



G-Cloud 13 Call-Off Contract

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

G-Cloud 13 Call-Off Contract

Part A: Order Form	2
Part B: Terms and conditions	29
Schedule 1: Services	50
Schedule 2: Call-Off Contract charges	61
Schedule 3: Collaboration agreement	62
Schedule 4: Alternative clauses	63
Schedule 5: Guarantee	68
Schedule 6: Glossary and interpretations	69
Schedule 7: UK GDPR Information	83
Annex 1: Processing Personal Data	83
Annex 2: Joint Controller Agreement	91

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	504552291956549
Call-Off Contract reference	CQC I&D 073
Call-Off Contract title	Regulatory Transformation Platform Implementation Partner
Call-Off Contract description	The Care Quality Commission (CQC) require the services of an Implementation Delivery Partner to work with to deliver the Regulatory Transformation Platform Programme. By providing the low-level designs, data migration activity from old systems to the regulatory platform, configuring the CQC functionalities and integrating with other CQC systems. CQC are to replace and consolidate the current systems and simplify and streamline end to end business processes.
Start date	01 June 2023
Expiry date	30 th June 2024
Call-Off Contract value	£5,833,333.34 ex VAT £7,000,000 inc. VAT
Charging method	Invoice – BACS

Purchase order number	Please see individual work package documents as a separate PO is raised against each WPD.
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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	Care Quality Commission Buyer's main address: Floor 4, City Gate, Gallowgate, Newcastle upon Tyne NE1 4PA
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To the Supplier	KPMG LLP (“KPMG”) Supplier’s phone: 0207 311 1000 Supplier’s address: 15 Canada Square, Canary Wharf, London E14 5GL Company number: OC301540
Together the ‘Parties’	

Principal contact details

For the Buyer:

Title: Head of Commercial

[Redacted]
[Redacted]
[Redacted]

For the Supplier:

Title: Director

[Redacted]
[Redacted]
[Redacted]

Call-Off Contract term

Start date	This Call-Off Contract Starts on 01 June 2023 and is valid for 13 months.
Ending (termination)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 30 days from the date of written notice for Ending without cause (as per clause 18.1).</p>
Extension period	<p>This Call-Off Contract can be extended by the Buyer for one period of up to 12 months, by giving the Supplier one month written notice before its expiry. The extension period is subject to clauses 1.3 and 1.4 in Part B below.</p> <p>Extensions which extend the Term beyond 36 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p> <p>If a buyer is a central government department and the contract Term is intended to exceed 24 months, then under the Spend Controls process, prior approval must be obtained from the Government Digital Service (GDS). Further guidance:</p> <p>https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</p>

Buyer contractual details

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

G-Cloud Lot	<p>This Call-Off Contract is for the provision of Services</p> <p>Under: Lot 3: Cloud support</p>
G-Cloud Services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below:</p> <p>Key implementation activities:</p> <ul style="list-style-type: none"> • Design of regulatory platform: high-level solution design, functional design and technical design. • Data architecture: design of proposed solution data model, enterprise content management (ECM) meta data model design. • Build, test and deploy the CQC business capabilities. • Data and document migration: migrating the data from the old CRM system to the new proposed solution (incremental). • Creating ECM meta data: migrating the documents from the CRM system to the new proposed ECM solution. • Security: establishing connection to the CQC Azure AD and establishing role-based access privileges and hardening the platform. • Integration with supporting systems. • Integrating with the intelligence tools (OBIEE) and data warehouse. • Training: end user and technical training. • Live support and operate. • Decommissioning: remove old software and hardware. <p>The Services shall be performed in accordance with the terms of each Work Package entered into between Supplier and the Buyer. Following the development and agreement of the requirements and principles which will be set out in the agreed and fully signed Work Package executed by the Parties, all subsequent Work Packages shall be created and agreed in accordance with these requirements and principles.</p> <p>The Buyer's acceptance criteria for all Deliverables and Milestones shall be set out in the relevant Work Package.</p> <p>The Parties acknowledge that the governance and service performance monitoring requirements are set out in Schedule 1.</p>

Additional Services	Not Applicable
Location	<p>The Services will be delivered to:</p> <ul style="list-style-type: none"> • Newcastle office – Floor 4, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA. • London office – 2nd Floor, 2 Redman Place London, E20 1JQ. • Remotely (KPMG staff will access systems from home) and/or • Workshops will be conducted either in person or virtually via Microsoft Teams or skype (or similar).
Quality Standards	The Supplier will comply with any standards in the Call-Off Contract and (How Services will be delivered) section of the Framework Agreement, and with Good Industry Practice.
Technical Standards:	The Supplier is to comply with all referenced technical standards provided by the Buyer in Schedule1.
Service level agreement:	<p>The service level and availability criteria required for this Call-Off Contract shall be set out in the Work Packages, if relevant.</p> <p>The Supplier shall in delivery of the Services comply with the key performance indicators which are referenced in Schedule 1.</p>
Onboarding	Delivery and implementation in accordance with the requirements as specified in Schedule 1.

Offboarding	<p>Within 90 days of contract commencement (30th August 2023) KPMG will provide a refreshed Exit Plan.</p> <p>The offboarding plan for this Call-Off Contract is:</p> <p>The Supplier is required to ensure the orderly transition of the service from the Supplier to the Buyer and/or Replacement Supplier in the event of termination or expiry of contract;</p>
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	<p>This section sets out the principles of the exit and service transfer arrangements that are intended to achieve an orderly transition which shall form the basis of the Exit Plan;</p> <p>The Supplier will, within three months after the award of the contract, deliver to the Buyer an updated Exit Plan which sets out the Suppliers proposed methodology for achieving an orderly transition of Services from the Supplier to the Buyer and/or its replacement Supplier on the expiry or termination of this contract;</p> <p>The Plan will comply with the requirements set out below:</p> <p>Within 30 days after the submission of the Exit Plan, the parties will use their respective reasonable endeavours to agree the contents of the Exit Plan.</p> <p>The Exit Plan should contain as a minimum:</p> <p>The management structure to be employed during both the transfer and cessation of the services.</p> <p>A detailed description of both the transfer and cessation processes, including a timetable for transition of the Services to the Buyer and/or a Replacement Supplier.</p>
Collaboration agreement	NOT USED

Limit on Parties' liability	<p>Defaults by either party resulting in direct loss to the property (including technical infrastructure, assets or equipment but excluding any loss or damage to Buyer Data) of the other Party will not exceed 125% of the total Call-Off Contract value.</p> <p>The annual total liability of the Supplier for Buyer Data Defaults resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data will not exceed 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 of the Supplier for all other Defaults will not exceed the greater of 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 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 or any higher minimum limit required by Law. ● Public Liability Insurance with a minimum limit of indemnity of £1,000,000 for each individual claim.

Buyer's responsibilities	Where applicable, Buyer Responsibilities are as set out in Schedule 1.
Buyer's equipment	The Buyer will not supply Buyer's equipment to the Supplier for this Call-Off contract unless and in the event there is a specific requirement for this.

Supplier's information

Subcontractors or partners	<ol style="list-style-type: none"> 1. KPMG Crimsonwing Limited (company number 03215568) whose registered address is at 15 Canada Square, Canary Wharf, London E14 5GL; and 2. KPMG India Services LLP whose registered address is at Lodha Excellus Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi Mumbai MH 400011 IN.
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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.
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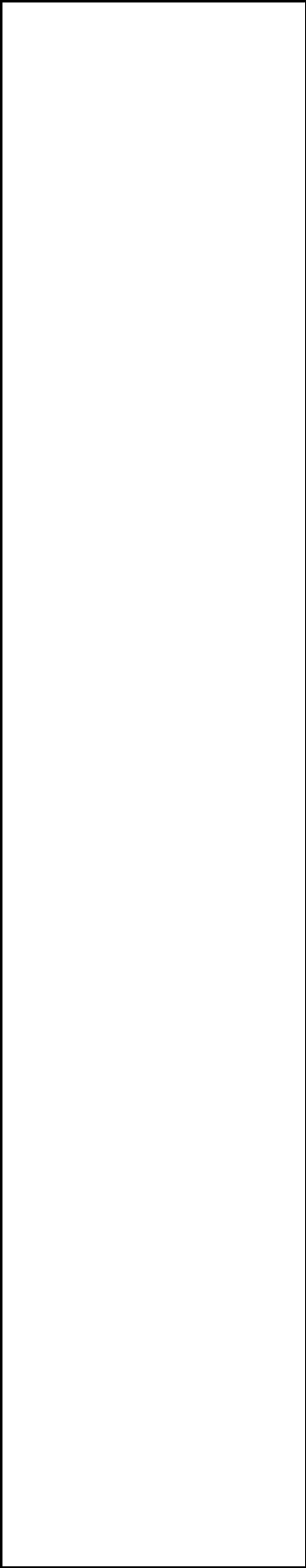
Payment profile	<p>The Buyer agrees to pay the Supplier for the Services performed under this Call Off Contract on a fixed price basis, payable following Achievement of the relevant Milestone or where the Buyer has agreed to pay the Supplier for Services performed by a Core Team on a time and materials basis in relation to a particular Work Package then such payments shall be in line with the fee agreed for that Core Team in the relevant Work Package, payable monthly in arrears, subject always to the maximum price cap as set out in the Work Package.</p> <p style="text-align: center;">The Parties acknowledge and agree that:</p> <ul style="list-style-type: none"> i. the Buyer shall not be required to pay any amounts that exceed the price for Services agreed under a Work Package; ii. where the total price set out in a Work Package is described as being an 'estimate' or 'indicative' of the Charges, this shall be interpreted as the maximum amount that the Buyer shall be required to pay the Supplier for Services and/or time spent by the Core Team under the relevant Work Packages; and iii. a Work Package and accompanying change request shall not be valid unless signed by either [REDACTED] Programme SRO, [REDACTED] Chief Digital Officer or Ian Trenholm CEO acting on behalf of the Buyer and Matthew Payne – Solutions Director & Phil Kedward – Director acting on behalf of the Supplier.
Invoice details	<p>The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.</p>

Who and where to send invoices to	Invoices will be sent to: Care Quality Commission T70 Payables F175 PO Box 312 Leeds LS11 1HP
Invoice information required	All invoices must include the relevant Purchase Order number allocated by the Commercial Team Please note Invoices will be declined if they do not state the following address detail: Care Quality Commission T70 Payables F175 PO Box 312 Leeds LS11 1HP
Invoice frequency	Invoice will be sent to the Buyer monthly.
Call-Off Contract value	The total value of this Call-Off Contract is as follows: £5,833,333.34 ex VAT £7,000,000 inc. VAT
Call-Off Contract charges	The breakdown of the Charges are specified within Schedule 2.

Additional Buyer terms

Performance of the Service	<p>This Call-Off Contract will include the updated Exit and Offboarding plans which are to be provided by KPMG within 90 days of contract commencement.</p> <p>The Performance of Service tasks to be completed will be contained within each individual Work Package documenting the Service Deliverable Description and associated Acceptance Criteria, Workstream Detail, Owner of deliverable and Milestone Due date.</p>
Guarantee	<p>Not Applicable</p>
Warranties, representations	<p>In addition to the incorporated Framework Agreement clause 2.3, the Supplier warrants and represents to the Buyer that:</p> <p>The Supplier will use the best applicable and available techniques and standards and will perform the Call-Off Contract with all reasonable care, skill and diligence, and according to Good Industry Practice;</p> <p>The Supplier warrants that all Supplier Staff assigned to the performance of the Services have the necessary qualifications, skills and experience for the proper performance of the Services;</p> <p>The Supplier represents and undertakes to the Buyer that each Deliverable will meet the Buyer's acceptance criteria, as defined in the Call-Off Contract Order Form;</p> <p>The Supplier undertakes to maintain any interface and interoperability between third-party software or Services and software or Services developed by the Supplier; and</p> <p>The Supplier warrants that it has full capacity and authority and all necessary authorisations, consents, licences and permissions to perform the Call-Off Contract.</p>

<p>Supplemental requirements in addition to the Call-Off terms</p>	<p>1. The Parties agree that the following definitions shall apply to this Call Off Contract and the Supplier Terms (to the extent used in the Supplier Terms or alternative clauses section described in this Order Form):</p> <p>Achieve means in respect of a test, to successfully pass such test without any test issues in accordance with the 'test plan', as set out in the relevant Project Plan and in respect of a Milestone, the issue of a Milestone Achievement Certificate in respect of that Milestone and "Achieved", "Achieving" and "Achievement" shall be construed accordingly.</p> <p>Implementation Code means the software developed and updated from time to time to time by the Supplier specifically for purpose of achieving the Deliverables unique to the Buyer and to enable the Buyer to deploy and manage the Deliverables in life.</p> <p>Milestone means any milestones agreed in a Work Package, which must be completed by the relevant Milestone Date;</p> <p>Milestone Achievement Certificate means the certificate granted by the Buyer when the Supplier has Achieved a Milestone or a test.</p> <p>Milestone Date means the target date set out against the relevant Milestone in the relevant Work Package by which the Milestone must be Achieved.</p> <p>Product Vision means an outline to which the Services and Work Package relate, describing the Buyer's goals, targeted benefits and overall focus, as set out in Appendix 1 of Schedule 1.</p> <p>Rectification Plan means the plan produced to rectify a material default or issue in connection with delivery of the Services.</p> <p>Source Code means the source code of the software to which it relates, in the language in</p>
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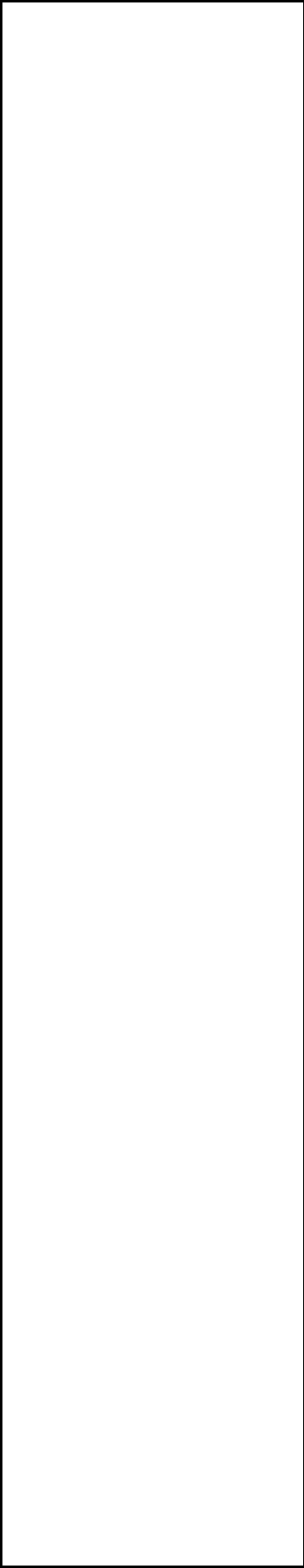
which the software was written, together with all related flowcharts and technical documents, all of a level sufficient to enable the Buyer's development personnel to understand, develop and maintain that software.

Ways of Working means the ways of working document which shall be agreed and developed as a Deliverable in the first Work Package executed by the Parties.

Work Package means any agreement executed by the Parties under the terms of the Call Off Contract, under which the Supplier shall supply Services to the Buyer. Each Work Package shall include without limitation details of all relevant Milestones, Milestone Dates, acceptance criteria, test plans, user acceptance testing, a project plan.

2. The Parties agree that the following provisions shall apply to this Call Off Contract:

- (a) The Parties acknowledge and agree that the Services shall be delivered by the Supplier in a series of Work Packages.
- (b) The Parties further acknowledge that the Product Vision provides an overarching framework for each applicable Work Package.
- (c) The Parties agree that they shall perform their roles, responsibilities, obligations and duties in a manner consistent with the Product Vision and, as far as reasonable to do so, which maximises the potential for attaining the goals outlined in the Product Vision.
- (d) Once the Ways of Working have been agreed and approved by the Buyer (as a final Deliverable), this shall apply for the duration of the Term.
- (e) Each Party shall comply with their respective obligations set out in the Ways of Working in respect of delivery of the Services.
- (f) A Work Package and accompanying change request shall not be valid unless signed by either [REDACTED] Programme SRO or [REDACTED] CEO acting on behalf of the Buyer and [REDACTED] –



Solutions Director and Phil Kedward Director acting on behalf of the Supplier.

(g) Once a Work Package has been executed by the Parties,

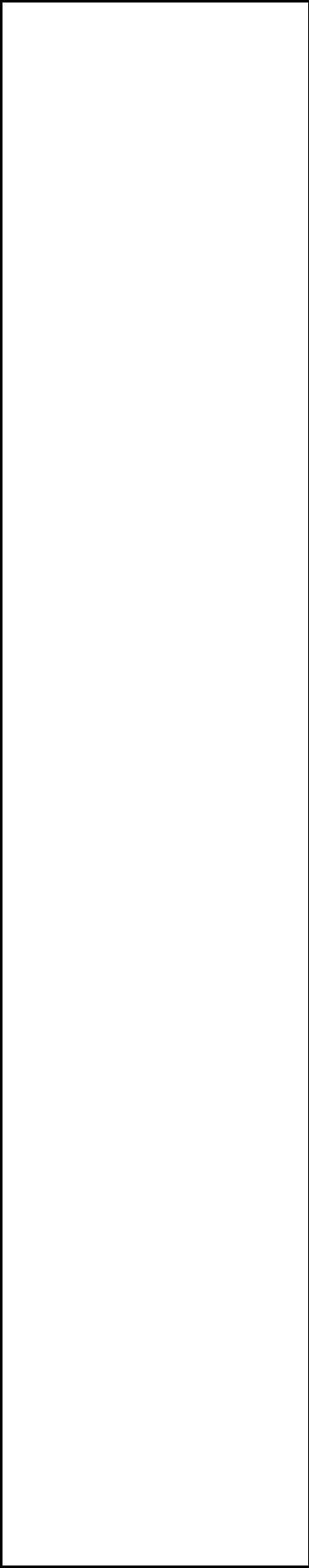
- a. each party shall comply with their respective obligations under the Work Package; and
- b. the Supplier shall perform the Services and supply the Deliverables in accordance with the Work Package.

3. If delay payments have been included in the Work Package and a Milestone has not been Achieved by the relevant Milestone Date, the Supplier shall pay to the Buyer such delay payments (calculated as set out by the Buyer in the Work Package) and the following provisions shall apply:

- (a) the Supplier acknowledges and agrees that any delay payment is a price adjustment and not an estimate of the loss that may be suffered by the Buyer as a result of the Supplier's failure to Achieve the corresponding Milestone;
- (b) delay payments shall be the Buyer's exclusive financial remedy for the Supplier's failure to Achieve a corresponding Milestone by its Milestone Date except where the Buyer is otherwise entitled to in this Call Off Contract; and
- (c) the delay payments will accrue on a daily basis from one Working Day after the relevant Milestone Date until the date when the Milestone is Achieved.

4. In the event the Supplier fails to meet the service level, the Supplier shall pay the service credits as detailed in the relevant Work Package.

5. Without prejudice to any other right or remedy of the Buyer howsoever arising, if the Supplier commits any default of this Call Off Contract and the default is a material default that is capable of remedy (and for these purposes a material default may be a single material default or a number of defaults or repeated defaults which taken together constitute a material default) the Buyer may instruct the Supplier to provide a Rectification Plan;



6. Where the Buyer has instructed the Supplier to produce a Rectification Plan, the Supplier shall within ten (10) Working Days (or such other period as may be agreed between the Parties) from the date of Buyer's instructions submit a draft Rectification Plan to the Buyer for it to review.

7. The draft Rectification Plan shall set out:

- (a) full details of the default that has occurred;
- (b) the actual or anticipated effect of the default; and
- (c) the steps which the Supplier proposes to take to rectify the default (if rectifiable) and to prevent such default from recurring, including timescales for such steps and for the rectification of the default (where applicable).

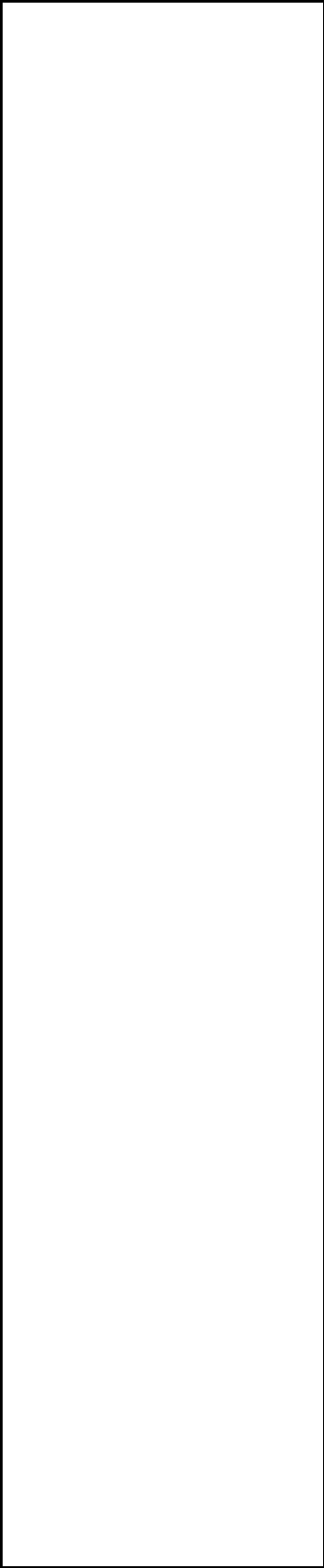
8. The Supplier shall then immediately start work on the actions set out in the Rectification Plan.

9. In addition any other rights available to the Buyer under this Call Off Contract, if the Supplier fails to deliver the Services in accordance with this Call Off Contract, the Buyer shall be entitled to the remedies set out in the relevant Work Package which may include without limitation re-testing, further remediation planning, termination rights for the Buyer, service credits and delay payments.

10. The Supplier shall be responsible for identifying and notifying the Buyer of any change requirements to the Services. Any such changes shall only be made as a Variation, unless a different process is agreed in accordance with the change procedure and terms agreed in the Ways of Working.

11. The Parties acknowledge and agree that:

- (a) the respective roles and responsibilities, level of dedication to deliver the Services and (where appropriate) criteria concerning requisite skills, experience and qualifications of the Supplier's project team are specified in Schedule 1 (Project Team); and
- (b) timely and successful completion of the Services and each Work Package depends on continuity of personnel in the roles of the Project Team members.



12. The Supplier shall not remove or replace any member of the Project Team without notifying the Buyer in writing.
13. Each party shall and shall use all reasonable endeavours to procure that any necessary third party shall, promptly execute and deliver such documents and perform such acts as may reasonably be required for the purpose of giving full effect to this Call Off Contract.
14. The Parties agree to amend the Definitions section of the Supplemental requirements in addition to the Call Off terms section of the Call Off Order Form by inserting the following new definitions:
- (a) **Core Team** means the individuals specified to carry out the Roles required to deliver the Services and/or Deliverables in each Work Package.
- (b) **Roles** means the roles and expertise of the Supplier Staff required to perform the Services and supply the Deliverables to achieve the Product Vision.
15. The Parties agree to amend the Definitions section of the Supplemental requirements in addition to the Call Off terms section of the Call Off Order Form by deleting the definition of Work Package and replacing it with the following:

(a) **Work Package** means any agreement executed by the Parties under the terms of the Call Off Contract, under which the Supplier shall supply Services to the Buyer.

New paragraphs 2.(h) and 2.(j) shall be added to section 2 of the Supplemental requirements in addition to the Call Off terms section of the Call Off Contract Order Form:

2.(h) *Each Work Package shall include:*

- a. *details of all relevant Milestones, Milestone Dates, acceptance criteria, test plans, user acceptance testing, a project plan; and*
- b. *details of the Core Team that will deliver the Services.*

(i)	<p>2.(j) <i>Where the Parties have agreed to provide Services under a Work Package on a time and material basis, each Work Package must specify:</i></p> <p><i>a. the names of each member of the proposed Core Team for the relevant Work Package; and</i></p> <p><i>b. the anticipated time spent for each member of the Core Team to perform the Services and supply the Deliverables under the relevant Work Package.</i></p> <p><i>The Parties acknowledge and agree that the Core Team shall be the only persons permitted to perform the Services under a Work Package. The Supplier shall not be entitled to swap or use any alternative Supplier Staff to deliver the Services under the relevant Work Package without obtaining the prior written consent of the Buyer.</i></p>
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Alternative clauses

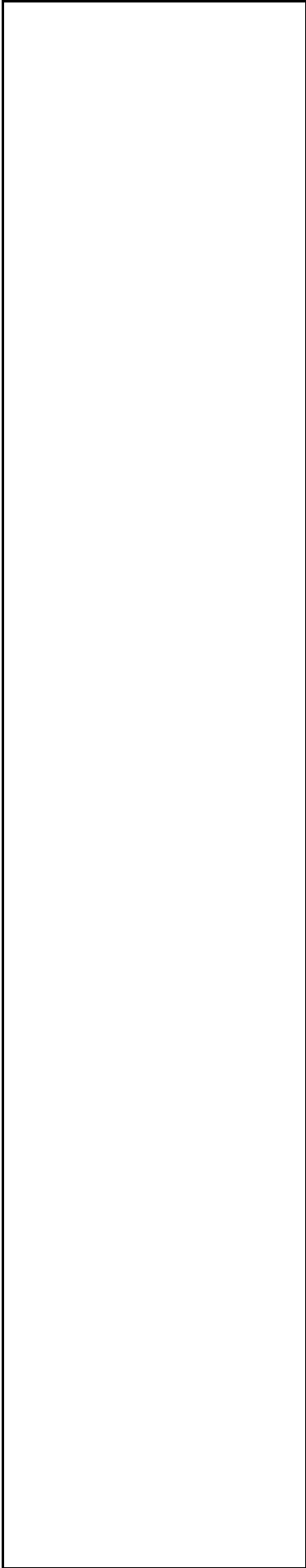
In this Call-Off Contract the following alterations to the terms in **G-Cloud Supplier Terms** will apply:

1. The Parties agree that the following definition should be added:

“Buyer Material means all materials and documents belonging to the Customer, which are provided to the Supplier specifically for the use in delivery of Services.”

2. The Parties agree that clause 2.3 shall be deleted and replaced with:

“The description of any key Deliverables will be set out in or referenced in the Order Form and/or any Work Packages (including any key documentary deliverables and/or implementation deliverables). We shall ensure that each Deliverable shall comply in all material respects with the features and functionality set out in or referenced in the Order Form and relevant Work Package. We shall perform the Services in accordance with the agreed timescales, which are set out in the Order Form or relevant Work Package (unless otherwise agreed with the Customer in writing or we are relived from such timescales under the terms of the Call-Off Contract).”



3. The parties agree that clause 3.4 shall be deleted and replaced with:

“The Parties acknowledge that the Services and any Deliverables are provided by the Supplier for the Customer’s use only (and not for the benefit of any third party). Where the Customer discloses any part of the Services or any Deliverables to a third party wishing to use the Deliverables in the third party’s business for the same purpose as the Customer (Authorised Third Party), the Customer shall notify the Authorised Third Party that: (i) the Deliverables have been designed to meet the Customer’s own specification and there is no guarantee that the Deliverables will operate as intended for any third party; and (ii) use of the Deliverables by the Authorised Third Party shall be at the third party’s own risk. The Customer agrees that it shall not be entitled to bring any claims against the Supplier in respect of Losses suffered by the Customer as a direct result of the Customer disclosing Deliverables to an Authorised Third Party, unless such third party use is specifically approved in writing by the Supplier.”

4. The Parties agree that the definition for KPMG Persons set out in clause 4.2 of the Supplier Terms shall be deleted and replaced with:

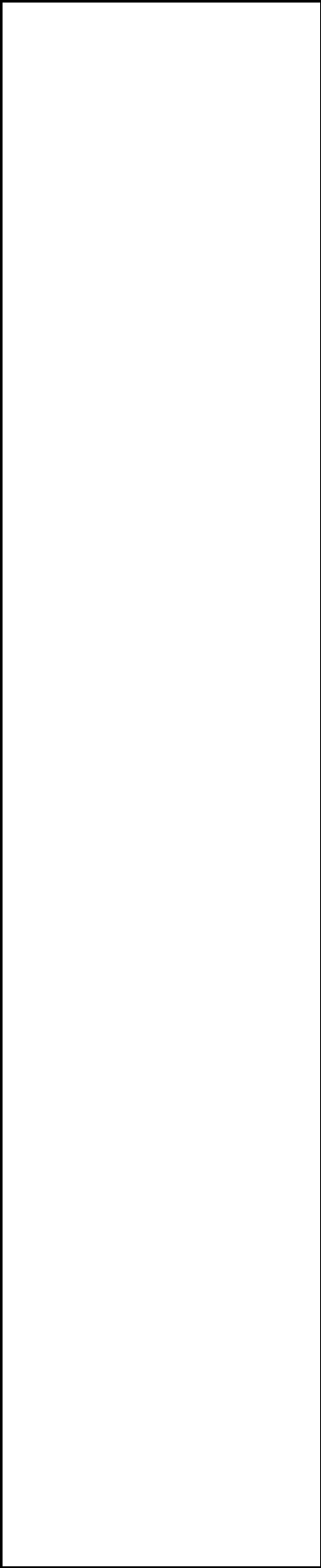
“KPMG Persons means the Supplier and sub-contractors identified in the Order Form.”

5. Clause 5.4 shall be deleted and replaced with:

“The Supplier shall be required to perform the Services so as to deliver the Milestones and Deliverables by the Milestone Dates and such other dates agreed in the relevant Work Package.”

6. Clause 6.4 of the Supplier Terms shall be deleted and replaced with:

“We may rely on any instructions, requests or information supplied, orally or in writing, by any person whom is listed on the Order Form as having your authority to communicate with us for the purposes of the Call-Off Contract. We may at your request send documents to an electronic storage facility hosted or controlled by you or at



your direction, in which event you shall be responsible for security and confidentiality at such facility.”

7. Clause 10.5 of the Supplier Terms shall be deleted and replaced with:

“you will as soon as reasonably practical tell us about any security breach of our Confidential Information and will keep a record of those breaches. You will take the necessary steps to recover this information. You will co-operate with us in any investigation into the breach that we consider is necessary.”

8. Clause 10.9. of the Supplier Terms shall be deleted and replaced with:

“you will as soon as reasonably practical notify us of any breach of security of our Confidential Information and you will, where the breach occurred because of your default, recover our Confidential Information however it may be recorded.”

9. Clause 10.7 and 10.8 of the Supplier Terms shall be interpreted by the Parties to relate only to the list of systems which have been agreed by Customer in writing as being required to perform the Services.

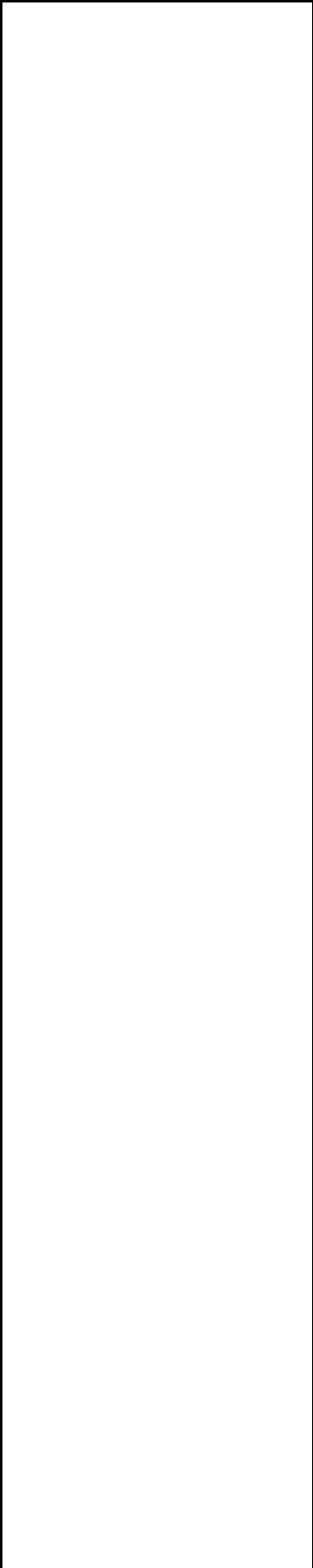
10. Clause 12.2 shall be deleted and replaced with the following:

“The Supplier acknowledges and agrees that the Customer will own all Deliverables produced by the Supplier.”

11. Clauses 13.3 and 13.5 shall be deleted and replaced with the following:

“13.3 Subject to clause 13.5, the Customer shall indemnify the Supplier from and against all Losses incurred from any claim of infringement or alleged infringement of a third party's IPRs because of:

(i) the third party software listed in the Order Form which is licenced by the Customer to the Supplier infringes a third party's IPRs.



(ii) the Buyer Materials, which are used by the Supplier, in accordance with the terms of the Call-Off Contract infringe a third party's IPRs."

"13.5 In addition to the circumstances set out in clause 11.7, the indemnity in clause 11.5 and paragraph 13.3 above shall also not apply to the extent that:

(i) the claim arises due to compliance by the party giving the indemnity with any instructions set out in the documented process maps developed by the other party and supplied to the party giving the indemnity.

This paragraph 13.5(i), shall not apply to the extent that:

(a) such process maps have been amended, adapted or modified by the party giving the indemnity in a manner which is not permitted by or consistent with this Call Off Contract or the instructions given by the indemnified party;

(b) the indemnifying party continues to follow such process maps after the indemnified party has given written notice to the party giving the indemnity that an instruction or aspects of the process map should not be followed or complied with;

(c) the party being indemnified has caused the events which gave rise to the claim under the indemnity by acting in breach of the licences or other terms of the Call-Off Contract;

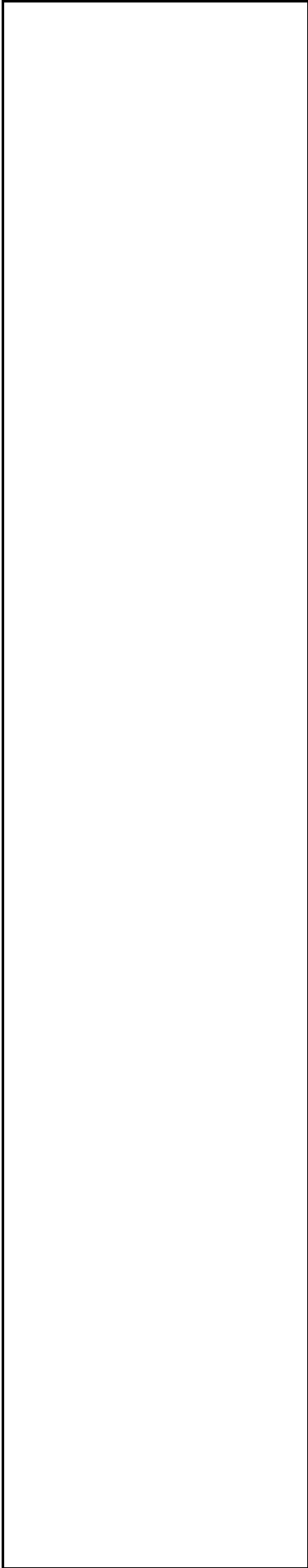
(d) the claim results from any alteration or modification of the infringing items by the party being indemnified; or

(e) the claim results from the combination, operation or use of any infringing items with any data, equipment, product, system or intellectual property not supplied by or made known to the indemnifying party."

12. Clause 19.1(b) of the Supplier Terms shall be deleted and replaced with:

"a sum for any Services performed prior to the effective date of termination which have not previously been invoiced by us and that the Supplier is entitled to raise an invoice in accordance with the terms of this Call Off

23



and to enable the Buyer to deploy and manage the Deliverables in life.

3. The parties agree that Clause 11.2 of the Call Off terms and conditions shall be deleted and replaced with:

“The Supplier hereby grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use any third-party IPRs, Background IPRs embedded within the Project Specific IPRs and Deliverables.”

4. A new clause 11.10 shall be added to the Call Off terms and conditions, as follows:

“The Supplier hereby irrevocably, unconditionally and absolutely assigns to the Buyer with full title guarantee all rights, interest and title in and to Intellectual Property Rights (including future copyright and design right) subsisting in or relating the Deliverables and Project Specific IPR (other than in respect of any third-party IPRs and Supplier Background IPRs).”

5. A new clause 11.11 shall be added to the Call Off terms and conditions, as follows:

“The Supplier shall also develop Implementation Code during the Term. The Buyer shall retain all right, title and interest in and to Intellectual Property Rights in Implementation Code together with all improvements, modifications, and/or enhancements created by Supplier while the Supplier is performing work in the course of and specific to this Call Off Contract.”

6. A new clause 11.12 shall be added to the Call Off terms and conditions, as follows:

“The Buyer hereby grants to the Supplier a royalty-free, irrevocable, non-exclusive, right to copy, install, maintain, use, enhance and modify the Implementation Code to the extent necessary and/or desirable for the Supplier to be able to provide the Services and the Deliverables during the Term.”

7. A new clause 11.13 shall be added to the Call Off terms and conditions, as follows:

“The Supplier shall procure that its Personnel, subcontractors and its subcontractors' personnel shall unconditionally and irrevocably waive all of their moral rights described in Chapter 4 of Part 1 of the Copyright Designs and Patents Act 1988 (or any similar or

	<p><i>equivalent legislation anywhere in the world) in respect of the Deliverables. The Supplier shall provide copies of any waivers to the Buyer, on request."</i></p> <p>8. A new clause 2.4 shall be added to the terms and conditions within the G-Cloud 13 KPMG Supplier Terms, as follows:</p> <p><i>"We will without charge and for a period of 30 days commencing from the corresponding go-live date (being the date when the relevant implementation Deliverables under this Call-Off Contract are first available for use in a production environment by your end users (other than for the purpose of testing)) diagnose and correct Defects (each a "Warranty Period"). This is your only remedy for Defects and you agree that on-going support and maintenance services in respect of the Services and any Deliverable will not be provided after the end of the relevant Warranty Period unless agreed and documented in the Order Form (or agreed pursuant to a separate Call-Off Contract). "Defects" means an error in a Deliverable which causes it to fail to comply substantially with an agreed specification or requirement detailed in the Order Form."</i></p>
Personal Data and Data Subjects	Annex 1 of Schedule 7 applies.
Social Value	Not Applicable.

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

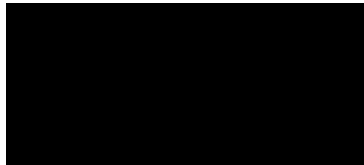
- 2.1 The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.13.
- 2.2 The Buyer provided an Order Form for Services to the Supplier.

Call-Off Contract Signatures

IN WITNESS of which this Contract has been duly executed by the parties.

SIGNED for and on behalf of **CARE QUALITY COMMISSION**

Authorised Signatory:



Full Name:

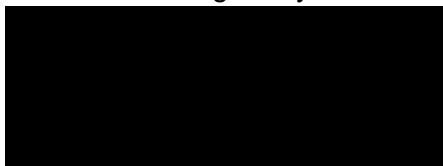


Job Title/Role: Chief Executive

Date Signed: 25/5/23

SIGNED for and on behalf of **KPMG LLP**

Authorised Signatory 1:



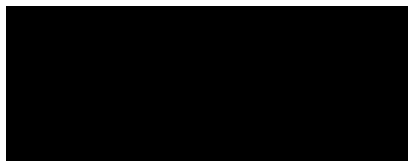
Full Name:



Job Title/Role: Director

Date Signed: 25th May 2023

Authorised Signatory 2:



Full Name:



Job Title/Role: Director

Date Signed: 25th May 2023

Customer Benefits

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

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

Part B: Terms and conditions

1. Call-Off Contract Start date and length

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

2. Incorporation of terms

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

- 2.3 (Warranties and representations)
- 4.1 to 4.6 (Liability)
- 4.10 to 4.11 (IR35)
- 10 (Force majeure)
- 5.3 (Continuing rights)
- 5.4 to 5.6 (Change of control)
- 5.7 (Fraud)
- 5.8 (Notice of fraud)
- 7 (Transparency and Audit)
- 8.3 (Order of precedence)
- 11 (Relationship)
- 14 (Entire agreement)
- 15 (Law and jurisdiction)
- 16 (Legislative change)
- 17 (Bribery and corruption)
- 18 (Freedom of Information Act)
- 19 (Promoting tax compliance)
- 20 (Official Secrets Act)
- 21 (Transfer and subcontracting)
- 23 (Complaints handling and resolution)

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

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

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

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

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

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

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

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

0. 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.

1. Supplier staff

4.1 The Supplier Staff must:

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

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

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

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

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

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

4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.

4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.

4.5 The Buyer may End this Call-Off Contract for Material Breach as per clause 18.5 hereunder if the Supplier is delivering the Services Inside IR35.

4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.

4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.

4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.

5. Due diligence

5.1 Both Parties agree that when entering into a Call-Off Contract they:

5.1.1 have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party

5.1.2 are confident that they can fulfil their obligations according to the Call-Off Contract terms

5.1.3 have raised all due diligence questions before signing the Call-Off Contract

5.1.4 have entered into the Call-Off Contract relying on their own due diligence

6. Business continuity and disaster recovery

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

7. Payment, VAT and Call-Off Contract charges

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.
- 7.3 The Call-Off Contract Charges include all Charges for payment processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate Rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.

7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any

undisputed sums of money properly 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 portion of the amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with the response.

7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

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

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

9. Insurance

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

9.2 The Supplier will ensure that:

9.2.1 during this Call-Off Contract, Subcontractors hold third party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000

9.2.2 the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit

9.2.3 all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date

9.2.4 all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date

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

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

9.4.1 a broker's verification of insurance

9.4.2 receipts for the insurance premium

9.4.3 evidence of payment of the latest premiums due

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

9.5.1 take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers

9.5.2 promptly notify the insurers in writing of any relevant material fact under any Insurances

9.5.3 hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance

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

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

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

9.8.1 premiums, which it will pay promptly

9.8.2 excess or deductibles and will not be entitled to recover this from the Buyer

10. Confidentiality

10.1 The Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under incorporated Framework Agreement clause

34. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.

11. Intellectual Property Rights

11.1 Save for the licences expressly granted pursuant to Clauses 11.3 and 11.4, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights ("IPR"s) (whether pre-existing or created during the Call-Off Contract Term) of the other Party or its licensors unless stated otherwise in the Order Form.

11.2 Neither Party shall have any right to use any of the other Party's names, logos or trade marks on any of its products or services without the other Party's prior written consent.

11.3 The Buyer grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Buyer's or its relevant licensor's Buyer Data and related IPR solely to the extent necessary for providing the Services in accordance with this Contract, including the right to grant sub-licences to Subcontractors provided that:

11.3.1 any relevant Subcontractor has entered into a confidentiality undertaking with the Supplier on substantially the same terms as set out in Framework Agreement clause 34 (Confidentiality); and

11.3.2 the Supplier shall not and shall procure that any relevant Sub-Contractor shall not, without the Buyer's written consent, use the licensed materials for any other purpose or for the benefit of any person other than the Buyer.

11.4 The Supplier grants to the Buyer the licence taken from its Supplier Terms which licence shall, as a minimum, grant the Buyer a non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Supplier's or its relevant licensor's IPR solely to the extent necessary to access and use the Services in accordance with this Call-Off Contract.

11.5 Subject to the limitation in Clause 24.3, the Buyer shall:

11.5.1 defend the Supplier, its Affiliates and licensors from and against any third-party claim:

- (a) alleging that any use of the Services by or on behalf of the Buyer and/or Buyer Users is in breach of applicable Law;
- (b) alleging that the Buyer Data violates, infringes or misappropriates any rights of a third party;
- (c) arising from the Supplier's use of the Buyer Data in accordance with this Call-Off Contract; and

11.5.2 in addition to defending in accordance with Clause 11.5.1, the Buyer will pay the amount of Losses awarded in final judgment against the Supplier or the amount of any settlement agreed by the Buyer, provided that the Buyer's obligations under this Clause 11.5 shall not apply where and to the extent such Losses or third-party claim is caused by the Supplier's breach of this Contract.

11.6 The Supplier will, on written demand, fully indemnify the Buyer for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:

11.6.1 rights granted to the Buyer under this Call-Off Contract

11.6.2 Supplier's performance of the Services

11.6.3 use by the Buyer of the Services

11.7 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:

11.7.1 modify the relevant part of the Services without reducing its functionality or performance

11.7.2 substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer

11.7.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer

11.8 Clause 11.6 will not apply if the IPR Claim is from:

11.8.1 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract

11.8.2 other material provided by the Buyer necessary for the Services

11.9 If the Supplier does not comply with this clause 11, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12. Protection of information

12.1 The Supplier must:

12.1.1 comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data

12.1.2 only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body

12.1.3 take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes

12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:

12.2.1 providing the Buyer with full details of the complaint or request

12.2.2 complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions

12.2.3 providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)

12.2.4 providing the Buyer with any information requested by the Data Subject

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

13. Buyer data

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

13.2 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.

13.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.

13.4 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policies and all Buyer requirements in the Order Form.

13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.

13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:

13.6.1 the principles in the Security Policy Framework:

<https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy:

<https://www.gov.uk/government/publications/government-securityclassifications>

13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management: <https://www.cpni.gov.uk/content/adopt-risk->

[managementapproach](#) and Protection of Sensitive Information and Assets:
<https://www.cpni.gov.uk/protection-sensitive-information-and-assets>

13.6.3 the National Cyber Security Centre's (NCSC) information risk management guidance: <https://www.ncsc.gov.uk/collection/risk-management-collection>

13.6.4 government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint:
<https://www.gov.uk/government/publications/technologycode-of-practice/technology-code-of-practice>

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

13.6.6 Buyer requirements in respect of AI ethical standards.

13.7 The Buyer will specify any security requirements for this project in the Order Form.

13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.

13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.

13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

14. Standards and quality

14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.

14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:
<https://www.gov.uk/government/publications/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:

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

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

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

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

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

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

17. Guarantee

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

17.1.1 an executed Guarantee in the form at Schedule 5

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

18. Ending the Call-Off Contract

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

18.2 The Parties agree that the:

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

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

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

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

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

18.4.2 any fraud

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

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

18.5.2 an Insolvency Event of the other Party happens

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

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

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

19. Consequences of suspension, ending and expiry

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

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

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

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

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

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

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

- 7 (Payment, VAT and Call-Off Contract charges)
- 8 (Recovery of sums due and right of set-off)
- 9 (Insurance)
- 10 (Confidentiality)
- 11 (Intellectual property rights)
- 12 (Protection of information)
- 13 (Buyer data)
- 19 (Consequences of suspension, ending and expiry)

- 24 (Liability); and incorporated Framework Agreement clauses: 4.1 to 4.6, (Liability), 24 (Conflicts of interest and ethical walls), 35 (Waiver and cumulative remedies)

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

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

19.5.1 return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it

19.5.2 return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer

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

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

19.5.5 work with the Buyer on any ongoing work

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

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

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

20. Notices

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

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

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

21. Exit plan

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

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

21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 36 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 30 month anniversary of the Start date.

21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.

21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.

21.6 The Supplier acknowledges that the Buyer's right to take the Term beyond 36 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:

21.6.1 the Buyer will be able to transfer the Services to a replacement supplier before the expiry or Ending of the period on terms that are commercially reasonable and acceptable to the Buyer

21.6.2 there will be no adverse impact on service continuity

21.6.3 there is no vendor lock-in to the Supplier's Service at exit

21.6.4 it enables the Buyer to meet its obligations under the Technology Code Of Practice

21.7 If approval is obtained by the Buyer to extend the Term, then the Supplier will comply with its obligations in the additional exit plan.

21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:

21.8.1 the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier

21.8.2 the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer

21.8.3 the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier

21.8.4 the testing and assurance strategy for exported Buyer Data

21.8.5 if relevant, TUPE-related activity to comply with the TUPE regulations

21.8.6 any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. Handover to replacement supplier

22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:

22.1.1 data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control

22.1.2 other information reasonably requested by the Buyer

22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.

22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

23. Force majeure

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

24. Liability

24.1 Subject to incorporated Framework Agreement clauses 4.1 to 4.6, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract shall not exceed the greater of five hundred thousand pounds (£500,000) or one hundred and twenty-five per cent (125%) of the Charges paid and/or committed to be paid in that Year (or such greater sum (if any) as may be specified in the Order Form).

24.2 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Supplier's liability:

24.2.1 pursuant to the indemnities in Clauses 7, 10, 11 and 29 shall be unlimited; and

24.2.2 in respect of Losses arising from breach of the Data Protection Legislation shall be as set out in Framework Agreement clause 28.

24.3 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Buyer's liability pursuant to Clause 11.5.2 shall in no event exceed in aggregate five million pounds (£5,000,000).

24.4 When calculating the Supplier's liability under Clause 24.1 any items specified in Clause 24.2 will not be taken into consideration.

25. Premises

25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.

25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.

25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.

25.4 This clause does not create a tenancy or exclusive right of occupation.

25.5 While on the Buyer's premises, the Supplier will:

25.5.1 comply with any security requirements at the premises and not do anything to weaken the security of the premises

25.5.2 comply with Buyer requirements for the conduct of personnel

25.5.3 comply with any health and safety measures implemented by the Buyer

25.5.4 immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury

25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

26. Equipment

26.1 The Supplier is responsible for providing any Equipment which the Supplier requires to provide the Services.

26.2 Any Equipment brought onto the premises will be at the Supplier's own risk and the Buyer will have no liability for any loss of, or damage to, any Equipment.

26.3 When the Call-Off Contract Ends or expires, the Supplier will remove the Equipment and any other materials leaving the premises in a safe and clean condition.

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

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

28. Environmental requirements

28.1 The Buyer will provide a copy of its environmental policy to the Supplier on request, which the Supplier will comply with.

28.2 The Supplier must provide reasonable support to enable Buyers to work in an environmentally friendly way, for example by helping them recycle or lower their carbon footprint.

29. The Employment Regulations (TUPE)

29.1 The Supplier agrees that if the Employment Regulations apply to this Call-Off Contract on the Start date then it must comply with its obligations under the Employment Regulations and (if applicable) New Fair Deal (including entering into an Admission Agreement) and will indemnify the Buyer or any Former Supplier for any loss arising from any failure to comply.

29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:

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

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.

29.3 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.

29.4 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.

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

29.5.1 its failure to comply with the provisions of this clause

29.5.2 any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer

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

29.7 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.

3. 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.

4. Collaboration

31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start date.

31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:

31.2.1 work proactively and in good faith with each of the Buyer's contractors

31.2.2 co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services

30. 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 CallOff Contract by giving 30 days notice to the Supplier.

31. Data Protection Legislation (GDPR)

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

Schedule 1: Services

Scope of work to be covered from the 01st June to 31st December 2023.

Workstreams – Services to Perform

Under WPD23, KPMG will provide services to perform work. The below section details the scope of service per workstream.

- **Project: Internal/ External Registration (Services to Perform)**
 - Build & unit test required functionality in line with provided user stories to support Go-Live2 (GL2) and Go-Live3 (GL3) for production release in line with the programme roadmap
 - Deploy unit tested user stories to the QA / UAT environment as agreed by the programme
 - Support CQC QA / UAT activities during the period of this Work Package in line with the release plan
 - Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams in line with the release plan
 - Support Hypercare provision following live deployments in line with release plan
- **Project: Assessments (Services to Perform)**
 - Build & unit test required functionality in line with provided user stories to support Go-Live2 (GL2) and Go-Live3 (GL3) for production release in line with the programme roadmap
 - Deploy unit tested user stories to the QA / UAT environment as agreed by the programme
 - Support CQC QA / UAT activities during the period of this Work Package in line with the release plan
 - Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams in line with the release plan
 - Support Hypercare provision following live deployments in line with release plan

- **Project: Contact with CQC (Services to Perform)**

- Build & unit test required functionality in line with provided user stories to support Go-Live2 (GL2) and Go-Live3 (GL3) for production release in line with the programme roadmap
- Deploy unit tested user stories to the QA / UAT environment as agreed by the programme
- Support CQC QA / UAT activities during the period of this Work Package in line with the release plan
- Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams in line with the release plan
- Support Hypercare provision following live deployments in line with release plan

- **Project: Enforcement (Services to Perform)**

- Build & unit test required functionality in line with provided user stories to support Go-Live2 (GL2) and Go-Live3 (GL3) for production release in line with the programme roadmap
- Deploy unit tested user stories to the QA / UAT environment as agreed by the programme
- Support CQC QA / UAT activities during the period of this Work Package in line with the release plan
- Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams in line with the release plan
- Support Hypercare provision following live deployments in line with release plan

- **Project: Ops Planning (Services to Perform)**

- Build & unit test required functionality in line with provided user stories to support Go-Live2 (GL2) and Go-Live3 (GL3) for production release in line with the programme roadmap
- Deploy unit tested user stories to the QA / UAT environment as agreed by the programme
- Support CQC QA / UAT activities during the period of this Work Package in line with the release plan
- Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams in line with the release plan
- Support Hypercare provision following live deployments in line with release plan

Core Management

Under WPD23, KPMG will provide services to perform work. The below section details the scope of service for Core Management.

Engagement & Quality Assurance

- Overall engagement management and assurance
- Commercial approvals
- Escalation management

Programme Management

- Programme delivery management
- Represent KPMG at programme governance forums
- Overall KPMG resource management
- KPMG programme planning
- Manage KPMG commercial agreements - Work Package Documents (WPD) and Change Control Notices (CCN)
- Progress and status reporting
- Issue escalation and resolution

PMO

- KPMG resource and on-boarding / off boarding
- Maintaining and reporting forecast KPMG resource usage and costs
- Maintaining and reporting actual KPMG resource usage and costs
- Financial management of KPMG project costs for billing
- Maintenance and adherence to the KPMG Information Protection Policy
- RAID management
- Deliverable tracking and Deliverable Acceptance Certificates (DACs)
- Adherence to KPMG and programme governance processes

Architecture

- Leadership and assurance on overall D365 Solution Architecture
- Leadership and assurance on overall D365 Technical Architecture
- KPMG representation at Technical Design Authority Meeting
- Maintain engagement with Microsoft FastTrack Architect
- Maintain engagement with CQC 3rd party And Digital, technology suppliers who interact with the programme

Environments and Release Management

- D365 environments and Release Planning
- D365 environments and Release Management

Data Migration

- Approach and planning for data migration to D365
- Management of data migration to D365 to support the release plan

Services to Assist

Under this WPD23, KPMG will provide services to assist. The below section details the scope of service for CIO Advisory Support and UX UI Designer.

CIO Advisory Support

CIO level support and facilitation for the delivery of the items listed below.

Provide leadership, direction, and oversight to ensure the following outputs are delivered and maintained as required:

- Project plans for each service to be baselined and integrated into the programme plan
- Integrated programme plan with critical path and dependencies
- Service roadmap for each service detailing what will be delivered by the programme and what will be delivered by BAU – to be signed off by Service Directors
- Functional maps showing cumulative impact of services – impacts worked back into project and programme plans
- Response mechanism to the monthly survey across the programme to ensure action is taken in response to people's concerns
- Communications grid and plan for the programme and establish weekly drop ins for the Senior Programme Leadership Team with David Anderton and Amy Pritchard
- Attendance by resource for at least one Team Workshop once a month, should be rotational each month
- Ensure new programme and project governance arrangements embedded
- Dashboard metrics and reporting formats for project and programme level – to be provided to programme boards; incl two specific views:
 - Cost vs forecast with % scope completion overlaid
 - Service > benefit > strategic outcome > RAG
- Lead and facilitate sessions with Services Directors to secure approval of complex design decisions as required
- Ensure milestones for releases on programme in line with agreed roadmap are met for GL2 and GL3
- Ensure release plan is baselined and maintained

UX UI Designer (Services to Assist)

The UX UI Designer (Orlagh Greig) will provide support to CQC in regard to UX and UI Design for D365 Power Portal pages as directed by the CQC Project Management Team.

In addition, the UX UI Designer will work as part of the joint CQC/KPMG project team including attending daily stand-ups.

- Coordinate with CQC product owner, user researchers, content designer and BAs on the designs
- Coordinate with KPMG consultants to ensure proposed designs can be technically realised within the Dynamics Portal
- Playback design work periodically to project team and to wider programme as and when required.

Scope of work to be covered from the 01st January up to the 31st June 2024.

Projects: All (Ops Planning, Enforcement, Assessment, Contact, Registration) Enhancement Releases - (Services to Perform)

Following the delivery against the programme roadmap in 2023 it is anticipated that a series of scheduled Production Releases will take place to deliver enhancements and updates to the delivered applications from January to June 2024.

These will be required to align with changing business processes and / or improvements identified by the business through the use of the tools.

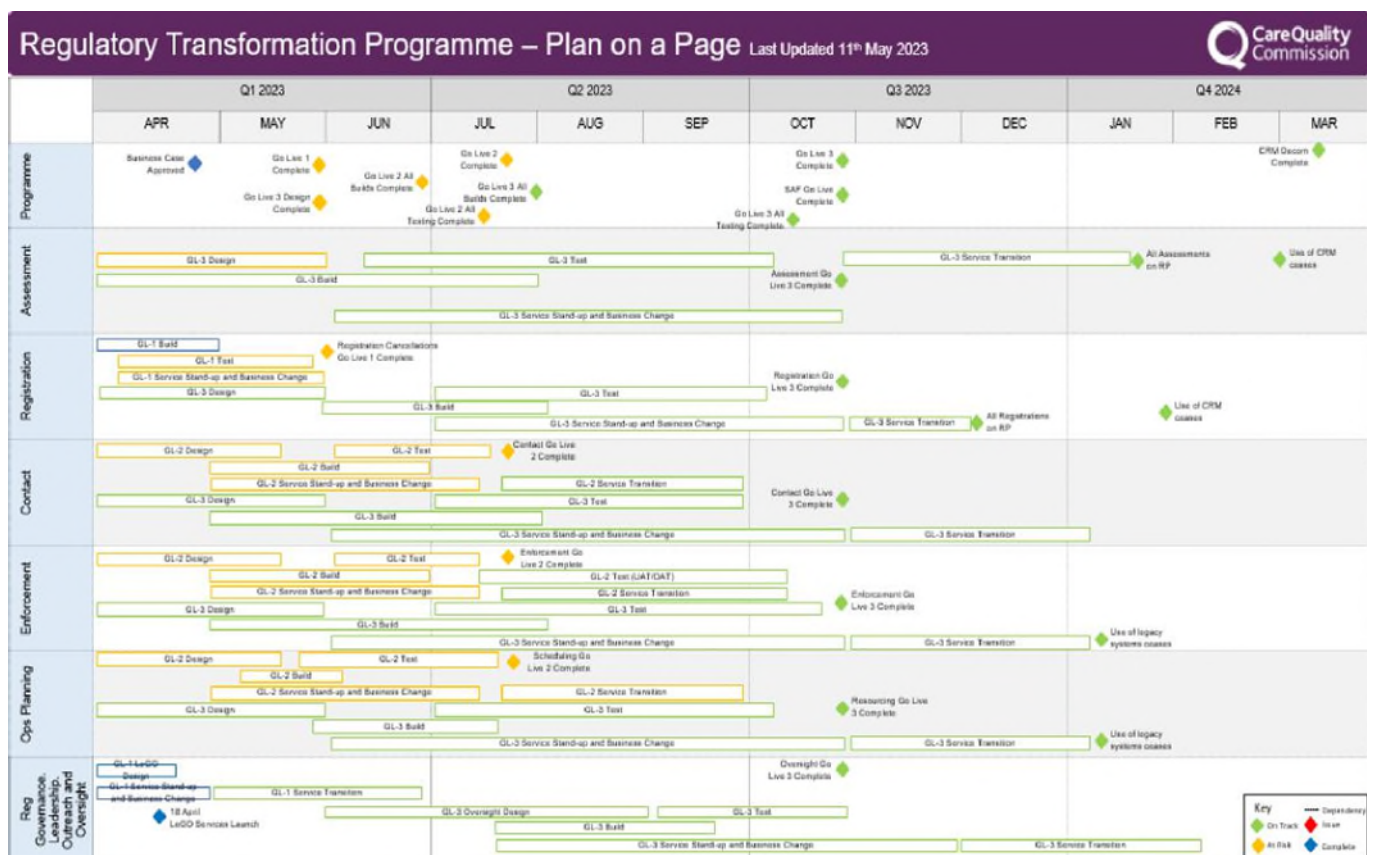
For each of these the following will be required:

- Build & unit test required functionality in line with provided user stories.
- Deploy unit tested user stories to the QA / UAT environment.
- Support CQC QA / UAT activities with bug fix, defect triage and deployment support.
- Support Production Deployments and Service Transition to CQC BAU (Business As usual) Teams.
- Support Hypercare provision following live deployments.

Regulatory Transformation Programme

Plan on a Page and Release Plan

The following 7 slides contain the plan on a page and release plan details.



Programme Release Plan

Project	Go-Live 1—April/May	Go-Live 2 —18th July	Go-Live 3 - 31" October
Registration	Cancellations: Cancel Provider (logged out journey) <ul style="list-style-type: none"> (Single Location, Single RM, Closing Service) Cancel Registered Manager (logged out journey) <ul style="list-style-type: none"> (Single Location Single Provider) 	<ul style="list-style-type: none"> No Release 	New Provider Application (including withdrawal) New Registered Manager Application (including withdrawal) Variation <ul style="list-style-type: none"> Add & Remove Locations, Add & Remove Partner, Add! Update! Remove Conditions Cancel <ul style="list-style-type: none"> Multiple Locations, Multiple Registered Managers, Regulated Activities Change of Legal Entity
Contact	<ul style="list-style-type: none"> No Release 	Notifications: <ul style="list-style-type: none"> SN17 MHA Death SN17 Unauthorised Absence Deprivation of Liberty Safeguarding (DoLS) SN18 Serious Injury Connect: Regulatory Contact: Receive/Triage/Action Information GFOC Integration General Enquiries Concerns Investigations: Gather Additional Info Record Regulatory Response 	Notifications: <ul style="list-style-type: none"> SN14 SN16 Death SN18 Police SN18 Abuse SN18: Events that stop a service running safely and properly SN18: Placement of a child or young person in an adult psychiatric unit SOAD Connect: <ul style="list-style-type: none"> Mental Health Act Complaints: <ul style="list-style-type: none"> Record Regulatory Response Gather Additional Information Concerns investigation Record Regulatory Response (enhancements to align with SAF) General Enquiries — Web form Provider Contact (PIR, Access, Guidelines)

Programme Release Plan

LeGO	<ul style="list-style-type: none">• Go live wlc 17 April	<ul style="list-style-type: none">• No Release	<ul style="list-style-type: none">• No Release	
Enforcement	<ul style="list-style-type: none">• PIP Release	Criminal Enforcement <ul style="list-style-type: none">• Uploading evidence/documents• Tagging evidence/documents• Bundling Evidence	Civil Enforcement <ul style="list-style-type: none">• Requirement Notices! Issuing a warning notice! Notice of proposal! Notice of decision• Representations & Appeals• Imposing, varying or removing a condition of registration• Fulfilment — Civil• Publication - Civil• Compliance — Civil• Suspension of registration Criminal Enforcement <ul style="list-style-type: none">• Prosecution• MRR and MRM• Fixed penalty Notice• Publications	
Assessment	<ul style="list-style-type: none">• No Release	<ul style="list-style-type: none">• No Release	<ul style="list-style-type: none">• Plan• Gather• Assess• Publish	
Ops Planning	<ul style="list-style-type: none">• No Release	<ul style="list-style-type: none">• Scheduling	<ul style="list-style-type: none">• Resourcing	

Information Channels for External Contact

QCare Quality
Commission

	GoLive1	GoLive2	GoLive3	Roadmap
New Digital Forms	Registration: Provider & Rbl Cancellations logged out journey (Single Location, Single RM, Closing Service, Single provider)		Contact: General Enquiries, Mental Health complaints	Notifications: All Registration: New Provider & PM Application (single & multiple), Cancel my registration as a multiple provider! Sole Traders & Partnerships, Variations, Change in Legal Entity, Sale and Transfer!
New Portal		Notifications: SN18 Serious Injury MHA Death! Unauthorised Absence! Deprivation of Liberty Safeguarding (DoLS)	Notifications: SH14, 51116 Death AI& Police! Abuse! Events that stop a service running safely and properly! Placement of a child or young person in an adult psychiatric unit Registration: New Provider & RM Application (single & multiple)	Assessment Enforcement: In portal provider communications
Bulk Upload API			Notifications: All	
Updated Simplified Forms RPA		Contact: Give Feedback on Care	Registration: Cancel my registration as a multiple provider. Cancel my registration as a multiple provider! Sole Traders & Partnerships, Variations, Change in Legal Entity, Sale and Transfer Notifications: SOAD	
Email / hula / Smartlink		Enforcement: Criminal	Assessment: Factual Accuracy Contact: PIP! Provider Contact Enforcement: civil	

2.1 What this means for CQC teams



Go-live — April/May 2023

Registration • Cancellations

Registration teams split to use either D365 or CRIV1 no dual working to process cancellations

Some minimum dual working for NCSC to support any provider queries

2.2 What this means for CQC teams



Go-Live 2 — for teams from July to October 2023

Contact (Notifications & Connect)

- IAITs and NCSC — use D365 for all incoming information about services triaged by NCSC (calls and GFOC) except Mental Health complaints which will remain in CRM until Go-Live 3
- NCSC — will have some dual working
 - The team will move to D365 for all incoming general and provider calls and GFOC form submissions
 - Expected dual working to source information to resolve queries when needing to access historical information
 - Expected dual working for Notifications - aim is to minimise this where high volume, high action notifications are pushed into D365 using RPA
- NCSC — onboarding of providers to the portal will result in additional enquiries
- IAITs - will have some dual working
 - Expected dual working for Notifications - aim is to minimise this where high volume, high action notifications are pushed into D365 using RPA
 - Use D365 for management of safeguarding information recording actions and outcomes
 - Expected dual working where a Notification or safeguarding information leads to or informs assessment activity

2.3 What this means for Providers



Go-live — April/May 2023

Registration • Cancellations

Provider use current portal and existing process for cancellations

Providers use new online form to replace web/word/email submissions (*communications one the website to encourage providers to use the new form where it meets their needs*)

Go-Live 2 — 2 —18 July 2023

Notifications

- Providers — use current processes
- Providers — use the new portal process (*communications via the old portal and website to encourage providers to use the new portal where it meets their needs*)

End of Plan on a Page and Release Plan

Schedule 2: Call-Off Contract charges

For each individual Service, the applicable Call-Off Contract Charges (in accordance with the Supplier’s Platform pricing document) can’t be amended during the term of the Call-Off Contract. The detailed Charges breakdown for the provision of Services during the Term will include:

The Parties agree to add the following G Cloud 13 rates to the KPMG Rate Card:

SFIA Levels	KPMG Location Onshore (UK) Daily Rate	KPMG Location Near shore (Malta) Maximum Daily Rate	KPMG Location Offshore (India) Maximum Daily Rate
6			
5			
4			
3			
2			
1			

To support budgetary pressure for CQC and as an indication of continued partnership between the two organisations KPMG will apply a 10% discount across all work under the agreement (applicable against a monthly spend of greater than £250k).

When these discounts are applied (based on an indicative spend of £m inc VAT by end June ‘24)

- Original Price (inc. VAT) =
- CIO Role undercharge =
- 10% Discount =
- **Estimated Total Contract Spend (inc. VAT) =**

Schedule 3: Collaboration agreement – **NOT USED**

Schedule 4: Alternative clauses

1. Introduction

1.1 This Schedule specifies the alternative clauses that may be requested in the Order Form and, if requested in the Order Form, will apply to this Call-Off Contract.

2. Clauses selected

2.1 The Customer may, in the Order Form, request the following alternative Clauses:

2.1.1 Scots Law and Jurisdiction

2.1.2 References to England and Wales in incorporated Framework Agreement clause 15.1 (Law and Jurisdiction) of this Call-Off Contract will be replaced with Scotland and the wording of the Framework Agreement and Call-Off Contract will be interpreted as closely as possible to the original English and Welsh Law intention despite Scots Law applying.

2.1.3 Reference to England and Wales in Working Days definition within the Glossary and interpretations section will be replaced with Scotland.

2.1.4 References to the Contracts (Rights of Third Parties) Act 1999 will be removed in clause 27.1. Reference to the Freedom of Information Act 2000 within the defined terms for 'FoIA/Freedom of Information Act' to be replaced with Freedom of Information (Scotland) Act 2002.

2.1.5 Reference to the Supply of Goods and Services Act 1982 will be removed in incorporated Framework Agreement clause 4.1.

2.1.6 References to "tort" will be replaced with "delict" throughout

2.2 The Customer may, in the Order Form, request the following Alternative Clauses:

2.2.1 Northern Ireland Law (see paragraph 2.3, 2.4, 2.5, 2.6 and 2.7 of this Schedule)

2.3 Discrimination

2.3.1 The Supplier will comply with all applicable fair employment, equality of treatment and anti-discrimination legislation, including, in particular the:

- Employment (Northern Ireland) Order 2002
- Fair Employment and Treatment (Northern Ireland) Order 1998
- Sex Discrimination (Northern Ireland) Order 1976 and 1988

- Employment Equality (Sexual Orientation) Regulations (Northern Ireland) 2003
- Equal Pay Act (Northern Ireland) 1970
- Disability Discrimination Act 1995
- Race Relations (Northern Ireland) Order 1997
- Employment Relations (Northern Ireland) Order 1999 and Employment Rights (Northern Ireland) Order 1996
- Employment Equality (Age) Regulations (Northern Ireland) 2006
- Part-time Workers (Prevention of less Favourable Treatment) Regulation 2000
- Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002
- The Disability Discrimination (Northern Ireland) Order 2006
- The Employment Relations (Northern Ireland) Order 2004
- Equality Act (Sexual Orientation) Regulations (Northern Ireland) 2006
- Employment Relations (Northern Ireland) Order 2004 ● Work and Families (Northern Ireland) Order 2006

and will use his best endeavours to ensure that in his employment policies and practices and in the delivery of the services required of the Supplier under this Call-Off Contract he promotes equality of treatment and opportunity between:

- a. persons of different religious beliefs or political opinions
- b. men and women or married and unmarried persons
- c. persons with and without dependants (including women who are pregnant or on maternity leave and men on paternity leave)
- d. persons of different racial groups (within the meaning of the Race Relations (Northern Ireland) Order 1997)
- e. persons with and without a disability (within the meaning of the Disability Discrimination Act 1995)
- f. persons of different ages
- g. persons of differing sexual orientation

2.3.2 The Supplier will take all reasonable steps to secure the observance of clause 2.3.1 of this Schedule by all Supplier Staff.

2.4 Equality policies and practices

2.4.1 The Supplier will introduce and will procure that any Subcontractor will also introduce and implement an equal opportunities policy in accordance with guidance from and to the satisfaction of the Equality Commission. The Supplier will review these policies on a regular basis (and will procure that its Subcontractors do likewise) and the Customer will be entitled to receive upon request a copy of the policy.

2.4.2 The Supplier will take all reasonable steps to ensure that all of the Supplier Staff comply with its equal opportunities policies (referred to in clause 2.3 above). These steps will include:

- a. the issue of written instructions to staff and other relevant persons
- b. the appointment or designation of a senior manager with responsibility for equal opportunities
- c. training of all staff and other relevant persons in equal opportunities and harassment matters
- d. the inclusion of the topic of equality as an agenda item at team, management and staff meetings

The Supplier will procure that its Subcontractors do likewise with their equal opportunities policies.

2.4.3 The Supplier will inform the Customer as soon as possible in the event of:

- A. the Equality Commission notifying the Supplier of an alleged breach by it or any Subcontractor (or any of their shareholders or directors) of the Fair Employment and Treatment (Northern Ireland) Order 1998 or
- B. any finding of unlawful discrimination (or any offence under the Legislation mentioned in clause 2.3 above) being made against the Supplier or its Subcontractors during the Call-Off Contract Period by any Industrial or Fair Employment Tribunal or court,

The Supplier will take any necessary steps (including the dismissal or replacement of any relevant staff or Subcontractor(s)) as the Customer directs and will seek the advice of the Equality Commission in order to prevent any offence or repetition of the unlawful discrimination as the case may be.

2.4.4 The Supplier will monitor (in accordance with guidance issued by the Equality Commission) the composition of its workforce and applicants for employment and will provide an annual report on the composition of the workforce and applicants to the Customer. If the monitoring reveals under-representation or lack of fair participation of particular groups, the Supplier will review the operation of its relevant policies and take positive action if appropriate. The Supplier will impose on its Subcontractors obligations similar to those undertaken by it in this clause 2.4 and will procure that those Subcontractors comply with their obligations.

2.4.5 The Supplier will provide any information the Customer requests (including Information requested to be provided by any Subcontractors) for the purpose of assessing the Supplier's compliance with its obligations under clauses 2.4.1 to 2.4.5 of this Schedule.

2.5 Equality

2.5.1 The Supplier will, and will procure that each Subcontractor will, in performing its/their obligations under this Call-Off Contract (and other relevant agreements), comply with the provisions of Section 75 of the Northern Ireland Act 1998, as if they were a public authority within the meaning of that section.

2.5.2 The Supplier acknowledges that the Customer must, in carrying out its functions, have due regard to the need to promote equality of opportunity as contemplated by the Northern Ireland Act 1998 and the Supplier will use all reasonable endeavours to assist (and to ensure that relevant Subcontractor helps) the Customer in relation to same.

2.6 Health and safety

2.6.1 The Supplier will promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Call-Off Contract. The Customer will promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer premises and which may affect the Supplier in the performance of its obligations under the Call-Off Contract.

2.6.2 While on the Customer premises, the Supplier will comply with any health and safety measures implemented by the Customer in respect of Supplier Staff and other persons working there.

2.6.3 The Supplier will notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Call-Off Contract on the Customer premises if that incident causes any personal injury or damage to property which could give rise to personal injury.

2.6.4 The Supplier will comply with the requirements of the Health and Safety at Work (Northern Ireland) Order 1978 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Supplier Staff and other persons working on the Customer premises in the performance of its obligations under the Call-Off Contract.

2.6.5 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work (Northern Ireland) Order 1978) is made available to the Customer on request.

2.7 Criminal damage

2.7.1 The Supplier will maintain standards of vigilance and will take all precautions as advised by the Criminal Damage (Compensation) (Northern Ireland) Order 1977 or as may be recommended by the police or the Northern Ireland Office (or, if replaced, their successors) and will compensate the Customer for any loss arising

directly from a breach of this obligation (including any diminution of monies received by the Customer under any insurance policy).

2.7.2 If during the Call-Off Contract Period any assets (or any part thereof) is or are damaged or destroyed by any circumstance giving rise to a claim for compensation

under the provisions of the Compensation Order the following provisions of this clause 2.7 will apply.

- 2.7.3 The Supplier will make (or will procure that the appropriate organisation make) all appropriate claims under the Compensation Order as soon as possible after the CDO Event and will pursue any claim diligently and at its cost. If appropriate, the Customer will also make and pursue a claim diligently under the Compensation Order. Any appeal against a refusal to meet any claim or against the amount of the award will be at the Customer's cost and the Supplier will (at no additional cost to the Customer) provide any help the Customer reasonably requires with the appeal.
- 2.7.4 The Supplier will apply any compensation paid under the Compensation Order in respect of damage to the relevant assets towards the repair, reinstatement or replacement of the assets affected.

Schedule 5: Guarantee – **NOT USED**

Schedule 6: Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
Additional Services	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Clause 2 (Services) which a Buyer may request.
Admission Agreement	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
Application	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Platform).
Audit	An audit carried out under the incorporated Framework Agreement clauses.
Background IPRs	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"> ● owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes ● created by the Party independently of this Call-Off Contract, or <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	<p>Data, Personal Data and any information, which may include (but isn't limited to) any:</p> <ul style="list-style-type: none"> ● information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above ● other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').
Control	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.

Controller	Takes the meaning given in the UK GDPR.
Crown	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.

Data Loss Event	Event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Call-Off Contract and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.
Data Protection Impact Assessment (DPIA)	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
Data Protection Legislation (DPL)	(i) the UK GDPR as amended from time to time; (ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy; (iii) all applicable Law about the Processing of Personal Data and privacy.
Data Subject	Takes the meaning given in the UK GDPR

Default	<p>Default is any:</p> <ul style="list-style-type: none"> ● breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) ● other default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.</p>
DPA 2018	Data Protection Act 2018.
Employment Regulations	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE') .
End	Means to terminate; and Ended and Ending are construed accordingly.
Environmental Information Regulations or EIR	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant government department about the regulations.
Equipment	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.

ESI Reference Number	The 14 digit ESI reference number from the summary of the outcome screen of the ESI tool.
Employment Status Indicator test tool or ESI tool	The HMRC Employment Status Indicator test tool. The most up-to-date version must be used. At the time of drafting the tool may be found here: https://www.gov.uk/guidance/check-employment-status-for-tax
Expiry Date	The expiry date of this Call-Off Contract in the Order Form.

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

Fraud	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 Clause 2 (Services) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
UK GDPR	The retained EU law version of the General Data Protection Regulation (Regulation (EU) 2016/679).
Good Industry Practice	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.

Government Procurement Card	The government's preferred method of purchasing and payment for low value goods or services.
Guarantee	The guarantee described in Schedule 5.
Guidance	Any current UK government guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK government guidance and the Crown Commercial Service guidance, current UK government guidance will take precedence.
Implementation Plan	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.
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	<p>Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.</p>
Insolvency event	<p>Can be:</p> <ul style="list-style-type: none"> ● a voluntary arrangement ● a winding-up petition ● the appointment of a receiver or administrator ● an unresolved statutory demand ● a Schedule A1 moratorium ● a Dun & Bradstreet rating of 10 or less
Intellectual Property Rights or IPR	<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	As set out in clause 11.5.
IR35	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
IR35 assessment	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.

Know-How	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or Buyer's possession before the Start date.
Law	Any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply.
Loss	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and ' Losses ' will be interpreted accordingly.
Lot	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.

Malicious Software	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
Management Charge	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
Management Information	The management information specified in Framework Agreement Schedule 6.
Material Breach	Those breaches which have been expressly set out as a Material Breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
Ministry of Justice Code	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
New Fair Deal	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.

Order	An order for G-Cloud Services placed by a contracting body with the Supplier in accordance with the ordering processes.
Order Form	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
Ordered G-Cloud Services	G-Cloud Services which are the subject of an order by the Buyer.
Outside IR35	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
Party	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
Personal Data	Takes the meaning given in the UK GDPR.

Personal Data Breach	Takes the meaning given in the UK GDPR.
Platform	The government marketplace where Services are available for Buyers to buy.
Processing	Takes the meaning given in the UK GDPR.
Processor	Takes the meaning given in the UK GDPR.
Prohibited act	<p>To directly or indirectly offer, promise or give any person working for or engaged by a Buyer or CCS a financial or other advantage to:</p> <ul style="list-style-type: none"> ● induce that person to perform improperly a relevant function or activity ● reward that person for improper performance of a relevant function or activity ● 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: pseudonymisation and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
PSN or Public Services Network	The Public Services Network (PSN) is the government's highperformance 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 GCloud Services, including backup data.
Service definition(s)	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Clause 2 (Services) of the Framework Agreement.
Service description	The description of the Supplier service offering as published on the Platform.
Service Personal Data	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
Spend controls	<p>The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see https://www.gov.uk/service-manual/agile-delivery/spend-controlscheck-if-you-need-approval-to-spend-money-on-a-service</p>
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 GCloud 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: UK GDPR Information

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

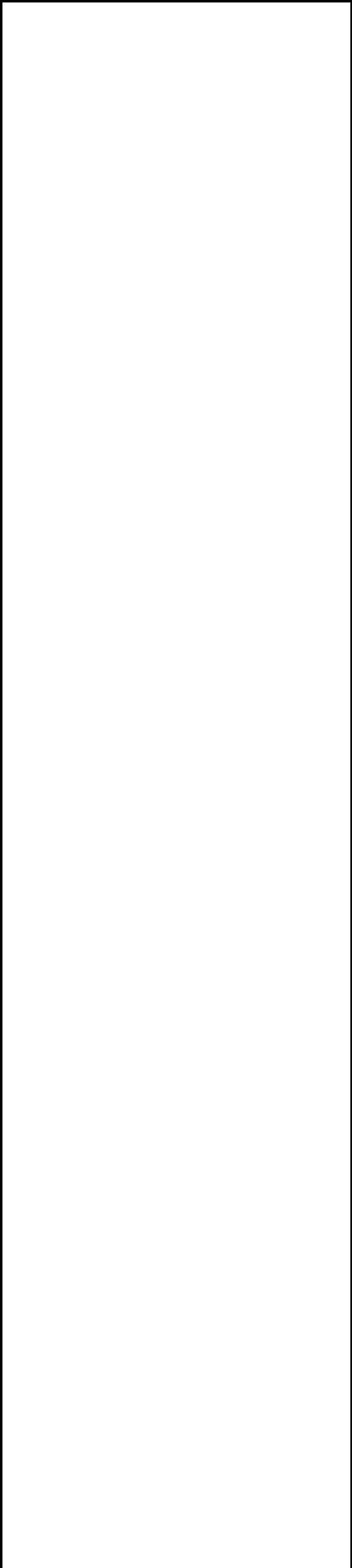
Annex 1: Processing Personal Data

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

2nd Floor,
2 Redman Place London, E20 1JQ.
- 1.2 The contact details of the Supplier’s Data Protection Officer are:

| Data Protection Officer
Office of General Counsel KPMG LLP 58 Clarendon Road, Watford, WD17 1DE
Tel:
Mob:
Email:
PA:
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Descriptions	Details
Identity of Controller for each Category of Personal Data	<p>The Buyer is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2-15 Framework Agreement Schedule 4 (Where the Party is a Controller and the other Party is Processor) and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none">• Data in all non-production environments will be removed or anonymised by CQC prior to being provided to KPMG.
Duration of the Processing	For the duration of the agreement.
Nature and purposes of the Processing	KPMG will process the personal data only to the extent strictly necessary to carry out activities agreed with CQC to migrate data to the new platform, check data quality, establish and test the functionality.



Nature of information:

- Service Provider Information (Organization, Partnership and Individual).
- External Agency Information.
- Provider Location Information.
- Registration Contacts Information.
- General Contact Information (captured from the enquiries).

The capture of information about Service Providers, Providers Staff, Service Users and Citizens both in their experience of using services as well as information captured as part of the services.

Project work will typically have specific information captured about user's needs, and users experience as they use newly developed services. This information is captured in project documentation such as (but not limited to) User Stories, Customer Journey Mapping, Prototypes, Web forms, Databases and User Research videos / documentation.

Wherever possible during development personal data is either not captured or is anonymised. Where there is no alternative, this is noted and captured as part of the phase of work and explicitly highlighted to the users involved, with the option of not participating. The project documentation is kept in line with the records retention policy.

The Information captured will be captured from the following areas:

- Provider Portal.
- Registration Forms.
- NCSC Contact Centre.

The Information will be stored / processed via:

- Dynamics 365.
- SharePoint.
- Enterprise Service Bus.

Where KPMG Product Support may need temporary access to CQC data in order to resolve Production issues, CQC are to provide a mechanism for time limited access relating to controlled Production access which will be

	<p>provided to KPMG team members where required to perform a specific activity.</p> <p>AS per the KPMG staff Information Protection Plan relating to the provision of managed services, processes and governance arrangements are to be formalised and approved by CQC; Access privileges to the CQC production and pre-production environments are requested on a need-to-have basis. KPMG will ensure that their staff and agents outside of the EEA are not given access to personal data within the production environment and that CQC personal data is not transferred outside of the EEA.</p> <p>For the provision of Managed Service Support, the KPMG Support Team have access to a support environment which is a copy of the production.</p> <p>This is to ensure access is controlled & the client uses role base access thus limiting what the support team can view. KPMG will ensure that their staff and agents outside of the EEA are not given access to personal data within the support environment and that CQC personal data is not transferred outside of the EEA.</p>
Type of Personal Data	Regulated information that is a part of our purpose as a regulator. Typically, this will be name and contact details such as e-mail, phone number, organisation position, business address details required in order to register and notify the Buyer of details in respect to delivery of regulated services.
Categories of Data Subject	<ul style="list-style-type: none"> • CQC staff. • Provider Staff and temporary workers. • Suppliers. • Service Users. • Citizens.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	Any personal data will be subject to transfer to a replacement supplier, as per the exit plan. Once the transfer is completed the supplier will then delete any personal data unless the law requires retention of the data by the supplier for a longer period.

	<p>The Parties are required to erase Personal Data from any computers, storage devices and storage media, that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by the Party for statutory compliance purposes or as otherwise required by the Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.</p>
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Annex 2: Joint Controller
Agreement – NOT USED

