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Service

G-CLOUD 8 CALL-OFF CONTRACT

This Call-Off Contract for the G-Cloud 8 Framework Agreement (RM1557viii) includes:

Part A - Order Form

Part B - The Schedules

Schedule 1 - Deliverables

Schedule 2 - Call-Off Contract Charges

Schedule 3 - Deed of Guarantee

Part C - Terms and conditions

1. Contract start date, length and methodology
2. Overriding provisions
3. Transfer and sub-contracting
4. Supplier Staff
5. Due diligence
6. Warranties, representations and acceptance criteria
7. Business continuity and disaster recovery
8. Payment terms and VAT
9. Recovery of sums due and right of set-off
10. Insurance
11. Confidentiality
12. Conflict of Interest
13. Intellectual Property Rights
14. Data Protection and Disclosure
15. Buyer Data
16. Records and audit access
17. Records and audit access
18. Freedom of Information (FOI) requests
19. Security
20. Guarantee
21. Incorporation of Terms
22. Managing Disputes
23. Termination
24. Consequences of termination
25. Supplier's status
26. Notices
27. Exit plan
28. Handover to replacement Supplier
29. Force Majeure
30. Entire Agreement
31. Liability
32. Waiver and cumulative remedies
33. Fraud
34. Prevention of bribery and corruption
35. Legislative change
36. Publicity, branding, media and official enquiries
37. Non Discrimination
38. Premises
39. Equipment
40. Contracts (Rights of Third Parties) Act
41. Law and jurisdiction

- 42. Environmental requirement
- 43. Defined Terms

Part A - Order Form

Buyer	Cabinet Office
Service ID(s)	982355277332040
Supplier	UNBOXED CONSULTING LIMITED
Call-Off Contract ref.	WP1186
Call-Off Contract title	UNBOXED CONSULTING LIMITED
G-Cloud Framework No.	G-Cloud 8: RM1557viii
Call-Off Contract description	Provision of live support services for GOV.UK
Start date	12/12/2016
End date	11/12/2017
Call-Off Contract value	The estimated initial contract value is £1,015,200. The Contract price may flex up or down over the term of the contract in completion of the requirement.
Charging method	BACS
Purchase order No.	To follow

This Order Form is issued in accordance with the G-Cloud 8 Framework Agreement (RM1557viii).

This Order Form may be used by Buyers to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any supplementary terms that materially change the Deliverables offered by the Supplier and defined in the Tender documents, such as the Service Definition and the Supplier Terms.

There are terms within the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with the use of square brackets e.g. "[this is a term you can alter]".

Buyer reference: As per WP number above

From: the Buyer

Buyer's name: Cabinet Office

Buyer's address: [REDACTED]

To: the Supplier

Supplier's name: Unboxed Consulting Limited

[REDACTED]

Together: the "Parties"

Principle contact details

For the Name & title: [REDACTED]

Buyer: Email: [REDACTED]

Phone: [REDACTED]

For the Name & title: [REDACTED]

supplier Email: [REDACTED]

Phone: [REDACTED]

Call-off contract term

Commencement date: This Call-Off Contract commences on 12th December 2016 and is valid for 12 months.

Termination: In accordance with Call-Off Contract clause 23 the notice period required for Termination is at least [90] working days from the date of written notice for disputed sums or at least [30] days from the date of written notice for termination without cause.

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 utilized by Buyer may vary from time to time during the course of this Call-Off Contract, subject always to the terms of the Call-Off Contract.

G-Cloud 8 Lot This Call-Off Contract is for the provision of Services under

Lot 4 Specialist Cloud Services - Full Service Design
982355277332040

G-Cloud 8 services required:

The Services to be provided by the Supplier under the above Lot are listed in Schedule 1 and outlined below:

SERVICE DESCRIPTION LINK

- <https://www.digitalmarketplace.service.gov.uk/g-cloud/services/982355277332040>

Unboxed Consulting Ltd

Full Service Design

We provide a team to guide you through the Discovery, Alpha and Beta phases for your digital service. We will take the initial service concept, test with your users, gather feedback, prototype, iterate and build your end-to-end service. We will learn, develop and deliver results fast.

Features

- A team of experts in GDS service manual delivery
- Cross-functional team of agile pioneers

- Phase-specific roadmaps followed through delivery
- Continuous progression using outcomes from each phase
- One platform for digital product design development

Benefits

- Completed Discovery, Alpha and Beta phases
- Following the GDS service manual
- Team begins small and grows through each phase
- Users interviewed to validate requirements
- Feedback integrated in service design
- Fully validated digital service
- Service built around your users' needs
- Risks identified, assessed and minimised
- Working end-to-end digital service

Additional Services:

Not applicable.

Location:



Quality standards:

The quality standards required for this Call-Off Contract are
A commitment to working to ISO 27001:2013

Security standards

The security clearance level required is
BPSS clearance

Technical standards

The technical standards required for this Call-Off Contract are

- ISO9001