



Crown
Commercial
Service

G-Cloud 13 Call-Off Contract

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

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Part A: Order Form

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

Platform service ID number	[REDACTED]
Call-Off Contract reference	Con_23151 [REDACTED]
Call-Off Contract title	PSN as a Service
Call-Off Contract description	Contract for the provision of Public Services Network (PSN)
Start date	29 November 2023
Expiry date	28 November 2024
Call-Off Contract value	The total contract value is up to £172,674 (Excluding VAT). [REDACTED]
Charging method	[REDACTED]
Purchase order number	[REDACTED]

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

Buyers can use this Order Form to specify their G-Cloud service requirements when placing an Order. The Order Form cannot be used to alter existing terms or add any extra terms that materially change the Services offered by the Supplier and defined in the Application. There are terms in the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with square brackets.

From the Buyer	The Secretary of State for Justice Ministry of Justice [REDACTED] [REDACTED] 10 South Colonnade Canary Wharf E14 4PU
To the Supplier	Lumen Technologies UK Limited 260-266 Goswell Road London EC1V 7EB

	REDACTED]
Together the 'Parties'	

Principal contact details

For the Buyer:

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

For the Supplier:

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

Call-Off Contract term

Start date	This Call-Off Contract Starts on 29 November 2023 and is valid for 12 months to 28 November 2024 unless otherwise agreed or extended.
Ending (termination)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 30 days from the date of written notice for Ending without cause (as per clause 18.1).</p>
Extension period	<p>This Call-Off Contract can be extended by the Buyer for two periods of twelve months each, by giving the Supplier 30 days written notice before its expiry.</p> <p>REDACTED]</p>

Buyer contractual details

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

G-Cloud Lot	This Call-Off Contract is for the provision of Services Under: REDACTED]
G-Cloud Services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Schedule 4 and outlined below:</p> <p>REDACTED]</p>

Additional Services	REDACTED]
Location	REDACTED]
Quality Standards	REDACTED]
Technical Standards:	REDACTED]
Service level agreement:	REDACTED]
Onboarding	REDACTED]
Offboarding	REDACTED]
Collaboration agreement	REDACTED]
Limit on Parties' liability	REDACTED]
Insurance	<p>The Supplier 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 (and as required by Law)
Buyer's responsibilities	REDACTED]
Buyer's equipment	REDACTED]

Supplier's information

Subcontractors or partners	REDACTED]
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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	REDACTED]
Payment profile	REDACTED]
Invoice details	REDACTED]
Who and where to send invoices to	REDACTED]
Invoice information required	REDACTED]
Invoice frequency	REDACTED]
Call-Off Contract value	REDACTED]
Call-Off Contract charges	REDACTED]

Additional Buyer terms

Performance of the Service	REDACTED]
Guarantee	Not used
Warranties, representations	REDACTED]
Supplemental requirements in addition to the Call-Off terms	Not used
Alternative clauses	Not used
Buyer specific amendments	Not used

to/refinements of the Call-Off Contract terms	
Personal Data and Data Subjects	REDACTED]
Intellectual Property	REDACTED]
Social Value	REDACTED]

1. Formation of contract

1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.

1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.

1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.

1.4 In cases of any ambiguity or conflict, the terms and conditions of the Call-Off Contract (Part B) and Order Form (Part A) will supersede those of the Supplier Terms and Conditions as per the order of precedence set out in clause 8.3 of the Framework Agreement.

2. Background to the agreement

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

2.2 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]

Part B: Terms and conditions

REDACTED

Schedule 1: Services

REDACTED

Schedule 2: Call-Off Contract charges

Schedule 3: Collaboration agreement

Not Used

Schedule 4: Alternative clauses

Not Used

Schedule 5: Guarantee

Not Used

Schedule 6: Glossary and interpretations

REDACTED

Schedule 7: UK GDPR Information

REDACTED

Annex 1: Processing Personal Data

REDACTED

Annex 2: Joint Controller Agreement

Not Used