



Crown Commercial Service

G-Cloud 11 Call-Off Contract (version 4)

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Part A - Order Form

Digital Marketplace service ID number:	241074605604708
Call-Off Contract reference:	CON_XXXX
Call-Off Contract title:	Specialist Support Services for HMPPS Digital
Call-Off Contract description:	To provide specialist support services to deliver AWS cloud hosting and support, build and provide support for software applications, and provide technical expertise to HMPPS Digital.
Start date:	1st September 2020
Expiry date:	Up to 31st August 2022. Only 1 period of 12 months (1st September 2020 – 31st August 2021) is called off under this Call-Off Contract period. The Buyer will provide written approval to the Supplier before a second period of up to 12 months for this Call-Off Contract is implemented.
Call-Off Contract value:	Up to £2,400,000
Charging method:	This will be paid via Time and materials (T&M).
Purchase order number:	Two Purchase Orders for this Contract are to be confirmed upon contract signature. The Purchase Order numbers for this Call-Off Contract are to cover 1 period of 12 months for this Call-Off Contract (1st September 2020 – 31st August 2021).

This Order Form is issued under the G-Cloud 11 Framework Agreement (RM1557.11).

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

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

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

in the contract with square brackets.

From: the Buyer	The Secretary of State for Justice on behalf of Her Majesty's Prisons and Probation Service The Ministry of Justice 102 Petty France London SW1H 9AJ
To: the Supplier	ADROC Limited 0207 877 0877 <u>Supplier's Office Address</u> Tower 42, 25 Old Broad Street, London, EC2N 1HN <u>Supplier's Registered Address</u> 10 Western Road Romford, Essex, RM1 3JT Company number: 07760482
Together: the 'Parties'	

Principal contact details

For the Buyer:	<u>HMPPS Digital Contact</u> [REDACTED] <u>Commercial Contact</u> [REDACTED]
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For the Supplier:	[REDACTED]
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Call-Off Contract term

Start date:	This Call-Off Contract Starts on 1st September 2020 and is valid for up to 24 months.
Ending (termination):	The notice period needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums or at least 30 days from the date of written notice for Ending without cause.
Extension period:	This Call-Off Contract can be extended by the Buyer for 2 period(s) of up to 12 months each, by giving the Supplier 4 weeks written notice before its expiry. Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.

Buyer contractual details

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

G-Cloud lot:	This Call-Off Contract is for the provision of Services under: Lot 3 - Cloud support
G-Cloud services required:	The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below: Cloud Support (AWS Service) <ul style="list-style-type: none"> • National Delius application support • VCMS application support • Managed hosting, storage, and support for: <ul style="list-style-type: none"> ○ National Delius (Delius) ○ National Reporting (MIS) ○ Alfresco Document Management System ○ Interventions Manager interface (IAPS) ○ Strategic Partner Gateway (SPG) ○ Victims Case Management System (VCMS) ○ Delius - Oasys test environment
Additional Services:	Delivering new digital initiatives, including but not limited to:

	<ul style="list-style-type: none"> • AWS Service <ul style="list-style-type: none"> ○ Interoperability of Delius with other systems ○ Supporting the refactoring of Delius ○ Supporting the re-platforming of Delius • National Application Reporting Team (NART) Services • National Probation Reform Programme Services
Location:	<p>The Services will be delivered to:</p> <ul style="list-style-type: none"> • HMPPS Digital, Crown Prosecution Service, Greenfield House, Sheffield • 102 Petty France, London • 10 South Colonnade, London <p>The Supplier will determine the location of working in accordance with the service requirements, upon notification to, and agreement with, the Authority.</p>
Quality standards:	<p>The quality standards required for this Call-Off Contract are:</p> <ul style="list-style-type: none"> • ISO9001 <p>The Supplier shall also ensure all Supplier Staff shall be cleared to Baseline Personnel Security Standard (BPSS) level and conform to BS7858:2012.</p>
Technical standards:	<p>The technical standards required for this Call-Off Contract are:</p> <ul style="list-style-type: none"> • ISO/IEC:27001 • HMG Minimum Cyber Security Standards & NCSC Guidance • Government Digital Standards
Service level agreement:	<p>The service level and availability criteria required for this Call-Off Contract will be outlined and agreed as per each Work Package.</p> <p>User support is provided via emailing or online ticketing support, or telephone support, 9am-5pm Monday to Friday.</p>
Onboarding:	<p>There is no requirement for an onboarding plan for this Call-Off Contract as the incumbent supplier will continue to provide the services as agreed under this Call-Off Contract.</p> <p><u>Work Packages</u></p> <p>Both Parties shall work together on an ongoing basis during the term of this Call-Off Contract to define the actual support and services required by the Buyer from the Supplier through the planning and definition of separate Work Packages, which shall become part of this Call-Off Contract. Work Packages will be agreed between single points of contact for HMPPS Digital, the Supplier, and the Commercial Authority for the Ministry of Justice Commercial and Contract Management Directorate.</p>

The Single Point of Contact for HMPPS Digital for AWS Services and Probation Reform Programme will be [REDACTED]

The Single Point of Contact for HMPPS Digital for NART services will be [REDACTED]

The Single Point of Contact for the Supplier will be [REDACTED]

Both Parties agree that the level of support required for these services will be agreed through quarterly Work Packages, which will outline the next three (3) months of services to be delivered. The first Work Package will be provided upon contract signature. The Supplier will present a Work Package to the Buyer every three months regarding which services will be provided in the upcoming months. The first will be shared for the period 1st September 2020 – 1st December 2020. These Work Packages will be provided one month before each quarter. All future Work Packages will ensure a continuity of services and support as provided under this Call-off Contract, to ensure the continued delivery of services and support as per this Call-Off Contract.

All Work Packages will be reviewed and agreed by the Buyer. Within each Work Package, the Supplier shall include the below information:

- Supplier Specialist Role
- SFIA Level of the Role
- Start Date for Delivery
- End Date for Delivery

The Supplier will advise the Buyer during Onboarding of this Call-Off Contract the Supplier Staff who will be delivering the support and services outlined under the first three Work Packages, and confirm their attendance at MOJ office locations, as per Clause 25.5 of this Call-Off Contract. As per the terms and conditions of the G-Cloud 11 Framework, and Clauses 4.1, 4.2, and 4.3 under this Call-Off contract, the Buyer is willing to accept substitute Supplier staff with the relevant skills and expertise, upon due notice to the Authority.

A sample Work Package to be used for this Call-Off Contract is included in Schedule 3 Annex 1 of this Call-Off Contract. The Work Package template may be updated in agreement with both Parties.

In providing these services, the Supplier shall:

- use its own initiative as to the manner in which services are to be delivered

	<ul style="list-style-type: none"> • not be supervised, directed or controlled regarding how the services are delivered • use its own equipment where security requirements permit • be expected to provide the services on such hours/days as required to meet any deadlines, as agreed between the supplier and the buyer • provide the necessary staff to support the Services which shall include one or more specialists • link the payment to outputs and deliverables
Offboarding:	<p>The offboarding plan for this Call-Off Contract is to be agreed between the Buyer and the Supplier as part of the exit plan process under the relevant Work Packages for these specialist support services.</p> <p>Final offboarding requirements for this Call-Off Contract will be agreed as per the final Work Package for the delivery of these services.</p>
Collaboration agreement:	N/A
Limit on Parties' liability:	<p>The annual total liability of either Party for all Property defaults will not exceed 125% or £2,400,000.</p> <p>The annual total liability for Buyer Data defaults will not exceed £2,400,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The annual total liability for all other defaults will not exceed the greater of £2,400,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p>
Insurance:	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> • a minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract • professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law) • employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law
Force majeure:	A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than 60 consecutive days.
Audit:	<p>The following Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits. This follows the required audit provisions from clauses 7.4 to 7.13 of the G-Cloud 11 Framework Agreement.</p> <p>7.4 The Supplier will maintain full and accurate records and accounts,</p>

using Good Industry Practice and generally accepted accounting principles, of the:

- Operation of the Framework Agreement and the Call-Off Contracts entered into with the Buyers
- Services provided under any Call-off Contracts (including any Subcontracts)
- Amounts paid by each Buyer under the Call-Off Contracts

7.5 The Supplier will provide a completed self audit certificate (Schedule 2) to CCS within 3 months of the expiry or Ending of this Framework Agreement.

7.6 The Supplier's records and accounts will be kept until the latest of the following dates:

- 7 years after the date of Ending or expiry of this Framework Agreement
- 7 years after the date of Ending or expiry of the last Call-Off Contract to expire or End
- another date agreed between the Parties

7.7 During the timeframes highlighted in clause 7.6, the Supplier will maintain:

- commercial records of the Charges and costs (including Subcontractors' costs) and any variations to them, including proposed variations
- books of accounts for this Framework Agreement and all Call-Off Contracts
- MI Reports
- Access to its published accounts and trading entity information
- Proof of its compliance with its obligations under the Data Protection Legislation and the Transparency provisions under this Framework Agreement
- Records of its delivery performance under each Call-Off Contract, including that of its Subcontractors

7.8 CCS will use reasonable endeavours to ensure that the Audit does not unreasonably disrupt the Supplier, but the Supplier accepts that control over the conduct of Audits carried out by the auditors is outside of CCS's control.

7.9 Subject to any Confidentiality obligations, the Supplier will use reasonable endeavours to:

- Provide audit information without delay
- Provide all audit information within scope and give auditors access to Supplier Staff

7.10 The Supplier will allow the representatives of CCS, Buyers receiving Services, the Controller and Auditor General and their staff, any appointed representatives of the National Audit Office, HM Treasury, the Cabinet Office and any successors or assigns of the above access to the records, documents, and accounts information referred to in Clause

	<p>7.7 (including at the Supplier's premises), as may be required by them, and subject to reasonable and appropriate confidentiality undertakings, to verify and review:</p> <ul style="list-style-type: none"> • The accuracy of Charges (and proposed or actual variations to them under this Framework Agreement) • Any books or accounts kept by the Supplier in connection with the provision of the G-Cloud Services for the purposes of auditing the Charges and Management Charges under the Framework Agreement and Call-Off Contract only • The integrity, Confidentiality and security of the CCS Personal Data and the Buyer Data held or used by the Supplier • Any other aspect of the delivery of Services including to review compliance with any legislation • The accuracy and completeness of any MI delivered or required by the Framework Agreement • Any MI Reports or other records about the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records <p>7.11 The Supplier will reimburse CCS its reasonable Audit costs if it reveals:</p> <ul style="list-style-type: none"> • An underpayment by the Supplier to CCS in excess of 5% of the total Management Charge due in any monthly reporting and accounting period • A Material Breach <p>7.12 CCS can End this Framework Agreement under Section 5 (Ending and suspension of a supplier's appointment) for Material Breach if either event in clause 7.11 applies.</p> <p>7.13 Each Party is responsible for covering all their own other costs incurred from their compliance with the Audit obligations.</p>
<p>Buyer's responsibilities:</p>	<p>The Buyer is responsible for providing the Supplier site access to MOJ's three sites as listed in the Location section above. The Buyer is also responsible for providing access to the AWS systems required.</p> <p>The Buyer will not consider the Supplier responsible for delays to the delivery of these services under the Call-Off Contract, or under individual Work Packages for this Call-Off Contract, if the delivery of these services is impacted by delays introduced by the AWS systems being unavailable <i>or a fault arising from a third party supplier</i>. The Buyer will exercise due diligence to ensure that the Buyer can confidently fulfil their obligations according to the Call-Off Contract terms, as per 5.1 of this Call-Off Contract. The Supplier will not be held responsible if the expected outcomes for each work package (or the work package in its entirety) are not delivered, as a result of Force Majeure regulations, as per 23.1 of this Call-Off Contract. In all circumstances, the Supplier will look to take all reasonable steps to mitigate or reduce any cost to the Authority.</p>
<p>Buyer's equipment:</p>	<p>No Buyers' equipment will be supplied in the delivery of this Call-Off</p>

	Contract.
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Supplier's information

Subcontractors or partners:	<p>Under this Call-off Contract, the Supplier may use Subcontractors or partners in the delivery of these services. The company names of these Subcontractors or partners who may be used by the Supplier during this Call-Off Contract are outlined below:</p> <p>[REDACTED]</p> <p>If the Supplier will use Subcontractor or partner companies in the delivery of these services under this Call-Off Contract, this will be also be confirmed under individual Work Packages.</p> <p>Any of the Supplier's subcontractors or partners who will be used to deliver any of these services under this Call-Off Contract, as confirmed under individual Work Packages, will abide by the G-Cloud 11 Framework Terms and Conditions as part of this Call-Off Contract.</p>
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Call-Off Contract charges and payment

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

Payment method:	The payment method for this Call-Off Contract is BACS. The charging method will be Time and Materials (T&M) based on the delivery of the relevant Work Packages.
Payment profile:	The payment profile for this Call-Off Contract is the supplier will issue electronic invoices monthly in arrears. Separate invoices will be raised for each Work Package issued.
Invoice	The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the

details:	Supplier within 30 days of receipt of a valid invoice.
Who and where to send invoices to:	<p>Invoices will be sent to:</p> <p>Email: [REDACTED]</p> <p>Post: HMCTS Finance & Accounting Shared Services PO Box 766 Newport, Gwent NP20 9BB</p> <p>Copies to be sent to [REDACTED]</p>
Invoice information required – for example purchase order, project reference:	<p>All invoices must include:</p> <ul style="list-style-type: none"> • Contract Reference Number and Title • Purchase Order Number • Work Package Reference Number and Title • Invoice Period
Invoice frequency:	Invoices will be sent to the Buyer on a monthly basis.
Call-Off Contract value:	<p>The total value of this Call-Off Contract is up to £2,400,000 excluding VAT.</p> <p>Both Parties acknowledge that the above figure is an initial estimation of the Buyer's requirement over the term of this Agreement, based on the Buyer's current anticipated Programme delivery plans and level of service and support required.</p> <p>Both Parties shall work together on an ongoing basis during the term of this Call-Off Contract to define the actual services required by the Buyer from the Supplier, through the planning and definition of separate Work Packages which shall become part of this Call-Off Contract.</p> <p>The Supplier will make continuous efforts to improve the Value for Money for the Buyer. Where the opportunity arises, this will be reflected in reduced cost responses within the Work Packages for this Call-Off Contract.</p>
Call-Off Contract charges:	<p>The breakdown of the Charges are:</p> <ul style="list-style-type: none"> • The Buyer and the Supplier agree that any assumptions, representations, risks and contingencies stated in any Work Packages will apply in relation to the Charges calculated for that Work Package. • Any work for which a proportion fails to meet the Acceptance Criteria in a specified period will not be accepted by the Buyer and will be completed at the Supplier's expense. The Charges applied to that proportion of work will be excluded from the total Charges due for that period. Those Charges so excluded may only be charged once the quality and standard of the work for

	<p>that period has been accepted by the Buyer.</p> <p><u>Rate Card</u></p> <p>The detailed Charges breakdown for the provision of Services for a professional daywill include: [REDACTED]</p>
	<p>The above charges in this rate card are exclusive of VAT.</p> <p><u>Pricing Principles based on per Consultant per day:</u></p> <ul style="list-style-type: none"> • Consultant’s Working Day – 8 hours exclusive of 1-hour lunch • Working Week – Monday to Friday excluding national holidays

Additional Buyer terms

Performance of the service and deliverables:	N/A
Guarantee:	N/A
Warranties, representations:	N/A
Supplemental requirements in addition to the Call-Off terms:	N/A
Alternative clauses:	N/A
Buyer specific amendments to/refinements of the Call-Off Contract terms:	N/A
Public Services Network (PSN):	N/A
Personal Data and Data Subjects:	Annex 1 of Schedule 7 is being used.

1. Formation of contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
- 1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed

copy of the Order Form from the Supplier.

1.4 In cases of any ambiguity or conflict the terms and conditions of the Call-Off Contract and Order Form will supersede those of the Supplier Terms and Conditions.

2. Background to the agreement

- (A) The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.11.
- (B) The Buyer provided an Order Form for Services to the Supplier.

Signed	Supplier	Buyer
Name	[REDACTED]	[REDACTED]
Title	[REDACTED]	[REDACTED]
Signature	[REDACTED]	[REDACTED]
Date	[REDACTED]	[REDACTED]

Schedule 1 - Services

This Call-Off Contract is to provide specialist support services to deliver AWS cloud hosting and support, build and provide support for software applications, and provide technical expertise to HMPPS Digital.

These specialist support services are intended for the continued provision of the below three areas.

- 1) AWS Cloud hosting and support for:

- National Delius (Delius) and associated test environments
- National Delius Reporting (MIS)
- National Delius Reporting (MIS) – Next Cloud document management solution
- Alfresco Document Management System
- Interventions Manager interface (IAPS)
- Strategic Partner Gateway (SPG)
- Victims Case Management System (VCMS)
- OASYS test environments
- Community API

This AWS Service also includes the below service provision:

Oracle Database Management

- Install, Patch and maintain Oracle databases
- Monitor the database performance metrics
- Planning physical and logic Oracle database backups, configuring backups and monitoring the backups
- Monitor the database growth as well as regularly monitoring the database tablespace growth and ensure free space to allow the growth on tables, indexes etc.
- Plan, configure and maintain database disaster recovery site by implementing Oracle Data Guard. Resolve the issues for synchronization of DR Site with Primary and make it near real time for replication
- Performs database reorganisation as required to assist performance and ensure maximum uptime of the database
- Implement and enforce security for all of the Oracle Databases
- Planning and configuring the Grid Enterprise Manager and integrate with all databases to have GUI review of uptime of services
- Performance tuning monitoring and minimise the wait events on the databases
- Provides technical support to application development teams.
- Administers all database objects, including tables, clusters, indexes, views, sequences, packages and procedures
- Deploys the application code changes in the database on the instructions provided by application vendor and with Request for Change (RC) procedures in place
- Assists with impact analysis of any changes made to the database objects
- Create new database users as required
- Manage sharing of database resources amongst applications
- Perform recovery in the event of Block/corruption in database using logic/physical backups
- Log service request with Oracle Support for critical issues/bug fixes resolution

Application system monitoring

monitor alerts and events; the team will expand its scope for monitoring application which are part of the wider NDelius estate i.e. SAP Business Objects, Data Services, Victims Case Management

2) National Application Reporting Team (NART) Services

To develop and support the National Reporting (SAP) application - SAP Business Objects and ETL.

Application management:

- Using continuous agile delivery methods - programmatically: script, test and deploy feature enhancements to SAP and ETL (grouped into sprints)
- Deploy system upgrades aligned to SAP software roadmap

BAU

- End User support
- Daily Health checks to monitor the health of Servers and Services.
- performance monitoring and report tuning
- Engage with end-users to advise on best practices and Business Objects housekeeping
- Proactively monitoring the File storage size to avoid disruptions to service.
- Closely monitoring the user access profile to align with the current licensing model.
- Installations, upgrades and patch management of Business Intelligence landscape.
- Ad hoc data enquiries.
- Proactively monitoring the next-Cloud to ensure reports are successfully delivered in the destination folders.
- SAP support management
- Daily eight-hour out of hours ETL report management (6.30pm - 2.30am, when there are no planned disruptions)
- Support: incident, problem and change management processes

3) National Probation Reform Programme Services

To support the delivery of a fit for purpose Technology Target Operating Model that underpins the ambitions of the Probation Service.

BAU:

- Gap analysis of the current IT landscape, in addition to articulate a clear and deliverable roadmap for retiring legacy applications, reducing technical debt and enabling interoperability across the Authority
- Providing direction across Probation Live services that is needed to achieve the outcomes described in the Digital 2020 paper

Schedule 2 - Call-Off Contract charges

For each individual Service, the applicable Call-Off Contract Charges provided as per the Rate Card below may not be amended during the term of the Call-Off Contract. The detailed Charges breakdown for the provision of Services during this Call-Off Contract Term will include:

Charges

- The Buyer and the Supplier agree that any assumptions, representations, risks and contingencies stated in any Work Packages will apply in relation to the Charges calculated for that Work Package.
- Any work for which a proportion fails to meet the Acceptance Criteria in a specified period will not be accepted by the Buyer and will be completed at the Supplier's expense. The Charges applied to that proportion of work will be excluded from the total Charges due for that period. Those Charges so excluded may only be charged once the quality and standard of the work for that period has been accepted by the Buyer.

Rate Card

The detailed Charges breakdown for the provision of Services for a professional day rate will include:

[REDACTED]

The above charges in this rate card are exclusive of VAT.

Pricing Principles based on per Consultant per day:

- Working Day – 8 hours exclusive of 1-hour lunch
- Working Week – Monday to Friday excluding national holidays

Part B - Terms and conditions

1. Call-Off Contract start date and length

1.1 The Supplier must start providing the Services on the date specified in the Order Form.

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

2. Incorporation of terms

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

- 4.1 (Warranties and representations)
- 4.2 to 4.7 (Liability)
- 4.11 to 4.12 (IR35)
- 5.4 to 5.5 (Force majeure)
- 5.8 (Continuing rights)
- 5.9 to 5.11 (Change of control)
- 5.12 (Fraud)
- 5.13 (Notice of fraud)
- 7.1 to 7.2 (Transparency)
- 8.3 (Order of precedence)
- 8.4 (Relationship)
- 8.7 to 8.9 (Entire agreement)
- 8.10 (Law and jurisdiction)
- 8.11 to 8.12 (Legislative change)
- 8.13 to 8.17 (Bribery and corruption)
- 8.18 to 8.27 (Freedom of Information Act)
- 8.28 to 8.29 (Promoting tax compliance)
- 8.30 to 8.31 (Official Secrets Act)
- 8.32 to 8.35 (Transfer and subcontracting)
- 8.38 to 8.41 (Complaints handling and resolution)
- 8.42 to 8.48 (Conflicts of interest and ethical walls)
- 8.49 to 8.51 (Publicity and branding)
- 8.52 to 8.54 (Equality and diversity)
- 8.57 to 8.58 (data protection)
- 8.62 to 8.63 (Severability)
- 8.64 to 8.77 (Managing disputes and Mediation)
- 8.78 to 8.86 (Confidentiality)
- 8.87 to 8.88 (Waiver and cumulative remedies)
- 8.89 to 8.99 (Corporate Social Responsibility)

- paragraphs 1 to 10 of the Framework Agreement glossary and interpretations
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

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

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

2.3 The Parties acknowledge that they are required to complete the applicable Annexes contained in schedule 4 (Processing Data) of the Framework Agreement for the purposes of this Call-Off Contract. The applicable Annexes being reproduced at schedule 7 of this Call-Off Contract.

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

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

3. Supply of services

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

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

4. Supplier staff

4.1 The Supplier Staff must:

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

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

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

5. Due diligence

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

6. Business continuity and disaster recovery

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

7. Payment, VAT and Call-Off Contract charges

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.
- 7.3 The Call-Off Contract Charges include all Charges for payment Processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money properly invoiced under the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with the response.
- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define

the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

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

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

9. Insurance

9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.

9.2 The Supplier will ensure that:

- during this Call-Off Contract, Subcontractors hold third-party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000
- the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
- all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date

9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.

9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:

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

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

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

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

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

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

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

10. Confidentiality

10.1 Subject to clause 24.1 the Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.78 to 8.86. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.

11. Intellectual Property Rights

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

11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.

11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.

11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.

- 11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
- rights granted to the Buyer under this Call-Off Contract
 - Supplier's performance of the Services
 - use by the Buyer of the Services
- 11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
- modify the relevant part of the Services without reducing its functionality or performance
 - substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
 - buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.7 Clause 11.5 will not apply if the IPR Claim is from:
- the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
 - other material provided by the Buyer necessary for the Services
- 11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12. Protection of information

- 12.1 The Supplier must:
- comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data
 - only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
 - take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes
- 12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:
- providing the Buyer with full details of the complaint or request

- complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions
- providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)
- providing the Buyer with any information requested by the Data Subject

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

13. Buyer data

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

- 13.1 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.
- 13.2 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.
- 13.3 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policy and all Buyer requirements in the Order Form.
- 13.4 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
- 13.5 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
- the principles in the Security Policy Framework at <https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy at <https://www.gov.uk/government/publications/government-security-classifications>
 - guidance issued by the Centre for Protection of National Infrastructure on Risk Management at <https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Protection of Sensitive Information and Assets at <https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
 - the National Cyber Security Centre's (NCSC) information risk management guidance, available at <https://www.ncsc.gov.uk/collection/risk-management-collection>
 - government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint, available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>

- the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance at <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>

- 13.6 The Buyer will specify any security requirements for this project in the Order Form.
- 13.7 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.
- 13.8 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.9 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

14. Standards and quality

- 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
- 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is available at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.
- 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the services have the relevant PSN compliance certification.
- 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.

15. Open source

- 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.

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

16. Security

16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.

16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.

16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.

16.4 Responsibility for costs will be at the:

- Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided
- Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control

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

16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance, available at <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>

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

17. Guarantee

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

18. Ending the Call-Off Contract

- 18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier, unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.
- 18.2 The Parties agree that the:
- Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided
 - Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses
- 18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.
- 18.4 The Buyer will have the right to End this Call-Off Contract at any time with immediate effect by written notice to the Supplier if either the Supplier commits:
- a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied
 - any fraud
- 18.5 A Party can End this Call-Off Contract at any time with immediate effect by written notice if:
- the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so
 - an Insolvency Event of the other Party happens
 - the other Party ceases or threatens to cease to carry on the whole or any material part

of its business

- 18.6 If the Buyer fails to pay the Supplier undisputed sums of money when due, the Supplier must notify the Buyer and allow the Buyer 5 Working Days to pay. If the Buyer doesn't pay within 5 Working Days, the Supplier may End this Call-Off Contract by giving the length of notice in the Order Form.
- 18.7 A Party who isn't relying on a Force Majeure event will have the right to End this Call-Off Contract if clause 23.1 applies.

19. Consequences of suspension, ending and expiry

- 19.1 If a Buyer has the right to End a Call-Off Contract, it may elect to suspend this Call-Off Contract or any part of it.
- 19.2 Even if a notice has been served to End this Call-Off Contract or any part of it, the Supplier must continue to provide the Ordered G-Cloud Services until the dates set out in the notice.
- 19.3 The rights and obligations of the Parties will cease on the Expiry Date or End Date (whichever applies) of this Call-Off Contract, except those continuing provisions described in clause 19.4.
- 19.4 Ending or expiry of this Call-Off Contract will not affect:
- any rights, remedies or obligations accrued before its Ending or expiration
 - the right of either Party to recover any amount outstanding at the time of Ending or expiry
 - the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses 7 (Payment, VAT and Call-Off Contract charges); 8 (Recovery of sums due and right of set-off); 9 (Insurance); 10 (Confidentiality); 11 (Intellectual property rights); 12 (Protection of information); 13 (Buyer data); 19 (Consequences of suspension, ending and expiry); 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability); 8.42 to 8.48 (Conflicts of interest and ethical walls) and 8.87 to 8.88 (Waiver and cumulative remedies)
 - any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is in force even if it Ends or expires
- 19.5 At the end of the Call-Off Contract Term, the Supplier must promptly:
- return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it
 - return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer

- stop using the Buyer Data and, at the direction of the Buyer, provide the Buyer with a complete and uncorrupted version in electronic form in the formats and on media agreed with the Buyer
- destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 calendar months after the End or Expiry Date, and provide written confirmation to the Buyer that the data has been securely destroyed, except if the retention of Buyer Data is required by Law
- work with the Buyer on any ongoing work
- return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date

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

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

20. Notices

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

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

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

21. Exit plan

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

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

- 21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start Date.
- 21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.
- 21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.
- 21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:
- the Buyer will be able to transfer the Services to a replacement supplier before the expiry or Ending of the extension period on terms that are commercially reasonable and acceptable to the Buyer
 - there will be no adverse impact on service continuity
 - there is no vendor lock-in to the Supplier's Service at exit
 - it enables the Buyer to meet its obligations under the Technology Code Of Practice
- 21.7 If approval is obtained by the Buyer to extend the Term, then the Supplier will comply with its obligations in the additional exit plan.
- 21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:
- the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
 - the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer
 - the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
 - the testing and assurance strategy for exported Buyer Data
 - if relevant, TUPE-related activity to comply with the TUPE regulations
 - any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. Handover to replacement supplier

- 22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:
- data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control
 - other information reasonably requested by the Buyer
- 22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.
- 22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

23. Force majeure

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

24. Liability

- 24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7, each Party's Yearly total liability for defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:
- Property: for all defaults resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party, will not exceed the amount in the Order Form
 - Buyer Data: for all defaults resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data caused by the Supplier's default will not exceed the amount in the Order Form
 - Other defaults: for all other defaults, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form

25. Premises

- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.
- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.
- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.
- 25.4 This clause does not create a tenancy or exclusive right of occupation.
- 25.5 While on the Buyer's premises, the Supplier will:
- comply with any security requirements at the premises and not do anything to weaken the security of the premises
 - comply with Buyer requirements for the conduct of personnel
 - comply with any health and safety measures implemented by the Buyer
 - immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury
- 25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

26. Equipment

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

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

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

does not affect any right or remedy of any person which exists or is available otherwise.

28. Environmental requirements

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

29. The Employment Regulations (TUPE)

- 29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start Date then it must comply with its obligations under the Employment Regulations and (if applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.
- 29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:
- the activities they perform
 - age
 - start date
 - place of work
 - notice period
 - redundancy payment entitlement
 - salary, benefits and pension entitlements
 - employment status
 - identity of employer
 - working arrangements
 - outstanding liabilities
 - sickness absence

- copies of all relevant employment contracts and related documents
- all information required under regulation 11 of TUPE or as reasonably requested by the Buyer

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

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

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

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

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

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

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

30. Additional G-Cloud services

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

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

31. Collaboration

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

32. Variation process

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

33. Data Protection Legislation (GDPR)

- 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clauses 8.57 and 8.58 of the Framework Agreement are incorporated into this Call-Off Contract. For reference, the appropriate GDPR templates which are required to be completed in accordance with clauses 8.57 and 8.58 are reproduced in this Call-Off Contract document at schedule 7

Schedule 3 – Work Package Template

Con XXXX Work Package 00X

Specialist Support Services for HMPPS Digital

Date of Work Package:	XX/XX/XXXX
Work Package Reference:	Con_XXXX Work Package 00X
Services this Work Package is delivering (Please select the appropriate services)	<input type="checkbox"/> AWS Cloud hosting and support services <input type="checkbox"/> National Application Reporting Team (NART) Services <input type="checkbox"/> National Probation Reform Programme Services
Buyer:	<i>The Secretary of State for Justice on behalf of Her Majesty's Prisons and Probation Services</i>
Supplier:	ADROC Limited
Release Type(s):	<i>Once every 3 months</i>
Phase(s) of Development:	<i>Live</i>
Start Date of Work Package:	<i>01/09/2020</i>
End Date of Work Package:	<i>01/12/2020</i>
Charging Method(s) for this Release:	Payment method will be Time and materials (T&M), based on completion of individual Work Packages.
PO Number to be Used	

The Parties will execute a Work Package (WP) for each quarter. Note that any ad-hoc Service requirements are to be agreed between both Parties in advance of any ad hoc services being delivered. The Parties may agree these ad hoc services via email confirmation, and then the Parties shall amend and update the current Work Package in respect of these ad hoc services.

The rights, obligations and details agreed by the Parties and set out in this Work Package apply only in relation to the Services that are to be delivered under this Work Package and will not apply to any other Work Packages executed or to be executed under this Call-Off Contract unless otherwise agreed by the Parties.

Deliverables

The Parties agree that the Deliverables provided by the Supplier in respect of this/ these Project(s) are detailed in the table below:

Services Requested	Deliverables	Acceptance Criteria

More detailed plans and outcomes will be defined with the programme on a monthly basis, being guided by the Work Packages. Any changes to the services delivered under this Work Package will be reflected as an amendment to the Work Package.

Any work for which a proportion fails to meet the Acceptance Criteria in a specified period will not be accepted by the Buyer and will be completed at the Supplier’s expense. The Charges applied to that proportion of work will be excluded from the total Charges due for that period. Those Charges so excluded may only be charged once the quality and standard of the work for that period has been accepted by the Buyer.

Key Specialist Roles:

The table below reflects the specialist roles and teams who will be working on to support the delivery of the above services for the next 3 months:

Specialist Role	Team	Services to be Delivered by Specialist

Supplier Staff members can be rolled off by the Supplier before the end of this Work Package if required. The Supplier can also swap out Supplier Staff with similar expertise if required as a result of the changing scope of the programme. All changes will be notified to the programme director and relevant workstream leads. As per the terms and conditions of the G-Cloud 11 Framework, and Clauses 4.1, 4.2, and 4.3 under this Call-Off contract, the Buyer is willing to accept substitute Supplier staff with the relevant skills and expertise, upon due notice to the Authority.

In providing these services, the Supplier shall:

- use its own initiative as to the manner in which services are to be delivered
- not be supervised, directed or controlled regarding how the services are delivered
- use its own equipment where security requirements permit
- be expected to provide the services on such hours/days as required to meet any deadlines, as agreed between the Supplier and the Buyer
- provide the necessary staff to support the Services which shall include one or more specialists
- link the payment to outputs and deliverables

Service Level Agreements under this Work Package 00X

User support is provided via emailing or online ticketing support, or telephone support, 9am-5pm Monday to Friday.

AWS Service Level Agreements

The following Service Level Agreements to be provided for the Supplier’s support services for AWS under this Call-Off Contract and Work Packages are outlined below. The final column will indicate whether these SLAs are required for this specific Work Package and will be agreed in advance by both Parties. The response times for priority actions for all Service Level Agreements are outlined as below:

Severity	Situation	Fix Times	Target Resolution	Required for this Work Package?
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<p>Severity 1 – Urgent</p> <p>Very High Business Impact</p>	<p>Major System or Component Failure. Malfunction with critical impact on Client's ability to operate entire business processes & Production. No work-around or Manual process available. The problem must be resolved immediately.</p>	<p>Time to Own: 15min Time to Resolve: 90 min</p>	<p>For best endeavours coverage: Service will be restored within 90mins 85% of the time. For 8x5 Coverage: Service will be restored within 90mins 85% of the time. During non-regular business hours: Within 90mins of the Start of the Next Business Day 85% of the Time.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> N/A</p>
<p>Severity 2 – High</p> <p>High Business Impact</p>	<p>Major System or Component Failure Malfunction causing impact on Client's ability to operate significant business processes or Production. Workaround and manual processes are available.</p>	<p>Time to Own: 1 hr Time to Resolve: 4 hrs</p>	<p>For best endeavours coverage: Service will be restored within 4 hours 85% of the time. For 8x5 Coverage: Service will be restored within 4 hours 85% of the time. During nonregular business hours: Within 4 Hours of the Start of the Next Business Day 85% of the Time.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> N/A</p>
<p>Severity 3 – Moderate</p> <p>Moderate Business Impact</p>	<p>Component Failure malfunction not causing Impact on client's ability to operate significant business processes or Production. Work-around or manual processes are available.</p>	<p>Time to Own: 4 hrs Time to Resolve: 48 hrs</p>	<p>For best endeavours coverage: Service will be restored within 48 hours 85% of the time. For 8x5 Coverage: Service will be restored within 48 hours 85% of the time. During nonregular business hours Day after Next Business Day 85% of the Time.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> N/A</p>

Severity 4 – Low Low Business Impact	Component Failure malfunction not causing virtually any Impact on client's ability to operate significant business processes or Production. Work-around or manual processes are available.	Time to Own: 24 hrs Time to Resolve: 168 hrs	For best endeavours coverage: Service will be restored within One Week 85% of the time. For 8x5 Coverage: Service will be restored within one week 85% of the time. During non-regular business hours: Day after One Week 85% of the Time.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
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Additional Service Level Agreements under this Work Package 00X

Specific service level agreements for this Work Package are agreed by the Supplier with the Buyer. This includes specific service level agreements for roles to be provided within this Work Package. Additional Service Level Agreements for this Work Package are listed below:

Role	Service Level Agreement	Target Resolution

The additional service level agreements may not be applicable to all Work Packages and may apply to this Work Package only.

Risks

Risk	Mitigating action

Call-Off Contract Charges

For each individual Work Package (WP), the applicable Call-Off Contract Charges (in accordance with the charging method in the Order Form) will be calculated using all of the following:

- the agreed relevant rates for Supplier staff or facilities, which are Exclusive of any applicable expenses and exclusive of VAT and which were submitted to the Buyer during the Further Competition that resulted in the award of this Call-Off Contract.
- The number of days, or pro rata for every part of a day, that Supplier staff or facilities will be actively providing the Services during the term of the Work Package

The detailed breakdown for the provision of Services during the term of the Work Package will include (but will not be limited to):

Supplier Specialist Role	Role Description	Rate	Start Date	End Date	Total Costs
Total Cost of Work Package					

Note: The Start Date and the End Date, and work effort (number of days) of each Specialist role are a best estimate of service delivery days, and therefore a best estimate of costs for the delivery of these services per Specialist role. It is the responsibility of the Supplier to advise to the Buyer when the Buyer is within 25% of the capped spend for this Work Package.

Any work for which a proportion fails to meet the Acceptance Criteria in a specified period will not be accepted by the Buyer and will be completed at the Supplier’s expense. The Charges applied to that proportion of work will be excluded from the total Charges due for that period. Those Charges so excluded may only be charged once the quality and standard of the work for that period has been accepted by the Buyer.

The Parties agree that the following assumptions, representations, risks and contingencies will apply in relation to the Charges.

- At the beginning of each month, a review of key tasks will be agreed between the Supplier’s Programme Manager and the Buyer Service Leads as part of the monthly project delivery plan provided by the Supplier to the Buyer.
- The high-level table in Deliverables lists the anticipated areas of focus over the next 3 months, which will form the basis of the monthly reviews.

To remain flexible to the programmes changing needs, at any time activities can be deprioritized from the plan, and replaced with additional activity, at the discretion of the Supplier’s Programme Manager and approved by the Buyer’s Service Lead.

For AWS and Probation Reform Programme, Service Lead Approval will be received from Mark Stanley.

For NART services, Service Lead Approval will be received from Michael Clarke.

For confirming these services have been delivered and may be paid via invoice, the Service Lead approval will be received from Ben Sheppard.

The Parties may agree ad hoc services via email confirmation, and then the Parties shall amend and update the current Work Package in respect of these ad hoc services. This will not require a Contract Change Notice to be put into place.

By signing this Work Package, the Parties agree to be bound by the terms and conditions set out herein:

For and on behalf of ADROC Limited:

Name and title

Signature and date

.....
X_____

For and on behalf of HMPPS Digital:

Name and title

Signature and date

.....
X_____

For and on behalf of the Ministry of Justice Commercial and Contract Management Directorate (CCMD):

Name and title

Signature and date

.....
X_____

If you exceed the overall Call-Off Contract value and Supplier Staff are still required to deliver the services, then a contract change note (CCN) must be raised, explaining the reason(s) for the extension.

Schedule 6 - Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
Additional Services	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Section 2 (Services Offered) which a Buyer may request.
Admission Agreement	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
Application	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Digital Marketplace).
Audit	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
Background IPRs	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"> • owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes • created by the Party independently of this Call-Off Contract, or <p>For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.</p>
Buyer	The contracting authority ordering services as set out in the Order Form.
Buyer Data	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
Buyer Personal Data	The personal data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
Buyer Representative	The representative appointed by the Buyer under this Call-Off Contract.
Buyer Software	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.
Call-Off Contract	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form,

	the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
Charges	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
Collaboration Agreement	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.
Commercially Sensitive Information	Information, which the Buyer has been notified about by the Supplier in writing before the Start Date with full details of why the Information is deemed to be commercially sensitive.
Confidential Information	Data, personal data and any information, which may include (but isn't limited to) any: <ul style="list-style-type: none"> • information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above • other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').
Control	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.
Controller	Takes the meaning given in the GDPR.
Crown	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
Data Loss Event	event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Framework Agreement and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach
Data Protection Impact Assessment	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
Data Protection Legislation (DPL)	Data Protection Legislation means: <ul style="list-style-type: none"> i) (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time

	<p>ii) (ii) the DPA 2018 [subject to Royal Assent] to the extent that it relates to Processing of personal data and privacy;</p> <p>iii) (iii) all applicable Law about the Processing of personal data and privacy including if applicable legally binding guidance and codes of practice issued by the Information Commissioner .</p>
Data Subject	Takes the meaning given in the GDPR
Default	<p>Default is any:</p> <ul style="list-style-type: none"> ● breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) ● other default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.</p>
Deliverable(s)	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
Digital Marketplace	The government marketplace where Services are available for Buyers to buy. (https://www.digitalmarketplace.service.gov.uk/)
DPA 2018	Data Protection Act 2018.
Employment Regulations	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE') which implements the Acquired Rights Directive.
End	Means to terminate; and Ended and Ending are construed accordingly.
Environmental Information Regulations or EIR	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department about the regulations.
Equipment	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.
ESI Reference Number	The 14 digit ESI reference number from the summary of outcome screen of the ESI tool.

Employment Status Indicator test tool or ESI tool	The HMRC Employment Status Indicator test tool. The most up-to-date version must be used. At the time of drafting the tool may be found here: http://tools.hmrc.gov.uk/esi
Expiry Date	The expiry date of this Call-Off Contract in the Order Form.
Force Majeure	<p>A Force Majeure event means anything affecting either Party's performance of their obligations arising from any:</p> <ul style="list-style-type: none"> ● acts, events or omissions beyond the reasonable control of the affected Party ● riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare ● acts of government, local government or Regulatory Bodies ● fire, flood or disaster and any failure or shortage of power or fuel ● industrial dispute affecting a third party for which a substitute third party isn't reasonably available <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> ● any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain ● any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure ● the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into ● any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans
Former Supplier	A supplier supplying services to the Buyer before the Start Date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
Framework Agreement	The clauses of framework agreement RM1557.11 together with the Framework Schedules.
Fraud	Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
Freedom of Information Act or FoIA	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department in relation to the legislation.

G-Cloud Services	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
GDPR	The General Data Protection Regulation (Regulation (EU) 2016/679).
Good Industry Practice	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
Government Procurement Card	The Government's preferred method of purchasing and payment for low value goods or services https://www.gov.uk/government/publications/government-procurement-card--2 .
Guarantee	The guarantee described in Schedule 5.
Guidance	Any current UK Government Guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK Government Guidance and the Crown Commercial Service Guidance, current UK Government Guidance will take precedence.
Implementation Plan	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.
Indicative Test	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
Information	Has the meaning given under section 84 of the Freedom of Information Act 2000.
Information Security Management System	The information security management system and process developed by the Supplier in accordance with clause 16.1.
Inside IR35	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
Insolvency Event	Can be: <ul style="list-style-type: none"> ● a voluntary arrangement ● a winding-up petition ● the appointment of a receiver or administrator ● an unresolved statutory demand ● a Schedule A1 moratorium.

Intellectual Property Rights or IPR	<p>Intellectual Property Rights are:</p> <ul style="list-style-type: none"> ● copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information ● applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction ● all other rights having equivalent or similar effect in any country or jurisdiction
Intermediary	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> ● the supplier's own limited company ● a service or a personal service company ● a partnership <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
IPR Claim	<p>As set out in clause 11.5.</p>
IR35	<p>IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.</p>
IR35 Assessment	<p>Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.</p>
Know-How	<p>All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start Date.</p>
Law	<p>Any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, judgment of a relevant court of law, or directives or requirements of any Regulatory Body.</p>
LED	<p>Law Enforcement Directive (EU) 2016/680.</p>
Loss	<p>All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and 'Losses' will be interpreted accordingly.</p>

Lot	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
Malicious Software	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
Management Charge	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
Management Information	The management information specified in Framework Agreement section 6 (What you report to CCS).
Material Breach	Those breaches which have been expressly set out as a material breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
Ministry of Justice Code	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
New Fair Deal	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
Order	An order for G-Cloud Services placed by a Contracting Body with the Supplier in accordance with the Ordering Processes.
Order Form	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
Ordered G-Cloud Services	G-Cloud Services which are the subject of an Order by the Buyer.
Outside IR35	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
Party	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
Personal Data	Takes the meaning given in the GDPR.
Personal Data Breach	Takes the meaning given in the GDPR.
Processing	Takes the meaning given in the GDPR
Processor	Takes the meaning given in the GDPR.

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

Replacement Supplier	Any third-party service provider of Replacement Services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
Security Management Plan	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
Services	The services ordered by the Buyer as set out in the Order Form.
Service Data	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
Service Definition(s)	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
Service Description	The description of the Supplier service offering as published on the Digital Marketplace.
Service Personal Data	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
Spend Controls	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service
Start Date	The start date of this Call-Off Contract as set out in the Order Form.
Subcontract	Any contract or agreement or proposed agreement between the Supplier and a Subcontractor in which the Subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
Subcontractor	Any third party engaged by the Supplier under a Subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
Subprocessor	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
Supplier	The person, firm or company identified in the Order Form.
Supplier Representative	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
Supplier Staff	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and Subcontractors used in the

	performance of its obligations under this Call-Off Contract.
Supplier Terms	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
Term	The term of this Call-Off Contract as set out in the Order Form.
Variation	This has the meaning given to it in clause 32 (Variation process).
Working Days	Any day other than a Saturday, Sunday or public holiday in England and Wales.
Year	A contract year.

Schedule 7 - GDPR Information

This schedule reproduces the annexes to the GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract.

Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Buyer at its absolute discretion.

1.1 The contact details of the Buyer's Data Protection Officer are:

[REDACTED]

2.1 The contact details of the Supplier's Data Protection Officer are:

[REDACTED]

3.1 The Processor shall comply with any further written instructions with respect to Processing by the Controller.

3.2 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Parties are Joint Controllers</p> <p><i>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</i></p> <ul style="list-style-type: none"><i>Business contact details, including name, email address, work telephone number, and MOJ office location where each Supplier Staff member is based for delivery of this Call-Off Contract's project work, for Supplier Staff, which the Supplier is the Controller;</i><i>Business contact details, including name, email address, work telephone number, and MOJ office location where each Buyer Staff is based for delivery of this Call-Off Contract's project work, including civil servants, directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Staff) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller.</i>

Duration of the Processing	<i>Both Parties require access to their data throughout this Call-Off Contract, from Contract Start Date to Contract End Date.</i>
Nature and purposes of the Processing	<i>This is to ensure that both Parties can confirm which member of the Supplier Staff and Buyer Staff is present at MOJ office locations whilst delivering specialist support services under this Call-Off Contract. This is also to ensure that members of Supplier Staff may be provided with relevant access to MOJ's three office locations by the Buyer for delivery of specialist support services under this Call-Off Contract.</i>
Type of Personal Data	<ul style="list-style-type: none"> • <i>Business contact details, including name, email address, work telephone number, and MOJ office location where each Supplier Staff member is based for delivery of this Call-Off Contract's project work, for Supplier Staff, which the Supplier is the Controller;</i> • <i>Business contact details, including name, email address, work telephone number and MOJ office location where each Buyer Staff is based for delivery of this Call-Off Contract's project work, including civil servants, directors, officers, employees, agents, consultants and contractors of the Buyer (excluding the Supplier Staff) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller</i>
Categories of Data Subject	<ul style="list-style-type: none"> • <i>HMPPS Digital Staff, including civil servants, directors, officers, employees, agents, consultants and contractors.</i> • <i>AdRoc Group's Staff whom will be providing specialist support services under this Call-Off Contract</i>
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type	<i>This data to be retained for the full length of this Call-Off Contract, from Contract Start Date to Contract End Date.</i>

of data	
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