are relevant and used only within a particular Clause or Schedule are defined in that Clause or Schedule.
   4. Unless the context otherwise requires:
      1. words importing the singular meaning include where the context so admits the plural meaning and vice versa;
      2. words importing the masculine include the feminine and the neuter and vice versa;
      3. the words ‘include’, ‘includes’ ‘including’ ‘for example’ and ‘in particular’ and words of similar effect will not limit the general effect of the words which precede them;
      4. references to any person will include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind;
      5. references to any statute, regulation or other similar instrument mean a reference to the statute, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;
      6. headings are included in this Call-Off Contract for ease of reference only and will not affect the interpretation or construction of this Call-Off Contract; and
      7. if a capitalised expression does not have an interpretation in Call-Off Schedule 1 (Definitions) or relevant Call-Off Schedule, it shall have the meaning given to it in the Framework Agreement. If no meaning is given to it in the Framework Agreement, it shall be interpreted in accordance with the relevant market sector/industry. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
   5. In this Call-Off Contract, the following terms have the following meanings:

|  |  |
| --- | --- |
| **Advertising Regulations** | A present or future applicable code of practice or adjudication of the Committee of Advertising Practice, Broadcast Committee of Advertising Practice or the Advertising Standards Authority (including any applicable modification, extension or replacement thereof), together with other UK laws, statutes and regulations which are directly applicable to the Services. |
| **Agency Affiliate** | Any member of the Agency Group which is not the Agency and which performs Services to the Client under this Call-Off-Contract. |
| **Agency Confidential Information** | Any information that the Agency gives to CCS or to Clients that is designated as being confidential, or which ought reasonably be considered to be confidential (whether or not it is marked “confidential”). This may include information, however it is conveyed, that relates to the Agency’s business, affairs, developments, trade secrets, Know-How, personnel and suppliers including all IPRs. |
| **Agency Group** | The Agency and any other company which from time to time directly or indirectly Controls, or is Controlled by, the Agency, or is under the same direct or indirect common Control as the Agency, including:   * any affiliated or associated companies of the Agency including any companies with which the Agency has a joint venture; * any trading arm used by the Agency; * any buying club of which the Agency is a member (whether directly or indirectly); and * any Sub-contractor of the Agency or any other entity providing services directly or indirectly to the Agency,   where such company is directly and/or indirectly in receipt of:   * all or part of any sums paid or payable by CCS and/or any Client; and/or * goods, services or other benefits in kind including AVBs obtained or accrued in lieu of any sums paid or payable or due to be so; and/or * any other equivalent benefit,   each as arising in connection with this Call-Off Contract.  This does not include Media Owners. |
| **Agency Materials** | Those Materials specifically created by any officers, employees, sub-contractors or freelancers of the Agency for the purposes of a Project, including any Materials adapted, modified or derived from the Client Materials, but excluding Agency Proprietary Materials and Third Party Materials. |
| **Agency Proposal** | The Agency’s solution in response to the Client’s Brief, as set out in the Letter of Appointment. |
| **Agency Proprietary Materials** | Software (including all programming code in object and source code form), methodology, know-how and processes and Materials in relation to which the Intellectual Property Rights are owned by (or licensed to) the Agency and which:   * were in existence prior to the date on which it is intended to use them for a Project, or * are created by or for the Agency outside of a Project and which are intended to be reused across its business. |
| **Agency Staff** | All persons employed by the Agency, together with the Agency's agents, suppliers, consultants and Sub-Contractors (and all persons employed by any Sub-Contractor together with the Sub-Contractor's servants, consultants, agents and suppliers) used in the performance of the Agency's obligations under this Call-Off Contract. |
| **Agency Volume Bonus** or **AVB** | Any rebate, volume discount or compensation from a Media Owner and/or ad tech supplier for the purchasing of a specified volume of media or from any other media buys, including any and all third party payments; volume or other discounts; commissions; compensation, refunds or bonuses; bonus inventory, free or discounted media,  sponsorship or promotional space; barter deals; Services not provided at true market value; service fees arising under service level agreements where no services are actually provided or any other source of financial or other benefit receivable from third parties, (including Media Owners) by the Agency or Agency Group which are either directly or indirectly related to:  (a)        Media Placements; and/or  (b)        the aggregate traded volume across all clients of Agency or Agency Group with the relevant third party and/or Media Owner, regardless as to whether these amounts are calculated as a function of media volume or given as a fixed amount;  in each case as measured against the prevailing full, undiscounted market rate for the relevant Media Placements or provision of inventory, media, space or other goods or services. For the avoidance of doubt, this definition includes all Client AVBs and Direct AVBs. |
| **Applicable Lot(s)** | The Lots stated to apply to a Call-Off Contract under the relevant Letter of Appointment. |
| **Approval** | Formal Approval from one Party to another, given in accordance with Clause 9.1 or 9.2. |
| **Associates** | A Party’s employees, officers, agents, sub-contractors or authorised representatives. |
| **Authorised Agency Approver** | Any personnel of the Agency who have the authority to contractually bind the Agency in all matters relating to this Call-Off Contract. They must be named in the applicable Brief, and the Client must be notified if they change. |
| **Authorised Client Approver** | Any personnel of the Client who have the authority to contractually bind the Client in all matters relating to this Call-Off Contract. They must be named in the applicable Brief, and the Agency must be notified if they change. |
| **Brief** | One or more documents describing the relevant Project(s) as agreed and signed by the parties. Typically comprises both the Client Brief and the Agency’s Proposal (whether agreed as part of a further competition or during the Term of this Call-Off Contract), together with any specific scopes and specifications set out in the Framework Agreement. |
| **Call-Off Contract** | This contract between the Client and the Agency (entered into under the provisions of the Framework Agreement), which consists of the terms set out in the Letter of Appointment, the Call-Off Terms, the Schedules and any Brief. |
| **Call-Off Terms** | The terms and conditions set out in this Call-Off Contract including this Schedule 1 but not including any other Schedules or Brief. |
| **Central Government Body** | A body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: Government Department; Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); Non-Ministerial Department; or Executive Agency. |
| **Change of Control** | Change of Control has the same meaning as in section 416 of the Income and Corporation Taxes Act 1988. |
| **Client Affiliates** | Any organisation associated with the Client that will directly receive the benefit of the Services. Client Affiliates must be named in a Brief, or subsequently notified to the Agency. |
| **Client AVBs** | A pro-rated share of the total AVBs in a given year, calculated based on the proportion of expenditure of the Client's total Media Placements placed via the Agency or Agency Group with each Media Owner compared as against the total combined expenditure by the Agency or Agency Group with the relevant Media Owners or other third party. |
| **Client Brief** | The document containing the Client’s requirements issued as part of the Call Off Process set out in Section 3 of the Framework Agreement. |
| **Client Cause** | A situation where the Client does not fulfil its obligations in connection with this Call-Off Contract (including its payment obligations), and as a consequence the Agency is prevented from performing any of the agreed Services. |
| **Client Confidential Information** | All Client Data and any information that the Client or CCS gives to Agencies that is designated as being confidential, or which ought to reasonably be considered to be confidential (whether or not it is marked “confidential”). This may include information, however conveyed, that is politically or security sensitive and/or relates to the Client’s business, affairs, developments, trade secrets, Know-How, personnel and suppliers. |
| **Client Data** | Data, text, drawings, diagrams, images or sounds (together with any database made up of any of these), including any Client’s Confidential Information, supplied to the Agency by or on behalf of the Client, or which the Agency is required to generate, process, store or transmit in connection this Call-Off Contract, and any Personal Data for which the Client is the Controller. |
| **Client Materials** | Any Client Data, client equipment, computer systems, software, documents, copy, Intellectual Property Rights, artwork, logos and any other materials or information owned by or licensed to the Client which are provided to the Agency or its Associates by or on behalf of the Client. |
| **Commercially Sensitive Information** | Information listed in Framework Schedule 7 which:   1. relates to the Agency, its IPR or its business or information which the Agency has indicated to CCS that, if disclosed by CCS, would cause the Agency significant commercial disadvantage or material financial loss; and/or 2. constitutes a trade secret. |
| **Confidential Information** | The Client Confidential Information and/or the Agency Confidential Information. |
| **Charges** | All charges payable by the Client for the Services provided under this Call-Off Contract calculated in accordance with Framework Schedule 3 (Charging Structure) and the Letter of Appointment including all Approved costs properly incurred by the Client including but not limited to all Expenses, disbursement, taxes, sub-contractor or Third Party Costs, and Fees. |
| **Contracting Body** | CCS, the Client and any other bodies listed in the OJEU Notice. |
| **Contract Year** | A consecutive 12-month period during the Term commencing on the Effective Date or each anniversary thereof. |
| **Control** | Has the meaning set out in sections 1124 and 450 of the Corporation Tax Act 2010. |
| **Controller** | Has the same meaning as set out in the GDPR. |
| **Data Loss Event** | Any event that results, or may result, in unauthorised access to Personal Data held by the Agency under this Call-Off Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Call-Off Contract, including any Personal Data Breach. |
| **Data Protection Impact Assessment** | An assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data. |
| **Data Protection Legislation** | * (i) The GDPR and any applicable national Laws as amended from time to time pertaining to data protection and privacy of communications; (ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy; and (iii) all applicable Law about the Processing of Personal Data and privacy. |
| **Data Protection Officer** | Has the same meaning as set out in the GDPR. |
| **Data Subject** | Has the same meaning as set out in the GDPR. |
| **Data Subject Access Request** | A request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data. |
| **Default** | Any breach of the obligations of the Agency (including but not limited to failing to perform any Services by any date set out in the applicable Brief (or any other deadline agreed by the Parties in writing) and abandonment of this Call-Off Contract in breach of its terms) or any other default (including material Default), act, omission, negligence or statement of the Agency, of its Sub-Contractors or any of its staff howsoever arising in connection with or in relation to the subject-matter of this Call-Off Contract and in respect of which the Agency is liable to the Client. |
| **Direct AVBs** | Any accrued AVBs that directly relate to Media Placements purchased by the Client. BSI |
| **Dispute** | Any dispute, difference or question of interpretation arising out of or in connection with this Call-Off Contract, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the Variation procedure or any matter where this Call-Off Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure. |
| **Dispute Resolution Procedure** | The dispute resolution procedure set out in Clause 36. |
| **DPA 2018** | Data Protection Act 2018 |
| **Effective Date** | The date this Call-Off Contract starts, as set out in the Letter of Appointment. |
| **Employment Regulations** | The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced. |
| **Environmental Information Regulations** or **EIRs** | The Environmental Information Regulations 2004 together with any related guidance and/or codes of practice issued by the Information Commissioner or relevant Government department. |
| **Expenses** | Reasonable travelling, hotel, subsistence and other expenses incurred by the Agency in connection with the supply of Services and Deliverables, provided that such Expenses have either received the Client’s prior Approval or are in accordance with any expenses policies which have been supplied to the Agency and set out in the agreed Brief. |
| **Expiry Date** | The date this Call-Off Contract ends, as set out in the Letter of Appointment. |
| **Extension Expiry Date** | The latest date this Call-Off Contract can end, as set out in the Letter of Appointment. |
| **Fees** | The Agency fees (including, where applicable, the commission and the incentive as set forth in paragraph 1.2 of Schedule 3 of the Framework Agreement) to be payable by the Client for the Services to be provided under this Call-Off-Contract calculated in a manner that is consistent with the Charging Structure as set out in Schedule 3 of the Framework Agreement (Charging Structure) and as may be amended by the Parties from time to time in accordance with the Framework Agreement or this Call-Off-Contract. |
| **FOIA** | The Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation. |
| **Force Majeure Event** | Means:   * acts, events, omissions, happenings or non-happenings beyond the reasonable control of the affected Party; * riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare; * fire, flood, any disaster and any failure or shortage of power or fuel; and * an industrial dispute affecting a third party for which a substitute third party is not reasonably available;   but does not mean   * any industrial dispute relating to the Agency, its staff, or any other failure in the Agency’s (or a Sub-Contractor’s) supply chain; * any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned; and * any failure of delay caused by a lack of funds. |
| **Framework Agreement** | The framework agreement between Crown Commercial Services and the Agency reference number: RM6123 referred to in the Letter of Appointment. |
| **Framework Price(s)** | The maximum charges the Agency may charge as set out in Schedule 3 to the Framework Agreement. |
| **Further Competition Procedure** | The process of a Client issuing a Brief and the Agency submitting a proposal in response to such Brief, as set out in Framework Clause 3.10. |
| **GDPR** | The United Kingdom General Data Protection Regulation |
| **Good Industry Practice** | Standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within th relevant industry or business sector. |
| **Impact Assessment** | The assessment to be carried out by a Party requesting a Variation in accordance with Clause 8.4. |
| **Information** | The same meaning given under section 84 of the Freedom of Information Act 2000 as amended from time to time. |
| **Insolvency Event** | Means, in respect of the Agency   1. a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986; or 2. a winding-up resolution is considered or passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or 3. a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or 4. a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or 5. an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or 6. it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or 7. being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or 8. where the Agency is an individual or partnership, any event analogous to these listed in this definition occurs in relation to that individual or partnership; or 9. any event analogous to those listed in this definition occurs under the law of any other jurisdiction. |
| **Intellectual Property Rights or IPR** | The following rights, wherever in the world enforceable, or such similar rights, which have equivalent effect, including all reversions and renewals and all applications for registration:   * any patents or patent applications; * any trade marks (whether or not registered); * inventions, discoveries, utility models and improvements whether or not capable of protection by patent or registration; * copyright or design rights (whether registered or unregistered); * database rights; * performer's property rights as described in Part II of the Copyright Designs and Patents Act 1988 and any similar rights of performers anywhere in the world; * any goodwill in any trade or service name, trading style or get-up; and * any and all other intellectual or proprietary rights. |
| **Invitation to Tender** | The invitation to tender for the Framework Agreement issued by CCS; |
| **Key Individuals** | Individuals named by the Agency in the Letter of Appointment or Brief as having a major responsibility for delivering the Services. |
| **Know-How** | All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the Agency's or the Client's possession before the Effective Date. |
| **Law** | Any law, subordinate legislation, bye-law, enforceable right, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Agency has to comply. |
| **Letter of Appointment** | The Letter of Appointment, substantially in the form set out in Framework Schedule 4, signed by both Parties and dated on the Effective Date. |
| **Lot(s)** | The groups of services described in the Framework Agreement under the terms Lots 1, 2, 3 and or 5 which details where relevant to a Call-Off Contract are included in the Letter of Appointment. |
| **Losses** | Any losses, damages, liabilities, claims, demands, actions, penalties, fines, awards, costs and expenses (including reasonable legal and other professional expenses) to either Party subject to Clause 17.1 and 17.2. |
| **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. |
| **Materials** | Any artwork, copy, models, designs, photographs, commercial, feature film, character, music, voice over, sound recording, performance, book, painting, logo, software, or any other material protected by Intellectual Property Rights. |
| **Media Owner** | Any third party with whom the Agency or Agency Group contracts or places an order either directly or indirectly for the purchase of Media Placements, including any member of the Media Owner Group. |
| **Media Owner Group** | Any other company which from time to time directly or indirectly Controls, or is Controlled by, the Media Owner, or is under the same direct or indirect common Control as the Media Owner, including:   * any affiliated or associated companies of the Media Owner including any companies with which the Media Owner has a joint venture; * any trading arm used by the Media Owner; and * any sub-contractor or agency of the Media Owner or any other entity providing services directly or indirectly to the Media Owner. |
| **Media Placement** | The advertising, sponsorship or promotional space and/or time in a publication, broadcast stream, press insert, transmission, VOD, website or any other on or off-line platform which is purchased either directly or indirectly from third parties by the Agency or Agency Group in connection with the provision of Services and all clicks howsoever purchased. |
| **Moral Rights** | All rights described in Part I, Chapter IV of the Copyright Designs and Patents act 1988 and any similar rights of authors anywhere in the world. |
| **New Expiry Date** | Has the meaning given to it in Clause 2.3 |
| **Personal Data** | Has the same meaning as set out in the GDPR. |
| **Personal Data Breach** | Has the same meaning as set out in the GDPR. |
| **Processor** | Has the same meaning as set out in the GDPR. |
| **Process** or **Processing** | Has the same meaning as set out in the GDPR. “**Processed**” shall be interpreted accordingly. |
| **Prohibited Act** | To directly or indirectly offer, promise or give any person working for or engaged by a Client or CCS a financial or other advantage to:   1. induce that person to perform improperly a relevant function or activity; 2. reward that person for improper performance of a relevant function or activity; 3. directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; or 4. commit any offence:  * under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or * under legislation or common law concerning fraudulent acts; or * defrauding, attempting to defraud or conspiring to defraud the Client; or * any activity, practice or conduct which would constitute one of the offences listed above if such activity, practice or conduct had been carried out in the UK. |
| **Project** | Any project(s) agreed between the Parties from time to time by which the Agency is to perform the Services which are the subject of this Call-Off Contract for the Client as more fully described in the applicable Brief; |
| **Project Commencement Date** | The date a Project will start, as set out in the relevant Brief. |
| **Project Completion Date** | The date by which a Project is to be completed, as set out in the relevant Brief. |
| **Project Notice Period** | The period of notice for cancellation of a Project as set out in the Brief. |
| **Project Term** | The period during which the Services for each Project will be provided as specified in the applicable Brief. |
| **Protective Measures** | Appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it. |
| **Purchase Order Number** | The order number set out in the Letter of Appointment. |
| **Rate Card** | The Agency’s rate card set out in Framework Schedule 3*.* |
| **Records** | The accounts and information maintained by the Agency related to the operation and delivery of this Call-Off Contract, including all expenditure which is reimbursable by the Client, as are necessary for the provision of management information and to enable the Client to conduct an audit as set out in Clause 20. |
| **Rectification Plan** | The rectification plan pursuant to the Rectification Plan Process. |
| **Rectification Plan Process** | The process set out in Clauses 4.8 to 4.14. |
| **Regulations** | The Public Contracts Regulations 2015. |
| **Relevant Requirements** | All applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010. |
| **Relevant Transfer** | A transfer of employment to which the Employment Regulations apply. |
| **Request for Information** | A request for information or an apparent request relating to this Call-Off Contract or the provision of the Services or an apparent request for such information under the FOIA or the EIRs. |
| **Schedule** | Any Schedule attached to this Call-Off Contract. |
| **Services** | The Services to be supplied by the Agency under this Call-Off Contract and in accordance with Framework Section 2, as set out in the relevant Services Description. |
| **Services Description** | The description of the Services set out, as applicable, in the following documents:   * the Brief; * the General Specification (as set out in Appendix [X] to this Call-Off Contract; * the Appendix or Appendices related to the Applicable Lot(s); * any other specifications or terms describing the Deliverables as agreed in the Letter of Appointment. |
| **Special Terms** | Any terms specifically designated as varying these Call-Off Terms or the terms of any schedule, as set out in the applicable Brief. |
| **Standards** | Any:   * standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Agency would reasonably and ordinarily be expected to comply with; * standards detailed in the specification in Framework Section 2 (Services and Key Performance Indicators); * standards detailed by the Client in the Letter of Appointment and any Brief or agreed between the Parties from time to time; or * relevant Government codes of practice and guidance applicable from time to time. |
| **Sub-Contract** | A contract entered into between the Agency and a Sub-Contractor. |
| **Sub-Contractor** | Any person or agency appointed by the Agency to provide elements of the Services on behalf of the Agency to the Client. For avoidance of doubt, the term Subcontractor does not include (i) any Media Owners, nor (ii) any intermediaries and other suppliers engaged by the Agency to assist in the completion of or provide services incidental, ancillary or supplemental to the Services, including but not limited to suppliers providing data, equipment, software or facilities shall not be considered a Subcontractor. |
| **Sub-processor** | Any third party appointed to Process Personal Data on behalf of the Agency related to this Call-Off Contract. |
| **Tender** | The tender submitted by the Agency in response to the Invitation to Tender and set out at Framework Schedule 10 (Call Off Tender). |
| **Term** | The period from the Effective Date to the earlier of:   * the Expiry Date or New Expiry Date; and * any date of termination. |
| **Territory** | The United Kingdom, unless specified otherwise in the applicable Brief. Publication and marketing on globally accessible mediums such as the internet shall not mean that the Territory is deemed to be worldwide. |
| **Third Party Materials** | Any Materials used in providing the Services which are either commissioned by the Agency from third parties or which have already been created by a third party and the Agency proposes to use. Excludes software which is owned or licensed by a third party. |
| **Third Party Costs** | all third party costs incurred by the Agency on behalf of CCS or the Client in performing the Services, including Net Media Value, subject to CCS or the Client approving all such costs in advance in writing, including the cost of Media Placements purchased on behalf of CCS or the Client and which appear in accordance with the relevant plan for media placement. |
| **Transparency Principles** | The principles set out at www.gov.uk/government/publications/transparency-of-suppliers-and-government-to-the-public detailing the requirement for the proactive release of contract information under the Government’s transparency commitment. |
| **Variation** | A change in this Call-Off Contract that is formally agreed by both Parties, as detailed in Clause 8.1. |
| **Variation Form** | The template form to process and record variations to this Call-Off Contract is set out at Schedule 3. |
| **Worker** | Any Agency Staff to whom the Client considers Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) applies, see <https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees>. |
| **Working Day** | Any day other than a Saturday, Sunday or public holiday in England and Wales. |

**VARIATION FORM**

This form is to be used in order to change a contract in accordance with Clause 8 (Variations & Cancellations)

|  |  |  |
| --- | --- | --- |
| **Contract Details** | | |
| This variation is between: | [insert name of Client] ( “**the Client**")  And  [insert name of Supplier] ("**the Agency**") | |
| Contract name: | [insert name of contract to be changed] (“**the Contract**”) | |
| Contract reference number: | [insert contract reference number] | |
| Details of Proposed Variation | | |
| Variation initiated by: | [delete as applicable: Client/Agency] | |
| Variation number: | [insert variation number] | |
| Date variation is raised: | [insert date] | |
| Proposed variation | [insert description] | |
| Reason for the variation: | [insert reason] | |
| An Impact Assessment shall be provided within: | [insert number] days | |
| Impact of Variation | | |
| Likely impact of the proposed variation: | [insert assessment of impact] | |
| Outcome of Variation | | |
| Contract variation: | This Contract detailed above is varied as follows:  [insert original Clauses or Paragraphs to be varied and the changed clause] | |
| Financial variation: | Original Contract Value: | £ [insert amount] |
| Additional cost due to variation: | £ [insert amount] |
| New Contract value: | £ [insert amount] |

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by the [delete as applicable: Client / Agency].
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.

The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the Client

|  |  |
| --- | --- |
| Signature |  |
| Date |  |
| Name (in Capitals) |  |
| Address |  |

Signed by an authorised signatory to sign for and on behalf of the Agency

|  |  |
| --- | --- |
| Signature |  |
| Date |  |
| Name (in Capitals) |  |
| Address |  |

**Annex F – Charges**

**REDACTED TEXT under FOIA Section 43 Commercial Interests**

1. The Agency will provide Out of Home Media Buying Service to Clients using this framework agreement. However it must subcontract those services to the Agency awarded under Lot 3 of RM6123 Media Services and CCS will have full access and visibility of that subcontract. [↑](#footnote-ref-1)