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FRAMEWORK SCHEDULE 4

PART 1—LANGUAGE SERVICES ORDER FORM

SECTION A

This Order Form is issued in accordance with the provisions of the Framework Agreement RM1092 – Lot 1. The Supplier agrees to supply the Goods and/or Services specified below on and subject to the terms of this Call Off Contract and for the avoidance of doubt this Call Off Contract consists of the terms set out in this Order Form and the Call Off Terms.

DATE 18th December 2020

ORDER NUMBER CS20183

FROM The Advisory, Conciliation and Arbitration Service (ACAS) Windsor House, 50 Victoria Street, Westminster, London SW1H 0TL "**CUSTOMER**"

TO Language Empire Limited, Empire House, College Road, Rochdale, OL12 6AE
"SUPPLIER"

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1 Call Off Commencement Date:

18/12/2020

1.2 Call Off Expiry Date:

End date of Call Off Initial Period

21/01/2022

End date of Call Off Extension Period

Year 3 - 21/01/2023

Year 4 – 21/01/2024

2. CUSTOMER CORE GOODS AND/OR SERVICES REQUIREMENTS

2.1 Goods and/or Servicesrequired

In Call Off Schedule 2 (Goods and Services)

2.2 Installation Works (Goods only)

Not Applicable

2.3 Packing/Packaging (Goods only)

Not Applicable

2.4 Warranty Period (Goods only)

Not Applicable

2.5 Location/Sites of Delivery

Glasgow, Newcastle upon Tyne, Leeds, Manchester, Nottingham, Birmingham, Mildenhall, Cardiff, London, Bristol and Fleet

2.6 Dates for Delivery of the Services

18/12/2020

2.7 Implementation Plan

In Part A of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)

2.8 Standards

In Call Off Schedule 7 (Standards)

2.9 Service Levels and Service Credits

In Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)

2.10 Critical Service Level Failure

In Annex 2 to Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)

2.11 Business Continuity and Disaster Recovery

Not used

2.12 Performance Monitoring

In Annex 1 to Part B (Additional Performance Monitoring Requirements) of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)

2.13 Security

In Call Off Schedule 8 (Security)

2.14 Period for providing the Rectification Plan

In Clause 38.2.1(a) of the Call Off Terms

2.15 Exit Management

In accordance with the guidance set out in Call Off Schedule 10 (Exit Management)

3. SUPPLIER'S INFORMATION

3.1 Supplier's inspection of Sites, Customer Property and Customer Assets

In Clause 44.5 of the Call Off Terms and Call Off Schedule

3.2 Commercially Sensitive Information

All information provided by Acas should be treated as commercially sensitive.

4. CUSTOMER RESPONSIBILITIES

4.1 Customer Responsibilities

In Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel)

5. CALL OFF CONTRACT CHARGES AND PAYMENT

5.1 Call Off Contract Charges payable by the Customer (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment of BACS)

In Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)

The total contract value for the initial 2-year contract period up to the 21st January 2022 shall not exceed £97,000.00. The total value for year 1 shall not exceed £48,000.00 and the total value for year 2 shall not exceed £49,000.00 excluding VAT.

The total value of the year 3 optional extensions shall not exceed £51,000.00 excluding VAT, subject to budget approval.

The total value of the year 4 optional extension shall not exceed £52,000.00 excluding VAT, subject to budget approval.

The total contract value including the optional extensions shall not exceed £200,000.00 excluding VAT, however there is no commitment to spend the full amount.

5.2 Estimated Year 1 Call Off Contract Charges

Forty-Eight thousand pounds (£48,000.00) excluding VAT

5.3 Undisputed Sums Limit

Not used

SECTION C

6. CUSTOMER OTHER CONTRACTUAL REQUIREMENTS

6.1 Call Off Guarantee

Not required

6.2 Key Personnel

In Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and Clause 26 of the Call Off Terms shall apply

6.3 Relevant Convictions

Clause 27.2.1 shall apply

6.4 Failure of Supplier Equipment

Not used

6.5 Protection of Customer Data

All customer data should be protected and used fairly and lawfully.

6.6 Testing

See Clause 11.6 of the Template Call Off Terms

6.7 Limitations on Liability

In Clause 36 of the Call Off Terms

6.8 Insurance

Clause 37 of the Call Off Terms shall apply

6.9 Termination without cause notice period

The minimum number of days for the purposes of Clause 41.3 of the Call Off Terms shall be ten (10)

7. ADDITIONAL AND/OR ALTERNATIVE CLAUSES

7.1 Supplemental requirements to the Call Off Terms

Not Applicable

7.2 Amendments to/refinements of the Call Off Terms

Not Applicable

7.3 Alternative and/or Additional Clauses

Call Off Schedule 15 - (Alternative and/or Additional Clauses)

General Data Protection Regulations (GDPR)

FORMATION OF CALL OFF CONTRACT

7.4 BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Goods and/or Services.

7.5 The Parties hereby acknowledge and agree that they have read the Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

7.6 In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt.

For and on behalf of the Supplier:

Name and Title	Urvi Patel – Director
Signature	<i>U. Patel</i>
Date	03.01.2021

For and on behalf of the Customer:

Name and Title	Tony Cooper
Signature	<i>A. E. Cooper</i>
Date	Jan 12, 2021

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PART 2—LANGUAGE SERVICES OFF TERMS

TERMS AND CONDITIONS

A. PRELIMINARIES

1. DEFINITIONS AND INTERPRETATION

- 1.1 In this Call Off Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions) or the relevant Call Off Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in Call Off Schedule 1 (Definitions) or relevant Call Off Schedule, it shall have the meaning given to it in the Framework Agreement. If no meaning is given to it in the Framework Agreement, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In this Call Off Contract, unless the context otherwise requires:
 - 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words " **without limitation**";
 - 1.3.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings**" as references to obligations under this Call Off Contract;
 - 1.3.8 references to "**Clauses**" and "**Call Off Schedules**" are, unless otherwise provided, references to the clauses and schedules of this Call Off Contract and references in any Call Off Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Call Off Schedule in which these references appear; and
 - 1.3.9 the headings in this Call Off Contract are for ease of reference only and shall not affect the interpretation or construction of this Call Off Contract.
- 1.4 Subject to Clauses 1.4.4 and 1.6 (Definitions and Interpretation), in the event of and only to the extent of any conflict between the Order Form, the Call Off Terms and the provisions of the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
 - 1.4.1 the Framework Agreement, except Framework Schedule 20 (Tender);

- 1.4.2 the Order Form;
 - 1.4.3 the Call Off Terms;
 - 1.4.4 Framework Schedule 21 (Tender).
- 1.5 Any permitted changes by the Customer to the Template Call Off Terms and the Template Call Off Form under Clause 4 (Call Off Procedure) of the Framework Agreement and Framework Schedule 5 (Call Off Procedure) prior to them becoming the Call Off Terms and the Call Off Form and the Parties entering this Call Off Contract shall prevail over the Framework Agreement.
- 1.6 Where Framework Schedule 21 (Tender) contains provisions which are more favourable to the Customer in relation to this Call Off Contract, such provisions of the Tender shall prevail. The Customer shall in its absolute and sole discretion determine whether any provision in the Tender is more favourable to it in this context.

2. DUE DILIGENCE

- 2.1 The Supplier acknowledges that:
- 2.1.1 the Customer has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Call Off Contract;
 - 2.1.2 it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the Due Diligence Information;
 - 2.1.3 it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Customer before the Call Off Commencement Date) and has entered into this Call Off Contract in reliance on its own due diligence alone; and
 - 2.1.4 it shall not be excused from the performance of any of its obligations under this Call Off Contract on the grounds of, nor shall the Supplier be entitled to recover any additional costs or charges, arising as a result of any:
 - (a) misinterpretation of the requirements of the Customer in the Order Form or elsewhere in this Call Off Contract; and/or
 - (b) failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information.

3. REPRESENTATIONS AND WARRANTIES

- 3.1 Each Party represents and warranties that:
- 3.1.1 it has full capacity and authority to enter into and to perform this Call Off Contract;
 - 3.1.2 this Call Off Contract is executed by its duly authorised representative;
 - 3.1.3 there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it (or, in the case of the Supplier, any of its Affiliates) that might affect its ability to perform its obligations under this Call Off Contract; and
 - 3.1.4 its obligations under this Call Off Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable (as the case may be for each Party) bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of

general application (regardless of whether enforcement is sought in a proceeding in equity or Law).

3.2 The Supplier represents and warrants that:

- 3.2.1 it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
- 3.2.2 it has all necessary consents (including, where its procedures so require, the consent of its Parent Company) and regulatory approvals to enter into this Call Off Contract;
- 3.2.3 its execution, delivery and performance of its obligations under this Call Off Contract does not and will not constitute a breach of any Law or obligation applicable to it and does not and will not cause or result in a Default under any agreement by which it is bound;
- 3.2.4 as at the Call Off Commencement Date, all written statements and representations in any written submissions made by the Supplier as part of the procurement process, including without limitation to the PQQ (if applicable), its Tender and any other documents submitted remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Call Off Contract;
- 3.2.5 as at the Call Off Commencement Date, it has notified the Customer in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in connection with any Occasions of Tax Non Compliance;
- 3.2.6 it has and shall continue to have all necessary rights in and to the Third Party IPR, the Supplier Background IPRs and any other materials made available by the Supplier (and/or any Sub-Contractor) to the Customer which are necessary for the performance of the Supplier's obligations under this Call Off Contract including the receipt of the Goods and/or Services by the Customer;
- 3.2.7 it shall take all steps, in accordance with Good Industry Practice, to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into systems, data, software or the Customer's Confidential Information (held in electronic form) owned by or under the control of, or used by, the Customer;
- 3.2.8 it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Call Off Contract;
- 3.2.9 it is not affected by an Insolvency Event and no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue; and
- 3.2.10 for the Call Off Contract Period and for a period of twelve (12) months after the termination or expiry of this Call Off Contract, the Supplier shall not employ or offer employment to any staff of the Customer which have been associated with the provision of the Goods and/or Services without Approval or the prior written consent of the Customer which shall not be unreasonably withheld.

3.3 Each of the representations and warranties set out in Clauses 3.1 and 3.2 shall be construed as a separate representation and warranty and shall not be limited or

restricted by reference to, or inference from, the terms of any other representation, warranty or any undertaking in this Call Off Contract.

- 3.4 If at any time a Party becomes aware that a representation or warranty given by it under Clauses 3.1 and 3.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 3.5 For the avoidance of doubt, the fact that any provision within this Call Off Contract is expressed as a warranty shall not preclude any right of termination the Customer may have in respect of breach of that provision by the Supplier which constitutes a material Default.

4. CALL OFF GUARANTEE

- 4.1 Where the Customer has stipulated in the Order Form or elsewhere in this Call Off Contract that the Call Off Contract shall be conditional upon receipt of a Call Off Guarantee, then, on or prior to the Call Off Commencement Date or on any other date specified by the Customer, the Supplier shall deliver to the Customer:
 - 4.1.1 an executed Call Off Guarantee from a Call Off Guarantor; and
 - 4.1.2 a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.
- 4.2 The Customer may in its sole discretion at any time agree to waive compliance with the requirement in Clause 4.1 by giving the Supplier notice in writing.

B. DURATION OF CALL OFF CONTRACT

5. CALL OFF CONTRACT PERIOD

- 5.1 This Call Off Contract shall commence on the Call Off Commencement Date and the term of this Call Off Contract shall be the Call Off Contract Period.

C. CALL OFF CONTRACT PERFORMANCE

6. IMPLEMENTATION PLAN

- 6.1 Formation of Implementation Plan
 - 6.1.1 Where the Parties agreed in the Order Form (or elsewhere in this Call Off Contract) that an Implementation Plan (or parts thereof) shall be provided in draft by the Supplier prior to the commencement of the provision of the Goods and/or Services, the Supplier's draft must contain information at the level of detail necessary to manage the implementation stage effectively and as the Customer may require. The draft Implementation Plan shall take account of all dependencies known to, or which should reasonably be known to, the Supplier.
 - 6.1.2 The Supplier shall submit the draft Implementation Plan to the Customer for Approval (such decision of the Customer to Approve or not shall not be unreasonably delayed or withheld) within such period as specified by the Customer in the Order Form (or elsewhere in this Call Off Contract).
 - 6.1.3 The Supplier shall perform each of the Deliverables identified in the Implementation Plan by the applicable date assigned to that Deliverable in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.

- 6.1.4 The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and any other requirements of the Customer as set out in this Call Off Contract and report to the Customer on such performance.

6.2 Control of Implementation Plan

- 6.2.1 Subject to Clause 6.2.2, the Supplier shall keep the Implementation Plan under review in accordance with the Customer's instructions and ensure that it is maintained and updated on a regular basis as may be necessary to reflect the then current state of the provision of the Goods and/or Services. The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 6.2.2 Changes to the Milestones (if any), Milestone Payments (if any) and Delay Payments (if any) shall only be made in accordance with the Variation Procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Customer Cause which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).
- 6.2.3 Where so specified by the Customer in the Implementation Plan or elsewhere in this Call Off Contract, time in relation to compliance with a date, Milestone Date or period shall be of the essence and failure of the Supplier to comply with such date, Milestone Date or period shall be a breach of a condition unless the Parties expressly agree otherwise.

6.3 Rectification of Delay in Implementation

- 6.3.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Call Off Contract:
- (a) it shall:
 - (i) notify the Customer as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay; and
 - (ii) include in its notification an explanation of the actual or anticipated impact of the Delay; and
 - (iii) comply with the Customer's instructions in order to address the impact of the Delay or anticipated Delay; and
 - (iv) use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay; and
 - (b) if the Delay or anticipated Delay relates to a Milestone in respect which a Delay Payment has been specified in the Implementation Plan, Clause 6.4 (Delay Payments) shall apply.

6.4 Delay Payments

- 6.4.1 If Delay Payments have been included in the Implementation Plan and a Milestone has not been achieved by the relevant Milestone Date, the Supplier shall pay to the Customer such Delay Payments (calculated as set out by the Customer in the Implementation Plan) 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 Customer as a result of the Supplier's failure to Achieve the corresponding Milestone;

- (b) Delay Payments shall be the Customer's exclusive financial remedy for the Supplier's failure to Achieve a corresponding Milestone by its Milestone Date except where:
 - (i) the Customer is otherwise entitled to or does terminate this Call Off Contract pursuant to Clause 41 (Customer Termination Rights) except Clause 41.3 (Termination Without Cause); or
 - (ii) the delay exceeds the number of days (the "**Delay Period Limit**") specified in Part A of Call Off Schedule 4: (Implementation Plan, Customer Responsibilities and Key Personnel) for the purposes of this sub-Clause, commencing on the relevant Milestone Date;
- (c) the Delay Payments will accrue on a daily basis from the relevant Milestone Date and shall continue to accrue until the date when the Milestone is Achieved (unless otherwise specified by the Customer in the Implementation Plan);
- (d) no payment or concession to the Supplier by the Customer or other act or omission of the Customer shall in any way affect the rights of the Customer to recover the Delay Payments or be deemed to be a waiver of the right of the Customer to recover any such damages unless such waiver complies with Clause 47 (Waiver and Cumulative Remedies) and refers specifically to a waiver of the Customer's rights to claim Delay Payments; and
- (e) the Supplier waives absolutely any entitlement to challenge the enforceability in whole or in part of this Clause 6.4.1 and Delay Payments shall not be subject to or count towards any limitation on liability set out in Clause 36 (Liability).

7. GOODS AND/OR SERVICES

7.1 Provision of the Goods and/or Services

- 7.1.1 The Supplier acknowledges and agrees that the Customer relies on the skill and judgment of the Supplier in the provision of the Goods and/or Services and the performance of its obligations under this Call Off Contract.
- 7.1.2 The Supplier shall ensure that the Goods and/or Services:
 - (a) comply in all respects with any description of the Goods and/or Services in Call Off Schedule 2 (Goods and Services) or elsewhere in this Call Off Contract; and
 - (b) are supplied in accordance with the provisions of this Call Off Contract and the Tender.
- 7.1.3 The Supplier shall perform its obligations under this Call Off Contract in accordance with:
 - (a) all applicable Law;
 - (b) Good Industry Practice;
 - (c) the Standards;
 - (d) the Security Policy;

- (e) the ICT Policy (if so required by the Customer); and
- (f) the Supplier's own established procedures and practices to the extent the same do not conflict with the requirements of Clauses 7.1.3(a) to 7.1.3(e).

7.1.4 The Supplier shall:

- (a) at all times allocate sufficient resources with the appropriate technical expertise to supply the Deliverables and to provide the Goods and/or Services in accordance with this Call Off Contract;
- (b) subject to Clause 22.1 (Variation Procedure), obtain, and maintain throughout the duration of this Call Off Contract, all the consents, approvals, licences and permissions (statutory, regulatory contractual or otherwise) it may require and which are necessary for the provision of the Goods and/or Services;
- (c) ensure that any products or services recommended or otherwise specified by the Supplier for use by the Customer in conjunction with the Deliverables and/or the Goods and/or the Services shall enable the Deliverables and/or the Goods and/or the Services to meet the requirements of the Customer;
- (d) ensure that the Supplier Assets will be free of all encumbrances (except as agreed in writing with the Customer); and
- (e) ensure that the Goods and/or Services are fully compatible with any Customer Property or Customer Assets described in Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) (or elsewhere in this Call Off Contract) or otherwise used by the Supplier in connection with this Call Off Contract;
- (f) minimise any disruption to the Sites and/or the Customer's operations when providing the Goods and/or Services;
- (g) ensure that any Documentation and training provided by the Supplier to the Customer are comprehensive, accurate and prepared in accordance with Good Industry Practice;
- (h) co-operate with the Other Suppliers and provide reasonable information (including any Documentation), advice and assistance in connection with the Goods and/or Services to any Other Supplier and, on the Call Off Expiry Date for any reason, to enable the timely transition of the supply of the Goods and/or Services (or any of them) to the Customer and/or to any Replacement Supplier;
- (i) assign to the Customer, or if it is unable to do so, shall (to the extent it is legally able to do so) hold on trust for the sole benefit of the Customer, all warranties and indemnities provided by third parties or any Sub-Contractor in respect of any Deliverables and/or the Goods and/or Services. Where any such warranties are held on trust, the Supplier shall enforce such warranties in accordance with any reasonable directions that the Customer may notify from time to time to the Supplier;
- (j) provide the Customer with such assistance as the Customer may reasonably require during the Call Off Contract Period in respect of the supply of the Goods and/or Services;

- (k) deliver the Goods and/or Services in a proportionate and efficient manner;
 - (l) ensure that neither it, nor any of its Affiliates, embarrasses the Customer or otherwise brings the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Supplier's obligations under this Call Off Contract; and
 - (m) gather, collate and provide such information and co-operation as the Customer may reasonably request for the purposes of ascertaining the Supplier's compliance with its obligations under this Call Off Contract.
- 7.1.5 An obligation on the Supplier to do, or to refrain from doing, any act or thing shall include an obligation upon the Supplier to procure that all Sub-Contractors and Supplier Personnel also do, or refrain from doing, such act or thing.

8. SERVICES

8.1 Time of Delivery of the Services

- 8.1.1 The Supplier shall provide the Services on the date(s) specified in the Order Form (or elsewhere in this Call Off Contract) and the Milestone Dates (if any). Such provision shall include compliance with the obligation on the Supplier set out in Clause 6 (Implementation Plan).

8.2 Location and Manner of Delivery of the Services

- 8.2.1 Except where otherwise provided in this Call Off Contract, the Supplier shall provide the Services to the Customer through the Supplier Personnel at the Sites.
- 8.2.2 The Customer may inspect and examine the manner in which the Supplier provides the Services at the Sites and, if the Sites are not the Customer Premises, the Customer may carry out such inspection and examination during normal business hours and on reasonable notice.

8.3 Undelivered Services

- 8.3.1 In the event that any of the Services are not Delivered in accordance with Clauses 7.1 (Provision of the Services), 8.1 (Time of Delivery of the Services) and 8.2 (Location and Manner of Delivery of the Services) ("**Undelivered Services**"), the Customer, without prejudice to any other rights and remedies of the Customer howsoever arising, shall be entitled to withhold payment of the applicable Call Off Contract Charges for the Services that were not so Delivered until such time as the Undelivered Services are Delivered.
- 8.3.2 The Customer may, at its discretion and without prejudice to any other rights and remedies of the Customer howsoever arising, deem the failure to comply with Clauses 7.1, (Provision of the Services), 8.1 (Time of Delivery of the Services) and 8.2 (Location and Manner of Delivery of the Services) and meet the relevant Milestone Date (if any) to be a breach of condition..

8.4 Obligation to Remedy of Default in the Supply of the Services

- 8.4.1 Subject to Clauses 33.9.2 and 33.9.3 (IPR Indemnity) and without prejudice to any other rights and remedies of the Customer howsoever

arising (including under Clauses 8.3.2 (Undelivered Services) and 38 (Customer Remedies for Default)), the Supplier shall, where practicable:

- (a) remedy any breach of its obligations in Clauses 7 and 8 within three (3) Working Days of becoming aware of the relevant Default or being notified of the Default by the Customer or within such other time period as may be agreed with the Customer (taking into account the nature of the breach that has occurred); and
- (b) meet all the costs of, and incidental to, the performance of such remedial work.

8.5 Continuing Obligation to Provide the Services

8.5.1 The Supplier shall continue to perform all of its obligations under this Call Off Contract and shall not suspend the provision of the Services, notwithstanding:

- (a) any withholding or deduction by the Customer of any sum due to the Supplier pursuant to the exercise of a right of the Customer to such withholding or deduction under this Call Off Contract;
- (b) the existence of an unresolved Dispute; and/or
- (c) any failure by the Customer to pay any Call Off Contract Charges,
- (d) unless the Supplier is entitled to terminate this Call Off Contract under Clause 42.1 (Termination on Customer Cause for Failure to Pay) for failure by the Customer to pay undisputed Call Off Contract Charges.

9. GOODS- NOT APPLICABLE

9.1 Time of Delivery of the Goods

- 9.1.1 The Supplier shall provide the Goods on the date(s) specified in the Order Form (or elsewhere in this Call Off Contract) and the Milestone Dates (if any). Such provision shall include compliance with the obligation on the Supplier set out in Clause 6 (Implementation Plan).
- 9.1.2 Subject to Clause 9.1.3 (Time of Delivery of the Goods), where the Goods are delivered by the Supplier, the point of delivery shall be when the Goods are removed from the transporting vehicle and transferred at the Sites. Where the Goods are collected by the Customer, the point of delivery shall be when the Goods are loaded on the Customer's vehicle.
- 9.1.3 Where the Customer has specified any Installation Works in the Order Form (or elsewhere in this Call Off Contract), Delivery shall include installation of the Goods by the Supplier Personnel at the Sites or at such place as the Customer shall reasonably direct.

9.2 Location and Manner of Delivery of the Goods

- 9.2.1 Except where otherwise provided in this Call Off Contract, the Supplier shall deliver the Goods to the Customer through the Supplier Personnel at the Sites.
- 9.2.2 If requested by the Customer prior to Delivery, the Supplier shall provide the Customer with a sample or samples of Goods for evaluation and Approval, at the Supplier's cost and expense.
- 9.2.3 The Goods shall be marked, stored, handled and delivered in a proper manner and in accordance the Customer's instructions as set out in the Order Form (or elsewhere in this Call Off Contract), Good Industry

Practice, any applicable Standards and any Law. In particular, the Goods shall be marked with the Order number and the net, gross and tare weights, the name of the contents shall be clearly marked on each container and all containers of hazardous Goods (and all documents relating thereto) shall bear prominent and adequate warnings.

- 9.2.4 On dispatch of any consignment of the Goods the Supplier shall send the Customer an advice note specifying the means of transport, the place and date of dispatch, the number of packages, their weight and volume together with the all other relevant documentation and information required to be provided under any Laws.
- 9.2.5 The Customer may inspect and examine the manner in which the Supplier supplies the Goods at the Sites and, if the Sites are not the Customer Premises, the Customer may carry out such inspection and examination during normal business hours and on reasonable notice.

9.3 Undelivered Goods

- 9.3.1 In the event that not all of the Goods are Delivered in accordance with Clauses 7.1 (Provision of the Goods and/or Services), 9.1 (Time of Delivery of the Goods) and 9.2 (Location and Manner of Delivery of the Goods) ("**Undelivered Goods**"), the Customer, without prejudice to any other rights and remedies of the Customer howsoever arising, shall be entitled to withhold payment of the applicable Call Off Contract Charges for the Goods that were not so Delivered until such time as the Undelivered Goods are Delivered.
- 9.3.2 The Customer, at its discretion and without prejudice to any other rights and remedies of the Customer howsoever arising deem the failure to comply with Clauses 7.1 (Provision of the Goods and/or Services), 9.1 (Time of Delivery of the Goods) and 9.2 (Location and Manner of Delivery of the Goods) and meet the relevant Milestone Date (if any) to be a breach of condition..

10. NOT USED

10.1 Over-Delivered Goods

- 10.1.1 The Customer shall be under no obligation to accept or pay for any Goods delivered in excess of the quantity specified in the Order Form (or elsewhere in this Call Off Contract) ("**Over-Delivered Goods**").
- 10.1.2 If the Customer elects not to accept such Over-Delivered Goods it may, without prejudice to any other rights and remedies of the Customer howsoever arising, give notice in writing to the Supplier to remove them within five (5) Working Days and to refund to the Customer any expenses incurred by the Customer as a result of such Over-Delivered Goods (including but not limited to the costs of moving and storing the Over-Delivered Goods).
- 10.1.3 If the Supplier fails to comply with the Customer's notice under Clause 10.1.2, the Customer may dispose of such Over-Delivered Goods and charge the Supplier for the costs of such disposal. The risk in any Over-Delivered Goods shall remain with the Supplier.

10.2 Delivery of the Goods by Instalments

- 10.2.1 Unless expressly agreed to the contrary, the Customer shall not be obliged to accept delivery of the Goods by instalments. If, however, the Customer does specify or agree to delivery by instalments, delivery of any instalment later than the date specified or agreed for its Delivery shall, without prejudice to any other rights or remedies of the Customer howsoever arising, entitle the Customer to terminate the whole or any unfulfilled part of this Call Off Contract for breach of condition without further liability to the Customer.

10.3 Risk and Ownership in Relation to the Goods

- 10.3.1 Without prejudice to any other rights or remedies of the Customer howsoever arising:
- (a) risk in the Goods shall pass to the Customer at the time of Delivery; and
 - (b) ownership of the Goods shall pass to the Customer on the earlier of Delivery of the Goods or payment by the Customer of the Call Off Contract Charges;

10.4 Responsibility for Damage to or Loss of the Goods

- 10.4.1 Without prejudice to the Supplier's other obligations to provide the Goods in accordance with this Call Off Contract, the Supplier accepts responsibility for all damage to or loss of the Goods if the:
- (a) same is notified in writing to the Supplier within three (3) Working Days of receipt and inspection of the Goods by the Customer; and
 - (b) Goods have been handled by the Customer in accordance with the Supplier's instructions.
- 10.4.2 Where the Supplier accepts responsibility under Clause 10.4.1, it shall, at its sole option, replace or repair the Goods (or part thereof) within such time as is reasonable having regard to the circumstances and as agreed with the Customer.

10.5 Warranty of the Goods

- 10.5.1 The Supplier hereby guarantees the Goods for the Warranty Period against faulty materials and workmanship.
- 10.5.2 If the Customer shall within such Warranty Period or within twenty five (25) Working Days thereafter give notice in writing to the Supplier of any defect in any of the Goods as may have arisen during such Warranty Period under proper and normal use, the Supplier shall (without prejudice to any other rights and remedies of the Customer howsoever arising) promptly remedy such faults or defects (whether by repair or replacement as the Customer shall elect) free of charge.

10.6 Obligation to Remedy Default in the Supply of the Goods

- 10.6.1 Subject to Clauses 33.9.2 and 33.9.3 (IPR Indemnity) and without prejudice to any other rights and remedies of the Customer howsoever arising (including under Clauses 9.3.2 (Undelivered Goods) and 38 (Customer Remedies for Default)), the Supplier shall, where practicable:
- (a) remedy any breach of its obligations in this Clause 9 within three (3) Working Days of becoming aware of the relevant Default or being notified of the Default by the Customer or within such other

time period as may be agreed with the Customer (taking into account the nature of the breach that has occurred); and

- (b) meet all the costs of, and incidental to, the performance of such remedial work.

10.7 Continuing Obligation to Provide the Goods

10.7.1 The Supplier shall continue to perform all of its obligations under this Call Off Contract and shall not suspend the provision of the Goods, notwithstanding:

- (a) any withholding or deduction by the Customer of any sum due to the Supplier pursuant to the exercise of a right of the Customer to such withholding or deduction under this Call Off Contract;
- (b) the existence of an unresolved Dispute; and/or
- (c) any failure by the Customer to pay any Call Off Contract Charges, unless the Supplier is entitled to terminate this Call Off Contract under Clause 42.1 (Termination on Customer Cause for Failure to Pay) for failure to pay undisputed Call Off Contract Charges.

10.8 Where the Customer has specified Installation Works in the Order Form (or elsewhere in this Call Off Contract) and the Supplier reasonably believes it has completed the Installation Works it shall notify the Customer in writing. Following receipt of such notice, the Customer shall inspect the Installation Works and shall, by giving written notice to the Supplier:

10.8.1 accept the Installation Works, or

10.8.2 reject the Installation Works and provide reasons to the Supplier if, in the Customer's reasonable opinion, the Installation Works do not meet the requirements set out in the Order Form (or elsewhere in this Call Off Contract).

10.9 If the Customer rejects the Installation Works in accordance with Clause 10.8, the Supplier shall immediately rectify or remedy any defects and if, in the Customer's reasonable opinion, the Installation Works do not, within five (5) Working Days of such rectification or remedy, meet the requirements set out in the Order Form (or elsewhere in this Call Off Contract), the Customer may terminate this Call Off Contract for breach of condition..

10.10 The Installation Works shall be deemed to be completed when the Supplier receives a notice issued by the Customer in accordance with Clause 10.8. Notwithstanding the acceptance of any Installation Works in accordance with Clause 10.8 (Installation Works), the Supplier shall remain solely responsible for ensuring that the Goods and the Installation Works conform to the specification in the Order Form (or elsewhere in this Call Off Contract). No rights of estoppel or waiver shall arise as a result of the acceptance by the Customer of the Installation Works.

10.11 Throughout the Call Off Contract Period, the Supplier shall have at all times all licences, approvals and consents necessary to enable the Supplier and the Supplier Personnel to carry out the Installation Works.

11. STANDARDS AND QUALITY

11.1 The Supplier shall at all times during the Call Off Contract Period comply with the Standards and maintain, where applicable, accreditation with the relevant Standards' authorisation body.

- 11.2 Throughout the Call Off Contract Period, the Parties shall notify each other of any new or emergent standards which could affect the Supplier's provision, or the receipt by the Customer, of the Goods and/or Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Variation Procedure. Any change to an existing Standard which is included in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) shall, in addition, require the written consent of the Authority.
- 11.3 Where a new or emergent standard is to be developed or introduced by the Customer, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Customer's receipt of the Goods and/or Services is explained to the Customer (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.
- 11.4 Where Standards referenced conflict with each other or with best professional or industry practice adopted after the Call Off Commencement Date, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard or Standards shall require Approval (and the written consent of the Authority where the relevant Standard or Standards is/are included in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) and shall be implemented within an agreed timescale.
- 11.5 The Supplier shall ensure that the Supplier Personnel shall at all times during the Call Off Contract Period:
- 11.5.1 be appropriately experienced, qualified and trained to supply the Goods and/or Services in accordance with this Call Off Contract;
 - 11.5.2 apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Good and/or Services; and
- 11.6 obey all lawful instructions and reasonable directions of the Customer (including, if so required by the Customer, the ICT Policy) and provide the Goods and/or Services to the reasonable satisfaction of the Customer.
- 11.7 Where a standard, policy or document is referred to in Call Off Schedule 7, (Standards) by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Customer and the Parties shall agree the impact of such change.

12. TESTING

- 12.1 This Clause 11.6 shall apply if so specified by the Customer in the Order Form or elsewhere in this Call Off Contract.
- 12.2 The Parties shall comply with any provisions set out Call Off Schedule 5 (Testing).

13. SERVICE LEVELS AND SERVICE CREDITS

- 13.1 The Parties shall comply with the provisions of Part A (Service Levels and Service Credits) of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).
- 13.2 The Supplier shall at all times during the Call Off Contract Period provide the Goods and/or Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion.
- 13.3 The Supplier acknowledges that any Service Level Failure may have a material adverse impact on the business and operations of the Customer and that it shall entitle the Customer to the rights set out in the provisions of Part A of Call Off

Schedule 6 (Service Levels, Service Credits and Performance Monitoring) including the right to any Service Credits.

- 13.4 The Supplier acknowledges and agrees that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Customer as a result of the Supplier's failure to meet any Service Level Performance Measure.
- 13.5 A Service Credit shall be the Customer's exclusive financial remedy for a Service Level Failure except where:
- 13.5.1 the Supplier has over the previous (twelve) 12 Month period accrued Service Credits in excess of the Service Credit Cap;
 - 13.5.2 the Service Level Failure:
 - (a) exceeds the relevant Service Level Threshold;
 - (b) has arisen due to a Prohibited Act or wilful Default by the Supplier or any Supplier Personnel; and
 - (c) results in:
 - (i) the corruption or loss of any Customer Data (in which case the remedies under Clause 34.2.8 (Protection of Customer Data) shall also be available); and/or
 - (ii) the Customer being required to make a compensation payment to one or more third parties; and/or
 - 13.5.3 the Customer is otherwise entitled to or does terminate this Call Off Contract pursuant to Clause 41 (Customer Termination Rights) except Clause 41.3 (Termination Without Cause).
- 13.6 Not more than once in each Contract Year the Customer may, on giving the Supplier at least three (3) Months' notice, change the weighting of Service Level Performance Measure in respect of one or more Service Level Performance Criteria and the Supplier shall not be entitled to object to, or increase the Call Off Contract Charges as a result of such changes, provided that:
- 13.6.1 the total number of Service Level Performance Criteria for which the weighting is to be changed does not exceed the number set out, for the purposes of this clause, in Annex 2 to Part A of Call Off Schedule 6: Service Levels, Service Credits and Performance Monitoring;
 - 13.6.2 the principal purpose of the change is to reflect changes in the Customer's business requirements and/or priorities or to reflect changing industry standards; and
 - 13.6.3 there is no change to the Service Credit Cap.

14. CRITICAL SERVICE LEVEL FAILURE

- 14.1 On the occurrence of a Critical Service Level Failure:
- 14.1.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
 - 14.1.2 the Customer shall (subject to the Service Credit Cap set out in Clause 36.2.1(a) (Financial Limits)) be entitled to withhold and retain as compensation for the Critical Service Level Failure a sum equal to any Call Off Contract Charges which would otherwise have been due to the Supplier in respect of that Service Period ("**Compensation for Critical Service Level Failure**"),

provided that the operation of this Clause 14.1 shall be without prejudice to the right of the Customer to terminate this Call Off Contract and/or to claim damages from the Supplier for breach of condition as a result of such Critical Service Level Failure.

14.2 The Supplier:

- 14.2.1 agrees that the application of Clause 14.1 is commercially justifiable where a Critical Service Level Failure occurs; and
- 14.2.2 acknowledges that it has taken legal advice on the application of Clause 14.1 and has had the opportunity to price for that risk when calculating the Call Off Contract Charges.

15. BUSINESS CONTINUITY AND DISASTER RECOVERY- NOT APPLICABLE

- 15.1 Where specified in the Order Form, or elsewhere this Call Off Contract the Parties shall comply with the provisions of Call Off Schedule 9 (Business Continuity and Disaster Recovery).

16. DISRUPTION

- 16.1 The Supplier shall take reasonable care to ensure that in the performance of its obligations under this Call Off Contract it does not disrupt the operations of the Customer, its employees or any other contractor employed by the Customer.
- 16.2 The Supplier shall immediately inform the Customer of any actual or potential industrial action, whether such action is by the Supplier Personnel or others, which affects or might affect the Supplier's ability at any time to perform its obligations under this Call Off Contract.
- 16.3 In the event of industrial action by the Supplier Personnel, the Supplier shall seek Approval to its proposals for the continuance of the supply of the Goods and/or Services in accordance with its obligations under this Call Off Contract.
- 16.4 If the Supplier's proposals referred to in Clause 16.3 are considered insufficient or unacceptable by the Customer acting reasonably then the Customer may terminate this Call Off Contract for breach of condition.
- 16.5 If the Supplier is temporarily unable to fulfil the requirements of this Call Off Contract owing to disruption of normal business solely due to a Customer Cause, then subject to Clause 17 (Supplier Notification of Customer Cause) , an appropriate allowance by way of an extension of time will be Approved by the Customer. In addition, the Customer will reimburse any additional expense reasonably incurred by the Supplier as a direct result of such disruption.

17. SUPPLIER NOTIFICATION OF CUSTOMER CAUSE

- 17.1 Without prejudice to any other obligations of the Supplier in this Call Off Contract to notify the Customer in respect of a specific Customer Cause (including the notice requirements under Clause 42.1.1 (Termination on Customer Cause for Failure to Pay)), the Supplier shall:
 - 17.1.1 notify the Customer as soon as reasonably practicable ((and in any event within two (2) Working Days of the Supplier becoming aware)) that a Customer Cause has occurred or is reasonably likely to occur, giving details of:
 - (a) the Customer Cause and its effect, or likely effect, on the Supplier's ability to meet its obligations under this Call Off Contract; and

- (b) any steps which the Customer can take to eliminate or mitigate the consequences and impact of such Customer Cause; and
- (c) use all reasonable endeavours to eliminate or mitigate the consequences and impact of a Customer Cause, including any Losses that the Supplier may incur and the duration and consequences of any Delay or anticipated Delay.

18. CONTINUOUS IMPROVEMENT

- 18.1 The Supplier shall have an ongoing obligation throughout the Call Off Contract Period to identify new or potential improvements to the provision of the Goods and/or Services in accordance with this Clause 18 with a view to reducing the Customer's costs (including the Call Off Contract Charges) and/or improving the quality and efficiency of the Goods and/or Services and their supply to the Customer. As part of this obligation the Supplier shall identify and report to the Customer once every twelve (12) months:
- 18.1.1 the emergence of new and evolving relevant technologies which could improve the Sites and/or the provision of the Goods and/or Services, and those technological advances potentially available to the Supplier and the Customer which the Parties may wish to adopt;
 - 18.1.2 new or potential improvements to the provision of the Goods and/or Services including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Goods and/or Services;
 - 18.1.3 changes in business processes and ways of working that would enable the Goods and/or Services to be provided at lower costs and/or at greater benefits to the Customer; and/or
 - 18.1.4 changes to the Sites business processes and ways of working that would enable reductions in the total energy consumed annually in the provision of the Goods and/or Services.
- 18.2 The Supplier shall ensure that the information that it provides to the Customer shall be sufficient for the Customer to decide whether any improvement should be implemented. The Supplier shall provide any further information that the Customer requests.
- 18.3 If the Customer wishes to incorporate any improvement identified by the Supplier, the Customer shall request a Variation in accordance with the Variation Procedure and the Supplier shall implement such Variation at no additional cost to the Customer.

D. CALL OFF CONTRACT GOVERNANCE

19. PERFORMANCE MONITORING

- 19.1 Unless otherwise Approved or notified by the Customer, the Supplier shall comply with the monitoring requirements set out in Part B of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).
- 19.2 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and report on the Supplier's performance of the provision of the Goods and/or Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels. Unless the Customer specifies otherwise, the Supplier shall obtain Approval of the relevant measuring and monitoring tools and procedures prior to using the same.

- 19.3 In the case of any additional or alternative monitoring requirements of the Customer, the provisions relating to performance monitoring of this Call Off Contract shall apply as set out in Annex 1 to Part B of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).

20. REPRESENTATIVES

- 20.1 Each Party shall have a representative for the duration of this Call Off Contract who shall have the authority to act on behalf of their respective Party on the matters set out in, or in connection with, this Call Off Contract.
- 20.2 The initial Supplier Representative shall be the person named as such in the Order Form. Any change to the Supplier Representative shall be agreed in accordance with Clause 27 (Supplier Personnel).
- 20.3 The Customer shall notify the Supplier of the identity of the initial Customer Representative within five (5) Working Days of the Call Off Commencement Date. The Customer may, by written notice to the Supplier, revoke or amend the authority of the Customer Representative or appoint a new Customer Representative.

21. RECORDS, AUDIT ACCESS AND OPEN BOOK DATA

- 21.1 The Supplier shall keep and maintain for seven (7) years after the Call Off Expiry Date (or as long a period as may be agreed between the Parties), full and accurate records and accounts of the operation of this Call Off Contract including the Goods and/or Services provided under it, any Sub-Contracts and the amounts paid by the Customer.
- 21.2 The Supplier shall:
- 21.2.1 keep the records and accounts referred to in Clause 21.1 in accordance with Good Industry Practice and Law; and
 - 21.2.2 afford any Auditor access to the records and accounts referred to in Clause 21.1 at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Call Off Contract Period and the period specified in Clause 21.1, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Call Off Contract Agreement including for the following purposes to:
 - (a) verify the accuracy of the Call Off Contract Charges and any other amounts payable by the Customer under this Call Off Contract (and proposed or actual variations to them in accordance with this Call Off Contract);
 - (b) verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Goods and/or Services;
 - (c) verify the Open Book Data;
 - (d) verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
 - (e) identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Customer shall

have no obligation to inform the Supplier of the purpose or objective of its investigations;

- (f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Framework Guarantor and/or the Call Off Guarantor and/or any Sub-Contractors or their ability to perform the Goods and/or Services;
- (g) obtain such information as is necessary to fulfil the Customer's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
- (h) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Call Off Contract;
- (i) carry out the Customer's internal and statutory audits and to prepare, examine and/or certify the Customer's annual and interim reports and accounts;
- (j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
- (k) review any Performance Monitoring Reports provided under Part B of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) and/or other records relating to the Supplier's performance of the provision of the Goods and/or Services and to verify that these reflect the Supplier's own internal reports and records;
- (l) verify the accuracy and completeness of any information delivered or required by this Call Off Contract;
- (m) review the Supplier's quality management systems (including any quality manuals and procedures);
- (n) review the Supplier's compliance with the Standards;
- (o) inspect the Customer Assets, including the Customer's IPRs, equipment and facilities, for the purposes of ensuring that the Customer Assets are secure and that any register of assets is up to date; and/or
- (p) review the integrity, confidentiality and security of the Customer Data.

21.3 The Customer shall use reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Goods and/or Services save insofar as the Supplier accepts and acknowledges that control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Customer.

21.4 Subject to the Supplier's rights in respect of Confidential Information, the Supplier shall on demand provide the Auditor(s) with all reasonable co-operation and assistance in:

- 21.4.1 all reasonable information requested by the Customer within the scope of the audit;

- 21.4.2 reasonable access to sites controlled by the Supplier and to any Supplier Equipment used in the provision of the Goods and/or Services; and
- 21.4.3 access to the Supplier Personnel.
- 21.5 The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this Clause 21, unless the audit reveals a Default by the Supplier in which case the Supplier shall reimburse the Customer for the Customer's reasonable costs incurred in relation to the audit.

22. CHANGE

22.1 Variation Procedure

- 22.1.1 Subject to the provisions of this Clause 22 and of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), either Party may request a variation to this Call Off Contract provided that such variation does not amount to a material change of this Call Off Contract within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "**Variation**".
- 22.1.2 A Party may request a Variation by completing and sending the Variation Form to the other Party giving sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred.
- 22.1.3 The Customer may require the Supplier to carry out an impact assessment of the Variation on the Goods and/or Services (the "**Impact Assessment**"). The Impact Assessment shall be completed in good faith and shall include:
 - (a) details of the impact of the proposed Variation on the Goods and/or Services and the Supplier's ability to meet its other obligations under this Call Off Contract;
 - (b) details of the cost of implementing the proposed Variation;
 - (c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Call Off Contract Charges, any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;
 - (d) a timetable for the implementation, together with any proposals for the testing of the Variation; and
 - (e) such other information as the Customer may reasonably request in (or in response to) the Variation request.
- 22.1.4 The Parties may agree to adjust the time limits specified in the Variation request to allow for the preparation of the Impact Assessment.
- 22.1.5 Subject to 22.1.4, the receiving Party shall respond to the request within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Customer having regard to the nature of the Order and the proposed Variation.
- 22.1.6 In the event that:
 - (a) the Supplier is unable to agree to or provide the Variation; and/or
 - (b) the Parties are unable to agree a change to the Call Off Contract Charges that may be included in a request of a Variation or response to it as a consequence thereof,

the Customer may:

- (i) agree to continue to perform its obligations under this Call Off Contract without the Variation; or
- (ii) terminate this Call Off Contract with immediate effect, except where the Supplier has already fulfilled part or all of the Order in accordance with this Call Off Contract or where the Supplier can show evidence of substantial work being carried out to fulfil the Order, and in such a case the Parties shall attempt to agree upon a resolution to the matter. Where a resolution cannot be reached, the matter shall be dealt with under the Dispute Resolution Procedure.

22.1.7 If the Parties agree the Variation, the Supplier shall implement such Variation and be bound by the same provisions so far as is applicable, as though such Variation was stated in this Call Off Contract.

22.2 Legislative Change

22.2.1 The Supplier shall neither be relieved of its obligations under this Call Off Contract nor be entitled to an increase in the Call Off Contract Charges as the result of a:

- (a) General Change in Law;
- (b) Specific Change in Law where the effect of that Specific Change in Law on the Goods and/or Services is reasonably foreseeable at the Call Off Commencement Date.

22.2.2 If a Specific Change in Law occurs or will occur during the Call Off Contract Period (other than as referred to in Clause 22.2.1(b)), the Supplier shall:

- (a) notify the Customer as soon as reasonably practicable of the likely effects of that change including:
 - (i) whether any Variation is required to the provision of the Goods and/or Services, the Call Off Contract Charges or this Call Off Contract; and
 - (ii) whether any relief from compliance with the Supplier's obligations is required, including any obligation to Achieve a Milestone and/or to meet the Service Level Performance Measures; and
- (b) provide to Customer with evidence:
 - (i) that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-Contractors;
 - (ii) as to how the Specific Change in Law has affected the cost of providing the Goods and/or Services; and
 - (iii) demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Clause 18 (Continuous Improvement), has been taken into account in amending the Call Off Contract Charges.

22.2.3 Any change in the Call Off Contract Charges or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 22.2.1(b)) shall be implemented in accordance with the Variation Procedure.

E. PAYMENT, TAXATION AND VALUE FOR MONEY PROVISIONS

23. CALL OFF CONTRACT CHARGES AND PAYMENT

23.1 Call Off Contract Charges

- 23.1.1 In consideration of the Supplier carrying out its obligations under this Call Off Contract, including the provision of the Goods and/or Services, the Customer shall pay the undisputed Call Off Contract Charges in accordance with the pricing and payment profile and the invoicing procedure in Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing).
- 23.1.2 Except as otherwise provided, each Party shall each bear its own costs and expenses incurred in respect of compliance with its obligations under Clauses 12 (Testing), 21 (Records, Audit Access and Open Book Data), 34.5 (Freedom of Information), 34.6 (Protection of Personal Data).
- 23.1.3 If the Customer fails to pay any undisputed Call Off Contract Charges properly invoiced under this Call Off Contract, the Supplier shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.
- 23.1.4 If at any time during this Call Off Contract Period the Supplier reduces its Framework Prices for any Goods and/or Services which are provided under the Framework Agreement (whether or not such Goods and/or Services are offered in a catalogue, if any, which is provided under the Framework Agreement) in accordance with the terms of the Framework Agreement, the Supplier shall immediately reduce the Call Off Contract Charges for such Goods and/or Services under this Call Off Contract by the same amount.

23.2 VAT

- 23.2.1 The Call Off Contract Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Customer following delivery of a Valid Invoice.
- 23.2.2 The Supplier shall indemnify the Customer on a continuing basis against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the Customer at any time (whether before or after the making of a demand pursuant to the indemnity hereunder) in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Call Off Contract. Any amounts due under this Clause 23.2 (VAT) shall be paid in cleared funds by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

23.3 Retention and Set Off

- 23.3.1 The Customer may retain or set off any amount owed to it by the Supplier against any amount due to the Supplier under this Call Off Contract or under any other agreement between the Supplier and the Customer.
- 23.3.2 If the Customer wishes to exercise its right pursuant to Clause 23.3.1 it shall give notice to the Supplier within thirty (30) days of receipt of the relevant invoice, setting out the Customer's reasons for retaining or setting off the relevant Call Off Contract Charges.

- 23.3.3 The Supplier shall make any payments due to the Customer without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Supplier has obtained a sealed court order requiring an amount equal to such deduction to be paid by the Customer to the Supplier.

23.4 Foreign Currency

- 23.4.1 Any requirement of Law to account for the Goods and/or Services in any currency other than Sterling, (or to prepare for such accounting) instead of and/or in addition to Sterling, shall be implemented by the Supplier free of charge to the Customer.
- 23.4.2 The Customer shall provide all reasonable assistance to facilitate compliance with Clause 23.4.1 by the Supplier.

23.5 Income Tax and National Insurance Contributions

- 23.5.1 Where the Supplier or any Supplier Personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under this Call Off Contract, the Supplier shall:
- (a) at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, and the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to national insurance contributions, in respect of that consideration; and
 - (b) indemnify the Customer against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made (whether before or after the making of a demand pursuant to the indemnity hereunder) in connection with the provision of the Goods and/or Services by the Supplier or any Supplier Personnel.
- 23.5.2 In the event that any one of the Supplier Personnel is a Worker as defined in Call Off Schedule 1 (Definitions) who receives consideration relating to the Goods and/or Services, then, in addition to its obligations under Clause 23.5.1, the Supplier shall ensure that its contract with the Worker contains the following provisions:
- (a) that the Customer may, at any time during the Call Off Contract Period, request that the Worker provides information which demonstrates how the Worker complies with the requirements in Clause 23.5.1, or why those requirements do not apply to it. In such case, the Customer may specify the information which the Worker must provide and the period within which that information must be provided;
 - (b) that the Worker's contract may be terminated at the Customer's request if:
 - (i) the Worker fails to provide the information requested by the Customer within the time specified by the Customer under Clause 23.5.2(a); and/or
 - (ii) the Worker provides information which the Customer considers is inadequate to demonstrate how the Worker complies with Clauses 23.5.1(a) or 23.5.1(b) or confirms that the Worker is not complying with those requirements; and

- (c) that the Customer may supply any information it receives from the Worker to HMRC for the purpose of the collection and management of revenue for which they are responsible.

24. PROMOTING TAX COMPLIANCE

- 24.1 If, at any point during the Call Off Contract Period, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
 - 24.1.1 notify the Customer in writing of such fact within five (5) Working Days of its occurrence; and
 - 24.1.2 promptly provide to the Customer:
 - (a) details of the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (b) such other information in relation to the Occasion of Tax Non-Compliance as the Customer may reasonably require.
- 24.2 In the event that the Supplier fails to comply with this Clause 24 and/or does not provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable, then the Customer reserves the right to terminate this Call Off Contract for breach of condition..

25. BENCHMARKING

- 25.1 Notwithstanding the Supplier's obligations under Clause 18 (Continuous Improvement), the Customer shall be entitled to regularly benchmark the Call Off Contract Charges and level of performance by the Supplier of the supply of the Goods and/or Services, against other suppliers providing goods and/or services substantially the same as the Goods and/or Services during the Call Off Contract Period.
- 25.2 The Customer, acting reasonably, shall be entitled to use any model to determine the achievement of value for money and to carry out the benchmarking evaluation referred to in Clause 25.1 above.
- 25.3 The Customer shall be entitled to disclose the results of any benchmarking of the Call Off Contract Charges and provision of the Goods and/or Services to the Authority and any Contracting Body (subject to the Contracting Body entering into reasonable confidentiality undertakings).
- 25.4 The Supplier shall use all reasonable endeavours and act in good faith to supply information required by the Customer in order to undertake the benchmarking and such information requirements shall be at the discretion of the Customer.
- 25.5 Where, as a consequence of any benchmarking carried out by the Customer, the Customer decides improvements to the Goods and/or Services should be implemented such improvements shall be implemented by way of the Variation Procedure at no additional cost to the Customer.
- 25.6 The benefit of any work carried out by the Supplier at any time during the Call Off Contract Period to update, improve or provide the Goods and/or Services, facilitate their delivery to any other Contracting Body and/or any alterations or variations to the Charges or the provision of the Goods and/or Services, which are identified in the Continuous Improvement Plan produced by the Supplier and/or as a consequence of any benchmarking carried out by the Authority pursuant to Framework Schedule

12 (Continuous Improvement and Benchmarking), shall be implemented by the Supplier in accordance with the Variation Procedure and at no additional cost to the Customer.

F. SUPPLIER PERSONNEL AND SUPPLY CHAIN MATTERS

26. KEY PERSONNEL

- 26.1 This Clause shall apply if so specified in the Order Form, or elsewhere in this Call Off Contract. Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) lists the key roles ("**Key Roles**") and names of the persons who the Supplier shall appoint to fill those Key Roles at the Call Off Commencement Date.
- 26.2 The Supplier shall ensure that the Key Personnel fulfil the Key Roles at all times during the Call Off Contract Period.
- 26.3 The Customer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Personnel.
- 26.4 The Supplier shall not remove or replace any Key Personnel (including when carrying out its obligations under Call Off Schedule 10 (Exit Management)) unless:
- 26.4.1 requested to do so by the Customer;
 - 26.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave;
 - 26.4.3 the person's employment or contractual arrangement with the Supplier or a Sub-Contractor is terminated for material breach of contract by the employee; or
 - 26.4.4 the Supplier obtains the Customer's prior written consent (such consent not to be unreasonably withheld or delayed).
- 26.5 The Supplier shall:
- 26.5.1 notify the Customer promptly of the absence of any Key Personnel (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 26.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
 - 26.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel's employment contract, this will mean at least three (3) Months' notice;
 - 26.5.4 ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Goods and/or Services; and
 - 26.5.5 ensure that any replacement for a Key Role:
 - (a) has a level of qualifications and experience appropriate to the relevant Key Role; and
 - (b) is fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.

- 26.5.6 shall and shall procure that any Sub-Contractor shall not remove or replace any Key Personnel during the Call Off Contract Period without Approval.
- 26.6 The Customer may require the Supplier to remove any Key Personnel that the Customer considers in any respect unsatisfactory. The Customer shall not be liable for the cost of replacing any Key Personnel.

27. SUPPLIER PERSONNEL

27.1 Supplier Personnel

27.1.1 The Supplier shall:

- (a) provide a list of the names of all Supplier Personnel requiring admission to Customer Premises, specifying the capacity in which they require admission and giving such other particulars as the Customer may reasonably require;
- (b) ensure that all Supplier Personnel:
 - (i) are appropriately qualified, trained and experienced to provide the Goods and/or Services with all reasonable skill, care and diligence;
 - (ii) are vetted in accordance with Good Industry Practice and, where applicable, the Security Policy and the Standards; and
 - (iii) comply with all reasonable requirements of the Customer concerning conduct at the Customer Premises, including the security requirements set out in Call Off Schedule 8 (Security);
- (c) subject to Call Off Schedule 11 (Staff Transfer), retain overall control of the Supplier Personnel at all times so that the Supplier Personnel shall not be deemed to be employees, agents or contractors of the Customer;
- (d) be liable at all times for all acts or omissions of Supplier Personnel, so that any act or omission of a member of any Supplier Personnel which results in a Default under this Call Off Contract shall be a Default by the Supplier;
- (e) use all reasonable endeavours to minimise the number of changes in Supplier Personnel;
- (f) replace (temporarily or permanently, as appropriate) any Supplier Personnel as soon as practicable if any Supplier Personnel have been removed or are unavailable for any reason whatsoever;
- (g) bear the programme familiarisation and other costs associated with any replacement of any Supplier Personnel; and
- (h) procure that the Supplier Personnel shall vacate the Customer Premises immediately upon the Call Off Expiry Date.

27.1.2 If the Customer reasonably believes that any of the Supplier Personnel are unsuitable to undertake work in respect of this Call Off Contract, it may:

- (a) refuse admission to the relevant person(s) to the Customer Premises; and/or
- (b) direct the Supplier to end the involvement in the provision of the Goods and/or Services of the relevant person(s).

- 27.1.3 The decision of the Customer as to whether any person is to be refused access to the Customer Premises shall be final and conclusive.

27.2 Relevant Convictions

- 27.2.1 Where specified in the Order Form or elsewhere in this Call Off Contract, the Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Goods and/or Services without Approval.
- 27.2.2 Notwithstanding Clause 27.2.1, for each member of Supplier Personnel who, in providing the Goods and/or Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall):
- (a) carry out a check with the records held by the Department for Education (DfE);
 - (b) conduct thorough questioning regarding any Relevant Convictions; and
 - (c) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS),
- and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Goods and/or Services any person who has a Relevant Conviction or an inappropriate record.

28. STAFF TRANSFER

- 28.1 The Parties agree that:

- 28.1.1 where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Call Off Schedule 11 (Staff Transfer) shall apply as follows:
- (a) where the Relevant Transfer involves the transfer of Transferring Authority Employees, Part A of Call Off Schedule 11 (Staff Transfer) shall apply;
 - (b) where the Relevant Transfer involves the transfer of Transferring Former Supplier Employees, Part B of Call Off Schedule 11 (Staff Transfer) shall apply;
 - (c) where the Relevant Transfer involves the transfer of Transferring Authority Employees and Transferring Former Supplier Employees, Parts A and B of Call Off Schedule 11 (Staff Transfer) shall apply; and
 - (d) Part C of Call Off Schedule 11 (Staff Transfer) shall not apply;
- 28.1.2 where commencement of the provision of the Services or a part of the Services does not result in a Relevant Transfer, Part C of Call Off Schedule 11 (Staff Transfer) shall apply and Parts A and B of Call Off Schedule 11 (Staff Transfer) shall not apply; and
- 28.1.3 Part D of Call Off Schedule 11 (Staff Transfer) shall apply on the expiry or termination of the Services or any part of the Services;

28.2 The Supplier shall both during and after the Call Off Contract Period indemnify the Customer against all Employee Liabilities that may arise as a result of any claims brought against the Customer by any person where such claim arises from any act or omission of the Supplier or any Supplier Personnel.

29. SUPPLY CHAIN RIGHTS AND PROTECTION

29.1 Appointment of Sub-Contractors

29.1.1 The Supplier shall exercise due skill and care in the selection of any Sub-Contractors to ensure that the Supplier is able to:

- (a) manage any Sub-Contractors in accordance with Good Industry Practice;
- (b) comply with its obligations under this Call Off Contract in the Delivery of the Goods and/or Services; and
- (c) assign, novate or otherwise transfer to the Customer or any Replacement Supplier any of its rights and/or obligations under each Sub-Contract that relates exclusively to this Call Off Contract.

29.1.2 Prior to sub-contacting any of its obligations under this Call Off Contract, the Supplier shall provide the Customer with:

- (a) the proposed Sub-Contractor's name, registered office and company registration number;
- (b) the scope of any Goods and/or Services to be provided by the proposed Sub-Contractor; and
- (c) where the proposed Sub-Contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Customer that the proposed Sub-Contract has been agreed on "arm's-length" terms; and
- (d) it shall ensure that prior to permitting any Sub-Contractor to engage in the Services, the Sub-Contractor shall enter into a contract with the Supplier containing the terms noted in Schedule (Assignment Terms (Limited Company)) to this Call-Off Contract,

29.1.3 If requested by the Customer within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 29.1.2, the Supplier shall also provide:

- (a) a copy of the proposed Sub-Contract; and
- (b) any further information reasonably requested by the Customer.

29.1.4 The Customer may, within ten (10) Working Days of receipt of the Supplier's notice issued pursuant to Clause 29.1.2 (or, if later, receipt of any further information requested pursuant to Clause 29.1.3), object to the appointment of the relevant Sub-Contractor they consider that:

- (a) the appointment of a proposed Sub-Contractor may prejudice the provision of the Goods and/or Services or may be contrary to the interests respectively of the Customer under this Call Off Contract;
 - (b) the proposed Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or
 - (c) the proposed Sub-Contractor employs unfit persons,
- in which case, the Supplier shall not proceed with the proposed appointment.

- 29.1.5 If:
- (a) the Customer has not notified the Supplier that it objects to the proposed Sub-Contractor's appointment by the later of ten (10) Working Days of receipt of:
 - (i) the Supplier's notice issued pursuant to Clause 29.1.2; and
 - (ii) any further information requested by the Customer pursuant to Clause 29.1.3; and
 - (b) the proposed Sub-Contract is not a Key Sub-Contract which shall require the written consent of the Authority and the Customer in accordance with Clause 29.2 (Appointment of Key Sub-Contractors).

the Supplier may proceed with the proposed appointment.

29.2 Appointment of Key Sub-Contractors

- 29.2.1 The Authority and the Customer have consented to the engagement of the Key Sub-Contractors listed in Framework Schedule 7 (Key Sub-Contractors).
- 29.2.2 Where the Supplier wishes to enter into a new Key Sub-Contract or replace a Key Sub-Contractor, it must obtain the prior written consent of the Authority and the Customer (the decision to consent or otherwise not to be unreasonably withheld or delayed). The Authority and/or the Customer may reasonably withhold its consent to the appointment of a Key Sub-Contractor if any of them considers that:
- (a) the appointment of a proposed Key Sub-Contractor may prejudice the provision of the Goods and/or Services or may be contrary to its interests;
 - (b) the proposed Key Sub-Contractor is unreliable and/or has not provided reasonable services to its other customers; and/or
 - (c) the proposed Key Sub-Contractor employs unfit persons.
- 29.2.3 Except where the Authority and the Customer have given their prior written consent under Clause 29.2.1, the Supplier shall ensure that each Key Sub-Contract shall include:
- (a) provisions which will enable the Supplier to discharge its obligations under this Call Off Contract;
 - (b) a right under CRTPA for the Customer to enforce any provisions under the Key Sub-Contract which confer a benefit upon the Customer;
 - (c) a provision enabling the Customer to enforce the Key Sub-Contract as if it were the Supplier;
 - (d) a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to the Customer or any Replacement Supplier;
 - (e) obligations no less onerous on the Key Sub-Contractor than those imposed on the Supplier under this Call Off Contract in respect of:
 - (i) data protection requirements set out in Clauses 34.1 (Security Requirements), 34.2 (Protection of Customer Data) and 34.6 (Protection of Personal Data);

- (ii) FOIA requirements set out in Clause 34.5 (Freedom of Information);
 - (iii) the obligation not to embarrass the Customer or otherwise bring the Customer into disrepute set out in Clause 7.1.4(l) (Provision of Services);
 - (iv) the keeping of records in respect of the goods and/or services being provided under the Key Sub-Contract, including the maintenance of Open Book Data; and
 - (v) the conduct of audits set out in Clause 21 (Records, Audit Access & Open Book Data);
- (f) provisions enabling the Supplier to terminate the Key Sub-Contract on notice on terms no more onerous on the Supplier than those imposed on the Customer under Clauses 41 (Customer Termination Rights), 43 (Termination by Either Party) and 44 (Consequences of Expiry or Termination) of this Call Off Contract;
 - (g) a provision restricting the ability of the Key Sub-Contractor to Sub-Contract all or any part of the provision of the Goods and/or Services provided to the Supplier under the Sub-Contract without first seeking the written consent of the Customer;
 - (h) a provision, where a provision in Call Off Schedule 11 (Staff Transfer) imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, requiring the Key Sub-Contractor to provide such indemnity, undertaking or warranty to the Customer, Former Supplier or the Replacement Supplier as the case may be.

29.3 Supply Chain Protection

29.3.1 The Supplier shall ensure that all Sub-Contracts contain a provision:

- (a) requiring the Supplier to pay any undisputed sums which are due from it to the Sub-Contractor within a specified period not exceeding thirty (30) days from the receipt of a Valid Invoice;
- (b) requiring that any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion and that undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed;
- (c) requiring the Sub-Contractor to include in any Sub-Contract which it in turn awards suitable provisions to impose, as between the parties to that Sub-Contract, requirements to the same effect as those required by sub-clauses (a) and (b) above; and
- (d) conferring a right to the Customer to publish the Supplier's compliance with its obligation to pay undisputed invoices within the specified payment period.

29.3.2 The Supplier shall:

- (a) pay any undisputed sums which are due from it to a Sub-Contractor within thirty (30) days from the receipt of a Valid Invoice;
- (b) include within the Performance Monitoring Reports required under Part B of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) a summary of its compliance with this

Clause 29.3.2, such data to be certified each quarter by a director of the Supplier as being accurate and not misleading.

- 29.3.3 Any invoices submitted by a Sub-Contractor shall be considered and verified by the Supplier in a timely fashion. Undue delay in doing so shall not be sufficient justification for failing to regard an invoice as valid and undisputed.
- 29.3.4 Notwithstanding any provision of Clauses 34.3 (Confidentiality) and 35 (Publicity and Branding) if the Supplier notifies the Customer that the Supplier has failed to pay an undisputed Sub-Contractor's invoice within thirty (30) days of receipt, or the Customer otherwise discloses the same, the Customer shall be entitled to publish the details of the late or non-payment (including on government websites and in the press).

29.4 Termination of Sub-Contracts

- 29.4.1 The Customer may require the Supplier to terminate:
- (a) a Sub-Contract where:
 - (i) the acts or omissions of the relevant Sub-Contractor have caused or materially contributed to the Customer's right of termination pursuant any of the termination events in Clause 41 (Customer Termination Rights) except Clause 41.3 (Termination Without Cause); and/or
 - (ii) the relevant Sub-Contractor or its Affiliates embarrassed the Customer or otherwise brought the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Sub-Contractor's obligations in relation to the Goods and/or Services or otherwise; and/or
 - (b) a Key Sub-Contract where there is a Change of Control of the relevant Key Sub-Contractor, unless:
 - (i) the Customer has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
 - (ii) the Customer has not served its notice of objection within six (6) months of the later of the date the Change of Control took place or the date on which the Customer was given notice of the Change of Control.

29.5 Competitive Terms

- 29.5.1 If the Customer is able to obtain from any Sub-Contractor or any other third party more favourable commercial terms with respect to the supply of any materials, equipment, software, goods or services used by the Supplier or the Supplier Personnel in the supply of the Goods and/or Services, then the Customer may:
- (a) require the Supplier to replace its existing commercial terms with its Sub-Contractor with the more favourable commercial terms obtained by the Customer in respect of the relevant item; or
 - (b) subject to Clause 29.4 (Termination of Sub-Contracts), enter into a direct agreement with that Sub-Contractor or third party in respect of the relevant item.

- 29.5.2 If the Customer exercises the option pursuant to Clause 29.5.1, then the Call Off Contract Charges shall be reduced by an amount that is agreed in accordance with the Variation Procedure.
- 29.5.3 The Customer's right to enter into a direct agreement for the supply of the relevant items is subject to:
- (a) the Customer making the relevant item available to the Supplier where this is necessary for the Supplier to provide the Goods and/or Services; and
 - (b) any reduction in the Call Off Contract Charges taking into account any unavoidable costs payable by the Supplier in respect of the substituted item, including in respect of any licence fees or early termination charges.

29.6 Retention of Legal Obligations

- 29.6.1 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 29 (Supply Chain Rights and Protection), the Supplier shall remain responsible for all acts and omissions of its Sub-Contractors and the acts and omissions of those employed or engaged by the Sub-Contractors as if they were its own.

G. PROPERTY MATTERS

30. CUSTOMER PREMISES

30.1 Licence to occupy Customer Premises

- 30.1.1 Any Customer Premises shall be made available to the Supplier on a non-exclusive licence basis free of charge and shall be used by the Supplier solely for the purpose of performing its obligations under this Call Off Contract. The Supplier shall have the use of such Customer Premises as licensee and shall vacate the same immediately upon completion, termination, expiry or abandonment of this Call Off Contract and in accordance with Call Off Schedule 10 (Exit Management).
- 30.1.2 The Supplier shall limit access to the Customer Premises to such Supplier Personnel as is necessary to enable it to perform its obligations under this Call Off Contract and the Supplier shall co-operate (and ensure that the Supplier Personnel co-operate) with such other persons working concurrently on such Customer Premises as the Customer may reasonably request.
- 30.1.3 Save in relation to such actions identified by the Supplier in accordance with Clause 2 (Due Diligence) and set out in the Order Form (or elsewhere in this Call Off Contract), should the Supplier require modifications to the Customer Premises, such modifications shall be subject to Approval and shall be carried out by the Customer at the Supplier's expense. The Customer shall undertake any modification work which it approves pursuant to this Clause 30.1.3 without undue delay. Ownership of such modifications shall rest with the Customer.
- 30.1.4 The Supplier shall observe and comply with such rules and regulations as may be in force at any time for the use of such Customer Premises and conduct of personnel at the Customer Premises as determined by the Customer, and the Supplier shall pay for the full cost of making good any damage caused by the Supplier Personnel other than fair wear and tear.

For the avoidance of doubt, damage includes without limitation damage to the fabric of the buildings, plant, fixed equipment or fittings therein.

- 30.1.5 The Parties agree that there is no intention on the part of the Customer to create a tenancy of any nature whatsoever in favour of the Supplier or the Supplier Personnel and that no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to this Call Off Contract, the Customer retains the right at any time to use any Customer Premises in any manner it sees fit.

30.2 Security of Customer Premises

- 30.2.1 The Customer shall be responsible for maintaining the security of the Customer Premises in accordance with the Security Policy. The Supplier shall comply with the Security Policy and any other reasonable security requirements of the Customer while on the Customer Premises.
- 30.2.2 The Customer shall afford the Supplier upon Approval (the decision to Approve or not will not be unreasonably withheld or delayed) an opportunity to inspect its physical security arrangements.

31. CUSTOMER PROPERTY

- 31.1 Where the Customer issues Customer Property free of charge to the Supplier such Customer Property shall be and remain the property of the Customer and the Supplier irrevocably licences the Customer and its agents to enter upon any premises of the Supplier during normal business hours on reasonable notice to recover any such Customer Property.
- 31.2 The Supplier shall not in any circumstances have a lien or any other interest on the Customer Property and at all times the Supplier shall possess the Customer Property as fiduciary agent and bailee of the Customer.
- 31.3 The Supplier shall take all reasonable steps to ensure that the title of the Customer to the Customer Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-Contractors and other appropriate persons and shall, at the Customer's request, store the Customer Property separately and securely and ensure that it is clearly identifiable as belonging to the Customer.
- 31.4 The Customer Property shall be deemed to be in good condition when received by or on behalf of the Supplier unless the Supplier notifies the Customer otherwise within five (5) Working Days of receipt.
- 31.5 The Supplier shall maintain the Customer Property in good order and condition (excluding fair wear and tear) and shall use the Customer Property solely in connection with this Call Off Contract and for no other purpose without Approval.
- 31.6 The Supplier shall ensure the security of all the Customer Property whilst in its possession, either on the Sites or elsewhere during the supply of the Goods and/or Services, in accordance with the Customer's Security Policy and the Customer's reasonable security requirements from time to time.
- 31.7 The Supplier shall be liable for all loss of, or damage to the Customer Property, (excluding fair wear and tear), unless such loss or damage was solely caused by a Customer Cause. The Supplier shall inform the Customer immediately of becoming aware of any defects appearing in or losses or damage occurring to the Customer Property.

32. SUPPLIER EQUIPMENT

- 32.1 Unless otherwise stated in the Order Form (or elsewhere in this Call Off Contract), the Supplier shall provide all the Supplier Equipment necessary for the provision of the Goods and/or Services.
- 32.2 The Supplier shall not deliver any Supplier Equipment nor begin any work on the Customer Premises without obtaining Approval.
- 32.3 The Supplier shall be solely responsible for the cost of carriage of the Supplier Equipment to the Sites and/or any Customer Premises, including its off-loading, removal of all packaging and all other associated costs. Likewise on the Call Off Expiry Date the Supplier shall be responsible for the removal of all relevant Supplier Equipment from the Sites and/or any Customer Premises, including the cost of packing, carriage and making good the Sites and/or the Customer Premises following removal.
- 32.4 All the Supplier's property, including Supplier Equipment, shall remain at the sole risk and responsibility of the Supplier, except that the Customer shall be liable for loss of or damage to any of the Supplier's property located on Customer Premises which is due to the negligent act or omission of the Customer.
- 32.5 Subject to any express provision of the BCDR Plan to the contrary, the loss or destruction for any reason of any Supplier Equipment shall not relieve the Supplier of its obligation to supply the Goods and/or Services in accordance with this Call Off Contract, including the Service Level Performance Measures.
- 32.6 The Supplier shall maintain all Supplier Equipment within the Sites and/or the Customer Premises in a safe, serviceable and clean condition.
- 32.7 The Supplier shall, at the Customer's written request, at its own expense and as soon as reasonably practicable:
- 32.7.1 remove from the Customer Premises any Supplier Equipment or any component part of Supplier Equipment which in the reasonable opinion of the Customer is either hazardous, noxious or not in accordance with this Call Off Contract; and
 - 32.7.2 replace such Supplier Equipment or component part of Supplier Equipment with a suitable substitute item of Supplier Equipment.
- 32.8 For the purposes of this Clause 32.8, 'X' shall be the number of Service Failures, and 'Y' shall be the period in months, as respectively specified for 'X' and 'Y' in the Order Form or elsewhere in this Call Off Contract. If this Clause is specified to apply, and there are no values specified for 'X' and/or 'Y', in default, 'X' shall be two (2) and 'Y' shall be twelve (12). Where a failure of Supplier Equipment or any component part of Supplier Equipment causes X or more Service Failures in any Y Month period, the Supplier shall notify the Customer in writing and shall, at the Customer's request (acting reasonably), replace such Supplier Equipment or component part thereof at its own cost with a new item of Supplier Equipment or component part thereof (of the same specification or having the same capability as the Supplier Equipment being replaced).

H. INTELLECTUAL PROPERTY AND INFORMATION

33. INTELLECTUAL PROPERTY RIGHTS

33.1 Allocation of title to IPR

- 33.1.1 Save as expressly granted elsewhere under this Call Off Contract:

- (a) the Customer shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Supplier or its licensors, including:
 - (i) the Supplier Background IPR;
 - (ii) the Third Party IPR;
 - (iii) the Project Specific IPR.
 - (b) the Supplier shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Customer or its licensors, including the:
 - (i) Customer Background IPR; and
 - (ii) Customer Data.
- 33.1.2 Where either Party acquires, by operation of Law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Clause 33.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).
- 33.1.3 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.

33.2 Licence granted by the Supplier: Project Specific IPR

- 33.2.1 The Supplier hereby grants to the Customer, or shall procure the direct grant to the Customer of, a perpetual, royalty-free, irrevocable, non-exclusive licence to use the Project Specific IPR including but not limited to the right to copy, adapt, publish and distribute such Project Specific IPR.

33.3 Licence granted by the Supplier: Supplier Background IPR

- 33.3.1 The Supplier hereby grants to the Customer a perpetual, royalty-free and non-exclusive licence to use the Supplier Background IPR for any purpose relating to the Goods and/or Services (or substantially equivalent goods and/or services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function.
- 33.3.2 At any time during the Call Off Contract Period or following the Call Off Expiry Date, the Supplier may terminate a licence granted in respect of the Supplier Background IPR under Clause 33.3.1 by giving thirty (30) days' notice in writing (or such other period as agreed by the Parties) if there is a Customer Cause which constitutes a material breach of the terms of 33.3.1 which, if the breach is capable of remedy, is not remedied within twenty (20) Working Days after the Supplier gives the Customer written notice specifying the breach and requiring its remedy.
- 33.3.3 In the event the licence of the Supplier Background IPR is terminated pursuant to Clause 33.3.2, the Customer shall:
 - (a) immediately cease all use of the Supplier Background IPR;
 - (b) at the discretion of the Supplier, return or destroy documents and other tangible materials that contain any of the Supplier Background IPR, provided that if the Supplier has not made an election within six (6) months of the termination of the licence, the Customer may destroy the documents and other tangible materials that contain any of the Supplier Background IPR; and

- (c) ensure, so far as reasonably practicable, that any Supplier Background IPR that is held in electronic, digital or other machine-readable form ceases to be readily accessible (other than by the information technology staff of the Customer) from any computer, word processor, voicemail system or any other device containing such Supplier Background IPR.

33.4 Customer's right to sub-license

- 33.4.1 The Customer shall be freely entitled to sub-license the rights granted to it pursuant to Clause 33.2.1 (Licence granted by the Supplier: Project Specific IPR).
- 33.4.2 The Customer may sub-license:
 - (a) the rights granted under Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) to a third party (including for the avoidance of doubt, any Replacement Supplier) provided that:
 - (i) the sub-license is on terms no broader than those granted to the Customer; and
 - (ii) the sub-license only authorises the third party to use the rights licensed in Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) for purposes relating to the Goods and/or Services (or substantially equivalent goods and/or services) or for any purpose relating to the exercise of the Customer's (or, if the Customer is a Central Government Body, any other Central Government Body's) business or function; and
 - (b) the rights granted under Clause 33.3.1 (Licence granted by the Supplier: Supplier Background IPR) to any Approved Sub-Licensee to the extent necessary to use and/or obtain the benefit of the Project Specific IPR provided that the sub-license is on terms no broader than those granted to the Customer.

33.5 Customer's right to assign/novate licences

- 33.5.1 The Customer shall be freely entitled to assign, novate or otherwise transfer its rights and obligations under the licence granted to it pursuant to Clause 33.2 (Licence granted by the Supplier: Project Specific IPR); and
- 33.5.2 The Customer may assign, novate or otherwise transfer its rights and obligations under the licence granted pursuant to Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) to:
 - (a) a Central Government Body; or
 - (b) to any body (including any private company) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Customer.
- 33.5.3 Where the Customer is a Central Government Body, any change in the legal status of the Customer which means that it ceases to be a Central Government Body shall not affect the validity of any licence granted in Clause 33.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 33.3 (Licences granted by the Supplier: Supplier Background IPR). If the Customer ceases to be a Central Government Body, the successor body to the Customer shall still be entitled to the benefit of the licences granted in Clause 33.2 (Licence granted by the Supplier: Project Specific

IPR) and Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR).

- 33.5.4 If a licence granted in Clause 33.2 (Licence granted by the Supplier: Project Specific IPR) and/or Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) is novated under Clauses 33.5.1 and/or 33.5.2 or there is a change of the Customer's status pursuant to Clause 33.5.3 (both such bodies being referred to as the "**Transferee**"), the rights acquired by the Transferee shall not extend beyond those previously enjoyed by the Customer.

33.6 Third Party IPR

- 33.6.1 The Supplier shall procure that the owners or the authorised licensors of any Third Party IPR grant a direct licence to the Customer on terms at least equivalent to those set out in Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) and Clause 33.5.2 (Customer's right to assign/novate licences). If the Supplier cannot obtain for the Customer a licence materially in accordance with the licence terms set out in Clause 33.3 (Licences granted by the Supplier: Supplier Background IPR) and Clause 33.5.2 (Customer's right to assign/novate licences) in respect of any such Third Party IPR, the Supplier shall:
- (a) notify the Customer in writing giving details of what licence terms can be obtained from the relevant third party and whether there are alternative providers which the Supplier could seek to use; and
 - (b) only use such Third Party IPR if the Customer Approves the terms of the licence from the relevant third party.

33.7 Licence granted by the Customer

- 33.7.1 The Customer hereby grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call Off Contract Period to use the Customer Background IPR and the Customer Data solely to the extent necessary for providing the Goods and/or Services in accordance with this Call Off Contract, including (but not limited to) the right to grant sub-licences to Sub-Contractors provided that:
- (a) any relevant Sub-Contractor has entered into a confidentiality undertaking with the Supplier on the same terms as set out in Clause 34.3 (Confidentiality); and
 - (b) the Supplier shall not without Approval use the licensed materials for any other purpose or for the benefit of any person other than the Customer.

33.8 Termination of licenses

- 33.8.1 Subject to Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR), all licences granted pursuant to this Clause 33 (Intellectual Property Rights) (other than those granted pursuant to Clause 33.6 (Third Party IPR) and 33.7 (Licence granted by the Customer)) shall survive the Call Off Expiry Date.
- 33.8.2 The Supplier shall, if requested by the Customer in accordance with Call Off Schedule 10 (Exit Management), grant (or procure the grant) to the Replacement Supplier of a licence to use any Supplier Background IPR and/or Third Party IPR on terms equivalent to those set out in Clause 33.3 (Licence granted by the Supplier: Supplier Background IPR) subject to the Replacement Supplier entering into reasonable confidentiality undertakings with the Supplier.

- 33.8.3 The licence granted pursuant to Clause 33.7 (Licence granted by the Customer) and any sub-licence granted by the Supplier in accordance with Clause 33.7.1 (Licence granted by the Customer) shall terminate automatically on the Call Off Expiry Date and the Supplier shall:
- (a) immediately cease all use of the Customer Background IPR and the Customer Data (as the case may be);
 - (b) at the discretion of the Customer, return or destroy documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data, provided that if the Customer has not made an election within six months of the termination of the licence, the Supplier may destroy the documents and other tangible materials that contain any of the Customer Background IPR and the Customer Data (as the case may be); and
 - (c) ensure, so far as reasonably practicable, that any Customer Background IPR and Customer Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Supplier containing such Customer Background IPR and/or Customer Data.

33.9 IPR Indemnity

- 33.9.1 The Supplier shall at during and after the Call Off Contract Period, on written demand indemnify the Customer against all Losses incurred by, awarded against or agreed to be paid by the Customer (whether before or after the making of the demand pursuant to the indemnity hereunder) arising from an IPR Claim.
- 33.9.2 If an IPR Claim is made, or the Supplier anticipates that an IPR Claim might be made, the Supplier may, at its own expense and sole option, either:
- (a) procure for the Customer the right to continue using the relevant item which is subject to the IPR Claim; or
 - (b) replace or modify the relevant item with non-infringing substitutes provided that:
 - (i) the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
 - (ii) the replaced or modified item does not have an adverse effect on any other Goods and/or Services;
 - (iii) there is no additional cost to the Customer; and
 - (iv) the terms and conditions of this Call Off Contract shall apply to the replaced or modified Goods and/or Services.
- 33.9.3 If the Supplier elects to procure a licence in accordance with Clause 33.9.2(a) or to modify or replace an item pursuant to Clause 33.9.2(b), but this has not avoided or resolved the IPR Claim, then:
- (i) the Customer may terminate this Call Off Contract by written notice with immediate effect; and
 - (ii) without prejudice to the indemnity set out in Clause 33.9.1, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute goods and/or services including the

additional costs of procuring, implementing and maintaining the substitute items.

34. SECURITY AND PROTECTION OF INFORMATION

34.1 Security Requirements

- 34.1.1 The Supplier shall comply with the Security Policy and the requirements of Call Off Schedule 8 (Security) including the Security Management Plan (if any) and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.
- 34.1.2 The Customer shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 34.1.3 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Goods and/or Services it may propose a Variation to the Customer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Call Off Contract Charges shall then be subject to the Variation Procedure.
- 34.1.4 Until and/or unless a change to the Call Off Contract Charges is agreed by the Customer pursuant to the Variation Procedure the Supplier shall continue to provide the Goods and/or Services in accordance with its existing obligations.

34.2 Protection of Customer Data

- 34.2.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- 34.2.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call Off Contract or as otherwise Approved by the Customer.
- 34.2.3 To the extent that the Customer Data is held and/or Processed by the Supplier, the Supplier shall supply that Customer Data to the Customer as requested by the Customer and in the format (if any) specified in this Call Off Contract and in any event as specified by the Customer from time to time in writing.
- 34.2.4 The Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data.
- 34.2.5 The Supplier shall perform secure back-ups of all Customer Data and shall ensure that up-to-date back-ups are stored off-site at an Approved location in accordance with any BCDR Plan or otherwise. The Supplier shall ensure that such back-ups are available to the Customer (or to such other person as the Customer may direct) at all times upon request and are delivered to the Customer at no less than six (6) Monthly intervals (or such other intervals as may be agreed in writing between the Parties).
- 34.2.6 The Supplier shall ensure that any system on which the Supplier holds any Customer Data, including back-up data, is a secure system that complies with the Security Policy and the Security Management Plan (if any).
- 34.2.7 If at any time the Supplier suspects or has reason to believe that the Customer Data is corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Customer immediately and inform the Customer of the remedial action the Supplier proposes to take.

- 34.2.8 If the Customer Data is corrupted, lost or sufficiently degraded as a result of a Default so as to be unusable, the Supplier may:
- (a) require the Supplier (at the Supplier's expense) to restore or procure the restoration of Customer Data to the extent and in accordance with the requirements specified in Call Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer, and the Supplier shall do so as soon as practicable but not later than five (5) Working Days from the date of receipt of the Customer's notice; and/or
 - (b) itself restore or procure the restoration of Customer Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in Call Off Schedule 9 (Business Continuity and Disaster Recovery) or as otherwise required by the Customer.

34.3 Confidentiality

- 34.3.1 For the purposes of this Clause 34.3, the term "**Disclosing Party**" shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and "**Recipient**" shall mean the Party which receives or obtains directly or indirectly Confidential Information.
- 34.3.2 Except to the extent set out in this Clause 34.3 or where disclosure is expressly permitted elsewhere in this Call Off Contract, the Recipient shall:
- (a) treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials); and
 - (b) not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Call Off Contract or without obtaining the owner's prior written consent;
 - (c) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Call Off Contract; and
 - (d) immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.
- 34.3.3 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:
- (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 34.5 (Freedom of Information) shall apply to disclosures required under the FOIA or the EIRs;
 - (b) the need for such disclosure arises out of or in connection with:
 - (i) any legal challenge or potential legal challenge against the Customer arising out of or in connection with this Call Off Contract;
 - (ii) the examination and certification of the Customer's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer is making use of any

Goods and/or Services provided under this Call Off Contract;
or

(iii) the conduct of a Central Government Body review in respect of this Call Off Contract; or

(c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.

34.3.4 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.

34.3.5 Subject to Clauses 34.3.2 and 34.3.7, the Supplier may only disclose the Confidential Information of the Customer on a confidential basis to:

(a) Supplier Personnel who are directly involved in the provision of the Goods and/or Services and need to know the Confidential Information to enable performance of the Supplier's obligations under this Call Off Contract; and

(b) its professional advisers for the purposes of obtaining advice in relation to this Call Off Contract.

34.3.6 Where the Supplier discloses Confidential Information of the Customer pursuant to this Clause 34.3.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Call Off Contract by the persons to whom disclosure has been made.

34.3.7 The Customer may disclose the Confidential Information of the Supplier:

(a) to any Central Government Body on the basis that the information may only be further disclosed to Central Government Bodies;

(b) to the British Parliament and any committees of the British Parliament or if required by any British Parliamentary reporting requirement;

(c) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;

(d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 34.3.7(a) (including any benchmarking organisation) for any purpose relating to or connected with this Call Off Contract;

(e) on a confidential basis for the purpose of the exercise of its rights under this Call Off Contract; or

(f) to a proposed transferee, assignee or novatee of, or successor in title to the Customer,

(g) and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this Clause 34.3.

- 34.3.8 Nothing in this Clause 34.3 shall prevent a Recipient from using any techniques, ideas or Know-How gained during the performance of this Call Off Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.
- 34.3.9 In the event that the Supplier fails to comply with Clauses 34.3.2 to 34.3.5, the Customer reserves the right to terminate this Call Off Contract for breach of a condition of the Call Off.

34.4 Transparency

- 34.4.1 The Parties acknowledge and agree that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Call Off Contract and any Transparency Reports under it is not Confidential Information and shall be made available in accordance with the procurement policy note 13/15, https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458554/Procurement_Policy_Note_13_15.pdf and the Transparency Principles referred to therein. The Customer shall determine whether any of the content of this Call Off Contract is exempt from disclosure in accordance with the provisions of the FOIA. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
- 34.4.2 Notwithstanding any other provision of this Call Off Contract, the Supplier hereby gives his consent for the Customer to publish this Call Off Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Call Off Contract agreed from time to time.
- 34.4.3 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Call Off Contract.

34.5 Freedom of Information

- 34.5.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
- (a) provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its Information disclosure obligations under the FOIA and EIRs;
 - (b) transfer to the Customer all Requests for Information relating to this Call Off Contract that it receives as soon as practicable and in any event within two (2) Working Days of receipt;
 - (c) provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and
 - (d) not respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- 34.5.2 The Supplier acknowledges that the Customer may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Customer shall take reasonable steps to notify the Supplier of a Request for Information (in accordance with the Secretary of State's Section 45

Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Call Off Contract) the Customer shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

34.6 Protection of Personal Data

- 34.6.1 Where any Personal Data are Processed in connection with the exercise of the Parties' rights and obligations under this Call Off Contract, the Parties acknowledge that the Customer is the Data Controller and that the Supplier is the Data Processor.
- 34.6.2 The Supplier shall:
- (a) Process the Personal Data only in accordance with instructions from the Customer to perform its obligations under this Call Off Contract;
 - (b) ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data, including the measures as are set out in Clauses 34.1 (Security Requirements) and 34.2 (Protection of Customer Data);
 - (c) not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Goods and/or Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the Customer (save where such disclosure or transfer is specifically authorised under this Call Off Contract)
 - (d) take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:
 - (i) are aware of and comply with the Supplier's duties under this Clause 34.6.2 and Clauses 34.1 (Security Requirements), 34.2 (Protection of Customer Data) and 34.3 (Confidentiality);
 - (ii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Customer or as otherwise permitted by this Call Off Contract; and
 - (iii) have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);
 - (e) notify the Customer within five (5) Working Days if it receives:
 - (i) from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request) a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Customer's obligations under the DPA;

- (ii) any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or
 - (iii) a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;
- (f) provide the Customer with full cooperation and assistance (within the timescales reasonably required by the Customer) in relation to any complaint, communication or request made (as referred to at Clause 34.6.2(e)), including by promptly providing:
 - (i) the Customer with full details and copies of the complaint, communication or request;
 - (ii) where applicable, such assistance as is reasonably requested by the Customer to enable the Customer to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and
 - (iii) the Customer, on request by the Customer, with any Personal Data it holds in relation to a Data Subject; and
- (g) if requested by the Customer, provide a written description of the measures that has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause 34.6.2 and provide to the Customer copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

34.6.3 The Supplier shall not Process or otherwise transfer any Personal Data in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together “ **Restricted Countries**”). If, after the Call Off Commencement Date, the Supplier or any Sub-Contractor wishes to Process and/or transfer any Personal Data in or to any outside the European Economic Area, the following provisions shall apply:

- (a) the Supplier shall propose a Variation to the Customer which, if it is agreed by the Customer, shall be dealt with in accordance with the Variation Procedure and Clauses 34.6.3(b) to 34.6.3(c);
- (b) the Supplier shall set out in its proposal to the Customer for a Variation details of the following:
 - (i) the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;
 - (ii) the Restricted Countries to which the Personal Data will be transferred and/or Processed; and
 - (iii) any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;
 - (iv) how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the Customer’s compliance with the DPA;

- (c) in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with then-current Customer, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and
- (d) the Supplier shall comply with such other instructions and shall carry out such other actions as the Customer may notify in writing, including:
 - (i) incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Call Off Contract or a separate data processing agreement between the Parties; and
 - (ii) procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:
 - (A) a direct data processing agreement with the Customer on such terms as may be required by the Customer; or
 - (B) a data processing agreement with the Supplier on terms which are equivalent to those agreed between the Customer and the Sub-Contractor relating to the relevant Personal Data transfer, and
 - (iii) in each case which the Supplier acknowledges may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA) and technical and organisation measures which the Customer deems necessary for the purpose of protecting Personal Data.

34.6.4 The Supplier shall use its reasonable endeavours to assist the Customer to comply with any obligations under the DPA and shall not perform its obligations under this Call Off Contract in such a way as to cause the Customer to breach any of the Customer's obligations under the DPA to the extent the Supplier is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

35. PUBLICITY AND BRANDING

35.1 The Supplier shall not:

- 35.1.1 make any press announcements or publicise this Call Off Contract in any way; or
- 35.1.2 use the Customer's name or brand in any promotion or marketing or announcement of orders,
- 35.1.3 without Approval (the decision of the Customer to Approve or not shall not be unreasonably withheld or delayed).

35.2 Each Party acknowledges to the other that nothing in this Call Off Contract either expressly or by implication constitutes an endorsement of any products or services of the other Party (including the Goods Services and Supplier Equipment) and each

Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

I. LIABILITY AND INSURANCE

36. LIABILITY

36.1 Unlimited Liability

36.1.1 Neither Party excludes or limits its liability for:

- (a) death or personal injury caused by its negligence, or that of its employees, agents or Sub-Contractors (as applicable);
- (b) bribery or Fraud by it or its employees;
- (c) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
- (d) any liability to the extent it cannot be excluded or limited by Law.

36.1.2 The Supplier does not exclude or limit its liability in respect of the indemnity in Clause 33.9 (IPR Indemnity) and in each case whether before or after the making of a demand pursuant to the indemnity therein.

36.2 Financial Limits

36.2.1 Subject to Clause 36.1 (Unlimited Liability), the Supplier's total aggregate liability:

- (a) in respect of all:
 - (i) Service Credits; and
 - (ii) Compensation for Critical Service Level Failure;incurred in any rolling period of 12 Months shall be subject in aggregate to the Service Credit Cap;
- (b) in respect of all other Losses incurred by the Customer under or in connection with this Call Off Contract as a result of Defaults by the Supplier shall in no event exceed:
 - (i) in relation to any Defaults occurring from the Call Off Commencement Date to the end of the first Call Off Contract Year, the higher of and a sum equal to [one hundred and fifty per cent (150%)] of the Estimated Year 1 Call Off Contract Charges;
 - (ii) in relation to any Defaults occurring in each subsequent Call Off Contract Year that commences during the remainder of the Call Off Contract Period, the higher of in each such Call Off Contract Year and a sum equal to [one hundred and fifty percent (150%)] of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the previous Call Off Contract Year; and
 - (iii) in relation to any Defaults occurring in each Call Off Contract Year that commences after the end of the Call Off Contract Period, the higher of each such Call Off Contract Year and a sum equal to [one hundred and fifty percent (150%)] of the Call Off Contract Charges payable to the Supplier under this

Call Off Contract in the last Call Off Contract Year commencing during the Call Off Contract Period.

- 36.2.2 Subject to Clauses 36.1 (Unlimited Liability) and 36.2 (Financial Limits) and without prejudice to its obligation to pay the undisputed Call Off Contract Charges as and when they fall due for payment, the Customer's total aggregate liability in respect of all Losses as a result of Customer Causes shall be limited to:
- (a) in relation to any Customer Causes occurring from the Call Off Commencement Date to the end of the first Call Off Contract Year, a sum equal to the Estimated Year 1 Call Off Contract Charges;
 - (b) in relation to any Customer Causes occurring in each subsequent Call Off Contract Year that commences during the remainder of the Call Off Contract Period, a sum equal to the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the previous Call Off Contract Year; and
 - (c) in relation to any Customer Causes occurring in each Call Off Contract Year that commences after the end of the Call Off Contract Period, a sum equal to the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the last Call Off Contract Year commencing during the Call Off Contract Period.

36.3 Non-recoverable Losses

- 36.3.1 Subject to Clause 36.1 (Unlimited Liability) neither Party shall be liable to the other Party for any:
- (a) indirect, special or consequential Loss;
 - (b) loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

36.4 Recoverable Losses

- 36.4.1 Subject to Clause 36.2 (Financial Limits), and notwithstanding Clause 36.3 (Non-recoverable Losses), the Supplier acknowledges that the Customer may, amongst other things, recover from the Supplier the following Losses incurred by the Customer to the extent that they arise as a result of a Default by the Supplier:
- (a) any additional operational and/or administrative costs and expenses incurred by the Customer, including costs relating to time spent by or on behalf of the Customer in dealing with the consequences of the Default;
 - (b) any wasted expenditure or charges;
 - (c) the additional cost of procuring Replacement Goods and/or Services for the remainder of the Call Off Contract Period and/or replacement Deliverables, which shall include any incremental costs associated with such Replacement Goods and/or Services and/or replacement Deliverables above those which would have been payable under this Call Off Contract;
 - (d) any compensation or interest paid to a third party by the Customer; and
 - (e) any fine, penalty or costs incurred by the Customer pursuant to Law.

36.5 Miscellaneous

- 36.5.1 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Call Off Contract.
- 36.5.2 Any Deductions shall not be taken into consideration when calculating the Supplier's liability under Clause 36.2 (Financial Limits).
- 36.5.3 Subject to any rights of the Customer under this Call Off Agreement (including in respect of an IPR Claim), any claims by a third party where an indemnity is sought by that third party from a Party to this Call Off Agreement shall be dealt with in accordance with the provisions of Framework Schedule 21 (Conduct of Claims).

37. INSURANCE

- 37.1 This Clause 37 will only apply where specified in the Order Form or elsewhere in this Call Off Contract.
- 37.2 Notwithstanding any benefit to the Customer of the policy or policies of insurance referred to in Clause 31 (Insurance) of the Framework Agreement, the Supplier shall effect and maintain such further policy or policies of insurance or extensions to such existing policy or policies of insurance procured under the Framework Agreement in respect of all risks which may be incurred by the Supplier arising out of its performance of its obligations under this Call Off Contract.
- 37.3 Without limitation to the generality of Clause 37.2 the Supplier shall ensure that it maintains the policy or policies of insurance as are stipulated in the Order Form or elsewhere in this Call Off Contract.
- 37.4 The Supplier shall effect and maintain the policy or policies of insurance referred to in this Clause 37 for six (6) years after the Call Off Expiry Date.
- 37.5 The Supplier shall give the Customer, on request, copies of all insurance policies referred to in this Clause 37 or a broker's verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.
- 37.6 If, for whatever reason, the Supplier fails to give effect to and maintain the insurance policies required under this Clause 37 the Customer may make alternative arrangements to protect its interests and may recover the premium and other costs of such arrangements as a debt due from the Supplier.
- 37.7 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liability under this Call Off Contract. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability in relation to the performance of its obligations under this Call Off Contract.
- 37.8 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Customer (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

J. REMEDIES AND RELIEF

38. CUSTOMER REMEDIES FOR DEFAULT

38.1 Remedies

- 38.1.1 Without prejudice to any other right or remedy of the Customer howsoever arising (including under Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)) and subject to the exclusive financial remedy provisions in Clauses 13.5 (Service Levels and Service Credits) and 6.4.1(b) (Delay Payments), if the Supplier commits any Default of this Call Off Contract then the Customer may (whether or not any part of the Goods and/or Services have been Delivered) do any of the following:
- (a) at the Customer's option, give the Supplier the opportunity (at the Supplier's expense) to remedy the Default together with any damage resulting from such Default (and where such Default is capable of remedy) or to supply Replacement Goods and/or Services and carry out any other necessary work to ensure that the terms of this Call Off Contract are fulfilled, in accordance with the Customer's instructions;
 - (b) carry out, at the Supplier's expense, any work necessary to make the provision of the Goods and/or Services comply with this Call Off Contract;
 - (c) if the Default is a Default that is capable of remedy (and for these purposes a Default may be a single Default or a number of Defaults or repeated Defaults - whether of the same or different obligations and regardless of whether such Defaults are remedied - which taken together constitute a material Default):
 - (i) instruct the Supplier to comply with the Rectification Plan Process;
 - (ii) suspend this Call Off Contract (whereupon the relevant provisions of Clause 41.2 (Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) the Goods and/or Services;
 - (iii) without terminating or suspending the whole of this Call Off Contract, terminate or suspend this Call Off Contract in respect of part of the provision of the Goods and/or Services only (whereupon the relevant provisions of Clause 41.2(Partial Termination, Suspension and Partial Suspension) shall apply) and step-in to itself supply or procure a third party to supply (in whole or in part) such part of the Good and/or Services;
- 38.1.2 Where the Customer exercises any of its step-in rights under Clauses 38.1.1(c)(ii) or 38.1.1(c)(iii), the Customer shall have the right to charge the Supplier for and the Supplier shall on demand pay any costs reasonably incurred by the Customer (including any reasonable administration costs) in respect of the supply of any part of the Goods and/or Services by the Customer or a third party and provided that the Customer uses its reasonable endeavours to mitigate any additional expenditure in obtaining Replacement Goods and/or Replacement Services.

38.2 Rectification Plan Process

- 38.2.1 Where the Customer has instructed the Supplier to comply with the Rectification Plan Process pursuant to Clause 38.1.1(c)(i):
- (a) the Supplier shall submit a draft Rectification Plan to the Customer for it to review as soon as possible and in any event within the

number of Working Days specified in the Order Form or elsewhere in this Call Off Contract (or such other period as may be agreed between the Parties) from the date of Customer's instructions. The Supplier shall submit a draft Rectification Plan even if the Supplier disputes that it is responsible for the Default giving rise to the Customer's request for a draft Rectification Plan.

- (b) the draft Rectification Plan shall set out:
 - (i) full details of the Default that has occurred, including a root cause analysis;
 - (ii) the actual or anticipated effect of the Default; and
 - (iii) the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable).

38.2.2 The Supplier shall promptly provide to the Customer any further documentation that the Customer requires to assess the Supplier's root cause analysis. If the Parties do not agree on the root cause set out in the draft Rectification Plan, either Party may refer the matter to be determined by an expert in accordance with paragraph 5 of Call Off Schedule 12 (Dispute Resolution Procedure).

38.2.3 The Customer may reject the draft Rectification Plan by notice to the Supplier if, acting reasonably, it considers that the draft Rectification Plan is inadequate, for example because the draft Rectification Plan:

- (a) is insufficiently detailed to be capable of proper evaluation;
- (b) will take too long to complete;
- (c) will not prevent reoccurrence of the Default; and/or
- (d) will rectify the Default but in a manner which is unacceptable to the Customer.

38.2.4 The Customer shall notify the Supplier whether it consents to the draft Rectification Plan as soon as reasonably practicable. If the Customer rejects the draft Rectification Plan, the Customer shall give reasons for its decision and the Supplier shall take the reasons into account in the preparation of a revised Rectification Plan. The Supplier shall submit the revised draft of the Rectification Plan to the Customer for review within five (5) Working Days (or such other period as agreed between the Parties) of the Customer's notice rejecting the first draft.

38.2.5 If the Customer consents to the Rectification Plan, the Supplier shall immediately start work on the actions set out in the Rectification Plan.

39. SUPPLIER RELIEF DUE TO CUSTOMER CAUSE

39.1 If the Supplier has failed to:

- 39.1.1 Achieve a Milestone by its Milestone Date;
- 39.1.2 provide the Goods and/or Services in accordance with the Service Levels;
- 39.1.3 comply with its obligations under this Call Off Contract,
(each a "Supplier Non-Performance"),

and can demonstrate that the Supplier Non-Performance would not have occurred but for a Customer Cause, then (subject to the Supplier fulfilling its obligations in Clause 17 (Supplier Notification of Customer Cause)):

- (a) the Supplier shall not be treated as being in breach of this Call Off Contract to the extent the Supplier can demonstrate that the Supplier Non-Performance was caused by the Customer Cause;
- (b) the Customer shall not be entitled to exercise any rights that may arise as a result of that Supplier Non-Performance to terminate this Call Off Contract pursuant to Clause 41 (Customer Termination Rights) except Clause 41.3 (Termination Without Cause);
- (c) where the Supplier Non-Performance constitutes the failure to Achieve a Milestone by its Milestone Date:
 - (i) the Milestone Date shall be postponed by a period equal to the period of Delay that the Supplier can demonstrate was caused by the Customer Cause;
 - (ii) if the Customer, acting reasonably, considers it appropriate, the Implementation Plan shall be amended to reflect any consequential revisions required to subsequent Milestone Dates resulting from the Customer Cause;
 - (iii) if failure to Achieve a Milestone attracts a Delay Payment, the Supplier shall have no liability to pay any such Delay Payment associated with the Milestone to the extent that the Supplier can demonstrate that such failure was caused by the Customer Cause; and/or
- (d) where the Supplier Non-Performance constitutes a Service Level Failure:
 - (i) the Supplier shall not be liable to accrue Service Credits;
 - (ii) the Customer shall not be entitled to any Compensation for Critical Service Level Failure pursuant to Clause 14 (Critical Service Level Failure); and
 - (iii) the Supplier shall be entitled to invoice for the Call Off Contract Charges for the provision of the relevant Goods and/or Services affected by the Customer Cause,
 - (iv) in each case, to the extent that the Supplier can demonstrate that the Service Level Failure was caused by the Customer Cause.

39.2 In order to claim any of the rights and/or relief referred to in Clause 39.1, the Supplier shall:

- 39.2.1 comply with its obligations under Clause 17 (Notification of Customer Cause); and
- 39.2.2 within ten (10) Working Days of becoming aware that a Customer Cause has caused, or is likely to cause, a Supplier Non-Performance, give the Customer notice (a "**Relief Notice**") setting out details of:
 - (a) the Supplier Non-Performance;
 - (b) the Customer Cause and its effect on the Supplier's ability to meet its obligations under this Call Off Contract; and
 - (c) the relief claimed by the Supplier.

- 39.3 Following the receipt of a Relief Notice, the Customer shall as soon as reasonably practicable consider the nature of the Supplier Non-Performance and the alleged Customer Cause and whether it agrees with the Supplier's assessment set out in the Relief Notice as to the effect of the relevant Customer Cause and its entitlement to relief, consulting with the Supplier where necessary.
- 39.4 Without prejudice to Clauses 8.5 (Continuing obligation to provide the Services) and 10.7 (Continuing obligation to provide the Goods), if a Dispute arises as to:
- 39.4.1 whether a Supplier Non-Performance would not have occurred but for a Customer Cause; and/or
- 39.4.2 the nature and/or extent of the relief claimed by the Supplier,
- either Party may refer the Dispute to the Dispute Resolution Procedure. Pending the resolution of the Dispute, both Parties shall continue to resolve the causes of, and mitigate the effects of, the Supplier Non-Performance.
- 39.5 Any Variation that is required to the Implementation Plan or to the Call Off Contract Charges pursuant to this Clause 39 shall be implemented in accordance with the Variation Procedure.

40. FORCE MAJEURE

- 40.1 Subject to the remainder of this Clause 40 (and, in relation to the Supplier, subject to its compliance with any obligations in Clause 15 (Business Continuity and Disaster Recovery)), a Party may claim relief under this Clause 40 from liability for failure to meet its obligations under this Call Off Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Supplier in performing its obligations under this Call Off Contract which results from a failure or delay by an agent, Sub-Contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-Contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Supplier.
- 40.2 The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.
- 40.3 If the Supplier is the Affected Party, it shall not be entitled to claim relief under this Clause 40 to the extent that consequences of the relevant Force Majeure Event:
- 40.3.1 are capable of being mitigated by any of the provision of any Goods and/or Services, including any BCDR Services, but the Supplier has failed to do so; and/or
- 40.3.2 should have been foreseen and prevented or avoided by a prudent provider of goods and/or services similar to the Goods and/or Services, operating to the standards required by this Call Off Contract.
- 40.4 Subject to Clause 40.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Goods and/or Services affected by the Force Majeure Event.
- 40.5 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Supplier is the Affected

Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.

40.6 Where, as a result of a Force Majeure Event:

40.6.1 an Affected Party fails to perform its obligations in accordance with this Call Off Contract, then during the continuance of the Force Majeure Event:

- (a) the other Party shall not be entitled to exercise any rights to terminate this Call Off Contract in whole or in part as a result of such failure unless the provision of the Goods and/or Services is materially impacted by a Force Majeure Event which endures for a continuous period of more than ninety (90) days; and
- (b) the Supplier shall not be liable for any Default and the Customer shall not be liable for any Customer Cause arising as a result of such failure;

40.6.2 the Supplier fails to perform its obligations in accordance with this Call Off Contract:

- (a) the Customer shall not be entitled:
 - (i) during the continuance of the Force Majeure Event to exercise its step-in rights under Clause 38.1.1(b) and 38.1.1(c) (Customer Remedies for Default) as a result of such failure;
 - (ii) to receive Delay Payments pursuant to Clause 6.4 (Delay Payments) to the extent that the Achievement of any Milestone is affected by the Force Majeure Event; and
 - (iii) to receive Service Credits or withhold and retain any of the Call Off Contract Charges as Compensation for Critical Service Level Failure pursuant to Clause 14 (Critical Service Level Failure) to the extent that a Service Level Failure or Critical Service Level Failure has been caused by the Force Majeure Event; and
- (b) the Supplier shall be entitled to receive payment of the Call Off Contract Charges (or a proportional payment of them) only to the extent that the Goods and/or Services (or part of the Goods and/or Services) continue to be provided in accordance with the terms of this Call Off Contract during the occurrence of the Force Majeure Event.

40.7 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Call Off Contract.

40.8 Relief from liability for the Affected Party under this Clause 40 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under this Call Off Contract and shall not be dependent on the serving of notice under Clause 40.7.

K. TERMINATION AND EXIT MANAGEMENT

41. CUSTOMER TERMINATION RIGHTS

41.1 Grounds for termination

The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier for:

- 41.1.1 convenience at any time in accordance with clause 41.3; or
 - 41.1.2 breach of any of the conditions referred to in clause 41.5; or
 - 41.1.3 repeated breaches of contractual obligations by the Supplier, whether of the same or different obligations and regardless of whether such breaches are remedied; or
 - 41.1.4 a material Default, whether or not the material Default is remediable; or
 - 41.1.5 the Supplier commits a Default, which in the opinion of the Customer is either not remediable or is remediable but the Supplier has not remedied such Default to the satisfaction of the Authority within twenty (20) Working Days, or such other period as may be specified by the Customer to the Supplier specifying the remediable Default and requesting it to be remedied in accordance with any instructions of the Customer; or
 - 41.1.6 any of the statutory provisions contained in Regulation 73(1)(a) – (c); or
 - 41.1.7 a Change of Control in respect of the Supplier pursuant to clause 41.4; or
 - 41.1.8 for failure of the Parties to agree or the Supplier to implement a Variation in accordance with the Variation Procedure; or
 - 41.1.9 in the event that the Framework Agreement is terminated for any reason whatsoever; or
 - 41.1.10 if the Supplier refuses or fails to comply with its obligations as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking); or
 - 41.1.11 an Insolvency Event affecting the Supplier occurs
- and the Call Off Contract shall terminate on the date specified in the Termination Notice.

41.2 Partial Termination, Suspension, and partial suspension

- 41.2.1 Where the Customer has the right to terminate this Call Off Contract, the Customer shall be entitled to terminate or suspend all or part of this Call Off Contract provided always that, if the Customer elects to terminate or suspend this Call Off Contract in part, the parts of this Call Off contract not terminated or suspended can, in the Customers reasonable opinion, operate effectively to deliver the intended purpose of the surviving parts of this Call Off Contract.
- 41.2.2 Any suspension of this Call Off Contract under Clause 44.1 shall be for such period as the Customer may specify and without prejudice to any right of termination which has already accrued, or subsequently accrues, to the Customer.
- 41.2.3 The Parties shall endeavour to agree the effect of any Variation necessitated by a partial termination in accordance with clause 22.1 (Variation Procedure) including the effect that the partial termination, suspension, or partial suspension may have on the provision of any other Goods and/or Services and the Call Off Contract Charges provided that:
 - (a) The Supplier shall not be entitled to an increase in the Call Off Contract Charges in respect of the Goods and/or Services that have not been terminated if the partial termination arises due to the exercise of any of the Customer's termination rights under clause

41 (Customer Termination Rights) with the exception of clause 41.3 (Termination without cause); and

- (b) the Supplier shall not be entitled to reject the Variation.

41.3 Termination without cause

The Customer shall have the right to terminate this Call Off Contract at any time by issuing a Termination Notice to the Supplier giving in the Termination Notice at least the number of days stipulated, for the purposes of this clause 41.3, in the Order Form or elsewhere in this Call Off Contract.

41.4 Termination on Change of Control

The Supplier shall notify the Authority immediately if the Supplier is intending to undergo, undergoes, or has undergone a Change of Control, and provided this does not contravene any Law, shall notify the Customer immediately in writing of the circumstances suggesting and/or explaining that a Change of Control is planned or is in contemplation or has taken place. The Customer may terminate this Call Off Contract by issuing a Termination Notice to the Supplier within six (6) months of:

- 41.4.1 Being notified in writing that a Change of Control is planned or is in contemplation or has occurred; or
- 41.4.2 Where no notification has been made, the date that the Customer becomes aware that a Change of Control is planned or is in contemplation or has occurred

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

41.5 Termination for breach of a Condition

The Customer may exercise its right to terminate this Call Off Contract in whole or part (in accordance with clause 41.2) by issuing a Termination Notice to the Supplier in any of the circumstances below:

41.5.1 Termination in relation to financial standing

If in the reasonable opinion of the Customer there is a material detrimental change in the financial standing and/or the credit rating of the Supplier which:

- (a) adversely impacts on the Supplier ability to supply the Goods and/or Services under this Call Off Contract; or
- (b) could reasonably be expected to have an adverse impact on the Supplier's ability to supply the Goods and/or Services under this Call Off Contract.

41.5.2 Termination in relation to Guarantee

- (a) the Call Off Guarantor withdraws the Call Off Guarantee for any reason whatsoever; or
- (b) the Call Off Guarantor is in breach or in the reasonable opinion of the Supplier is in anticipatory breach of the Call Off Guarantee; or
- (c) an Insolvency Event occurs in respect of the Call Off Guarantor; or

- (d) the Call Off Guarantee becomes invalid or unenforceable for any reason whatsoever

and in each case the Call Off Guarantee (as applicable) is not replaced by an alternative guarantee agreement acceptable to the Customer; or

- (e) the Supplier fails to provide the documentation required by clause 4, by the date so specified by the Customer.

- 41.5.3 The Supplier commits a Critical Service Level failure; or
- 41.5.4 The representation and warranty given by the Supplier pursuant to clause 3.2.5 (Representations and Warranties) is materially untrue or misleading, and the Supplier fails to provide details of proposed mitigating factors which in the reasonable opinion of the Customer are acceptable; or
- 41.5.5 As a result of any Defaults, the Customer incurs Losses in any Contract Year which exceed 80% of the value of the Supplier's aggregate annual liability limit for that Contract Year as set out in clauses 36.2.1(a) and 36.2.1(b) (Liability);
- 41.5.6 Where there is a breach of the Supplier's obligations pursuant to any of the following conditions: clause 6.2.3 (Implementation Plan), clause 8.3.2 (Services), clause 9.3.2 (Goods), clause 10.2.1 (Goods), clause 10.9 (Installation Works), clause 14.1 (Critical Service Level Failure), clause 16.4 (Disruption), clause 21.5 (Records, Audit Access, and Open Book Data), clause 24 (Promoting Tax Compliance), clause 34.3.9 (Confidentiality), clause 49.6.2 (Prevention of Fraud and Bribery), and Paragraph 1.2.4 of the Annex to Part A and Paragraph 1.2.4 of the Annex to Part B of Call Off Schedule 11 (Staff Transfer).

42. SUPPLIER TERMINATION RIGHTS

42.1 Termination on Customer Cause for Failure to Pay

- 42.1.1 The Supplier may, by issuing a Termination Notice to the Customer, terminate this Call Off Contract if the Customer fails to pay an undisputed sum due to the Supplier under this Call Off Contract which in aggregate exceeds the amount stipulated in the Order Form or elsewhere in this Call Off Contract for the purposes of this Clause 42.1.1 (the "**Undisputed Sums Limit**"), and the said undisputed sum due remains outstanding for forty (40) Working Days (the "**Undisputed Sums Time Period**") after the receipt by the Customer of a written notice of non-payment from the Supplier specifying:
 - (a) the Customer's failure to pay; and
 - (b) the correct overdue and undisputed sum; and
 - (c) the reasons why the undisputed sum is due; and
 - (d) the requirement on the Customer to remedy the failure to pay; andthis Call Off Contract shall then terminate on the date specified in the Termination Notice (which shall not be less than twenty (20) Working Days from the date of the issue of the Termination Notice), save that such right of termination shall not apply where the failure to pay is due to the Customer exercising its rights under this Call Off Contract including Clause 23.3 (Retention and Set off).

- 42.1.2 The Supplier shall not suspend the supply of the Goods and/or Services for failure of the Customer to pay undisputed sums of money (whether in whole or in part).

43. TERMINATION BY EITHER PARTY

43.1 Termination for continuing Force Majeure Event

- 43.1.1 Either Party may, by, by issuing a Termination Notice to the other Party terminate this Call Off Contract if, in accordance with Clause 40.6.1(a) (Force Majeure).

44. CONSEQUENCES OF EXPIRY OR TERMINATION

44.1 Consequences of termination under any of the grounds in clause 41.1 except for 41.1.1

- 44.1.1 Where the Customer:

- (a) terminates (in whole or in part) this Call Off Contract under any of the Clauses referred to in Clause 44.1; and
- (b) then makes other arrangements for the supply of the Goods and/or Services,

the Customer may recover from the Supplier the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Customer throughout the remainder of the Call Off Contract Period provided that Customer shall take all reasonable steps to mitigate such additional expenditure. No further payments shall be payable by the Customer to the Supplier until the Customer has established the final cost of making those other arrangements.

44.2 Consequences of termination under Clauses 41.3 (Termination without Cause) and 42.1 (Termination on Customer Cause for Failure to Pay)

- 44.2.1 Where:

- (a) the Customer terminates (in whole or in part) this Call Off Contract under Clause 41.3 (Termination without Cause); or
- (b) the Supplier terminates this Call Off Contract pursuant to Clause 42.1 (Termination on Customer Cause for Failure to Pay),

the Customer shall indemnify the Supplier against any reasonable and proven Losses which would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call Off Contract, provided that the Supplier takes all reasonable steps to mitigate such Losses. The Supplier shall submit a fully itemised and costed list of such Losses, with supporting evidence including such further evidence as the Customer may require, reasonably and actually incurred by the Supplier as a result of termination under Clause 41.3 (Termination without Cause).

- 44.2.2 The Customer shall not be liable under Clause 44.2.1 to pay any sum which:

- (a) was claimable under insurance held by the Supplier, and the Supplier has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy; or

- (b) when added to any sums paid or due to the Supplier under this Call Off Contract, exceeds the total sum that would have been payable to the Supplier if this Call Off Contract had not been terminated.

44.3 Consequences of termination under Clause 43.1 (Termination for Continuing Force Majeure Event)

- 44.3.1 The costs of termination incurred by the Parties shall lie where they fall if either Party terminates or partially terminates this Agreement for a continuing Force Majeure Event pursuant to Clause 43.1 (Termination for Continuing Force Majeure Event).

44.4 Consequences of Termination for Any Reason

- 44.4.1 Save as otherwise expressly provided in this Call Off Contract:
 - (a) termination or expiry of this Call Off Contract shall be without prejudice to any rights, remedies or obligations accrued under this Call Off Contract prior to termination or expiration and nothing in this Call Off Contract shall prejudice the right of either Party to recover any amount outstanding at the time of such termination or expiry; and
 - (b) termination of this Call Off Contract shall not affect the continuing rights, remedies or obligations of the Customer or the Supplier under Clauses 21 (Records, Audit Access & Open Book Data), 33 (Intellectual Property Rights), 34.3 (Confidentiality), 34.5 (Freedom of Information) 34.6 (Protection of Personal Data), 36 (Liability), 44 (Consequences of Expiry or Termination), 50 (Severance), 52 (Entire Agreement), 53 (Third Party Rights) 55 (Dispute Resolution) and 56 (Governing Law and Jurisdiction), and the provisions of Call Off Schedule 1 (Definitions), Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), Call Off Schedule 10 (Exit Management), Call Off Schedule 11 (Staff Transfer), Call Off Schedule 12 (Dispute Resolution Procedure) and, without limitation to the foregoing, any other provision of this Call Off Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry shall survive the Call Off Expiry Date.

44.5 Exit management

- 44.5.1 The Parties shall comply with the exit management provisions set out in Call Off Schedule 10 (Exit Management).

L. MISCELLANEOUS AND GOVERNING LAW

45. COMPLIANCE

45.1 Health and Safety

- 45.1.1 The Supplier shall perform its obligations under this Call Off Contract (including those in relation to the Goods and/or Services) in accordance with:
 - (a) all applicable Law regarding health and safety; and
 - (b) the Customer's health and safety policy (as provided to the Supplier from time to time) whilst at the Customer Premises.
- 45.1.2 Each Party shall promptly notify the other of as soon as possible of any health and safety incidents or material health and safety hazards at the

Customer Premises of which it becomes aware and which relate to or arise in connection with the performance of this Call Off Contract

- 45.1.3 While on the Customer Premises, the Supplier shall comply with any health and safety measures implemented by the Customer in respect of Supplier Personnel and other persons working there and any instructions from the Customer on any necessary associated safety measures.

45.2 Equality and Diversity

45.2.1 The Supplier shall:

- (a) perform its obligations under this Call Off Contract (including those in relation to provision of the Goods and/or Services) in accordance with:
 - (i) all applicable equality Law (whether in relation to race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise); and
 - (ii) any other requirements and instructions which the Customer reasonably imposes in connection with any equality obligations imposed on the Customer at any time under applicable equality Law;
- (b) take all necessary steps, and inform the Customer of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).

45.3 Official Secrets Act and Finance Act

45.3.1 The Supplier shall comply with the provisions of:

- (a) the Official Secrets Acts 1911 to 1989; and
- (b) section 182 of the Finance Act 1989.

45.4 Environmental Requirements

45.4.1 The Supplier shall, when working on the Sites, perform its obligations under this Call Off Contract in accordance with the Environmental Policy of the Customer.

45.4.2 The Customer shall provide a copy of its written Environmental Policy (if any) to the Supplier upon the Supplier's written request.

46. ASSIGNMENT AND NOVATION

46.1 The Supplier shall not assign, novate, Sub-Contract or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Call Off Contract or any part of it without Approval.

46.2 The Customer may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under this Call Off Contract or any part thereof to:

46.2.1 any other Contracting Body; or

46.2.2 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or

46.2.3 any private sector body which substantially performs the functions of the Customer,

and the Supplier shall, at the Customer's request, enter into an novation agreement in such form as the Customer shall reasonably specify in order to enable the Customer to exercise its rights pursuant to this Clause 46.2.

46.3 A change in the legal status of the Customer such that it ceases to be a Contracting Body shall not, subject to Clause 46.4 affect the validity of this Call Off Contract and this Call Off Contract shall be binding on any successor body to the Customer.

46.4 If the Customer assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Call Off Contract to a body which is not a Contracting Body or if a body which is not a Contracting Body succeeds the Customer (both "**Transferee**" in the rest of this Clause) the right of termination of the Customer in Clause **Error! Reference source not found.** (Termination on Insolvency) shall be available to the Supplier in the event of insolvency of the Transferee (as if the references to Supplier in Clause. (Termination on Insolvency) and to Supplier or Framework Guarantor or Call Off Guarantor in the definition of Insolvency Event were references to the Transferee).

47. WAIVER AND CUMULATIVE REMEDIES

47.1 The rights and remedies under this Call Off Contract may be waived only by notice in accordance with Clause 54 (Notices) and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Call Off Contract or by Law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that right or remedy.

47.2 Unless otherwise provided in this Call Off Contract, rights and remedies under this Call Off Contract are cumulative and do not exclude any rights or remedies provided by Law, in equity or otherwise.

48. RELATIONSHIP OF THE PARTIES

48.1 Except as expressly provided otherwise in this Call Off Contract, nothing in this Call Off Contract, nor any actions taken by the Parties pursuant to this Call Off Contract, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

49. PREVENTION OF FRAUD AND BRIBERY

49.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Call Off Commencement Date:

49.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or

49.1.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

49.2 The Supplier shall not during the Call Off Contract Period:

49.2.1 commit a Prohibited Act; and/or

49.2.2 do or suffer anything to be done which would cause the Customer or any of the Customer's employees, consultants, contractors, sub-contractors or

agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

49.3 The Supplier shall during the Call Off Contract Period:

- 49.3.1 establish, maintain and enforce, and require that its Sub-Contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
- 49.3.2 keep appropriate records of its compliance with its obligations under Clause 49.3.1 and make such records available to the Customer on request;
- 49.3.3 if so required by the Customer, within twenty (20) Working Days of the Call Off Commencement Date, and annually thereafter, certify to the Customer in writing of the Supplier and all persons associated with it or its Sub-Contractors or other persons who are supplying the Goods and/or Services in connection with this Call Off Contract. The Supplier shall provide such supporting evidence of compliance as the Customer may reasonably request; and
- 49.3.4 have, maintain and where appropriate enforce an anti-bribery policy (which shall be disclosed to the Customer on request) to prevent it and any Supplier Personnel or any person acting on the Supplier's behalf from committing a Prohibited Act.

49.4 The Supplier shall immediately notify the Customer in writing if it becomes aware of any breach of Clause 49.1, or has reason to believe that it has or any of the Supplier Personnel have:

- 49.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- 49.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- 49.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Call Off Contract or otherwise suspects that any person or Party directly or indirectly connected with this Call Off Contract has committed or attempted to commit a Prohibited Act.

49.5 If the Supplier makes a notification to the Customer pursuant to Clause 49.4, the Supplier shall respond promptly to the Customer's enquiries, co-operate with any investigation, and allow the Customer to audit any books, records and/or any other relevant documentation in accordance with Clause 21 (Records, Audit Access and Open Book Data).

49.6 If the Supplier breaches Clause 49.3, the Customer may by notice:

- 49.6.1 require the Supplier to remove from performance of this Call Off Contract any Supplier Personnel whose acts or omissions have caused the Supplier's breach; or
- 49.6.2 immediately terminate this Call Off Contract for breach of condition.

49.7 Any notice served by the Customer under Clause 49.4 shall specify the nature of the Prohibited Act, the identity of the Party who the Customer believes has committed the Prohibited Act and the action that the Customer has elected to take (including, where relevant, the date on which this Call Off Contract shall terminate).

50. SEVERANCE

- 50.1 If any provision of this Call Off Contract (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Call Off Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Call Off Contract shall not be affected.
- 50.2 In the event that any deemed deletion under Clause 50.1 is so fundamental as to prevent the accomplishment of the purpose of this Call Off Contract or materially alters the balance of risks and rewards in this Call Off Contract, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Call Off Contract so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Call Off Contract and, to the extent that is reasonably practicable, achieves the Parties' original commercial intention.
- 50.3 If the Parties are unable to resolve the Dispute arising under this Clause 50 within twenty (20) Working Days of the date of the notice given pursuant to Clause 50.2, this Call Off Contract shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Call Off Contract is terminated pursuant to this Clause 50.

51. FURTHER ASSURANCES

- 51.1 Each Party undertakes at the request of the other, and at the cost of the requesting Party to do all acts and execute all documents which may be necessary to give effect to the meaning of this Call Off Contract.

52. ENTIRE AGREEMENT

- 52.1 This Call Off Contract and the documents referred to in it constitute the entire agreement between the Parties in respect of the matter and supersedes and extinguishes all prior negotiations, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.
- 52.2 Neither Party has been given, nor entered into this Call Off Contract in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Call Off Contract.
- 52.3 Nothing in this Clause 52 shall exclude any liability in respect of misrepresentations made fraudulently.

53. THIRD PARTY RIGHTS

- 53.1 The provisions of paragraphs 2.1 and 2.6 of Part A, paragraphs 2.1, 2.6, 3.1 and 3.3 of Part B, paragraphs 2.1 and 2.3 of Part C and paragraphs 1.4, 2.3 and 2.8 of Part D of Call Off Schedule 11 (Staff Transfer) and the provisions of paragraph 9.9 of Schedule 10 (Exit Management) (together "**Third Party Provisions**") confer benefits on persons named in such provisions other than the Parties (each such person a "**Third Party Beneficiary**") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.
- 53.2 Subject to Clause 53.1, a person who is not a Party to this Call Off Contract has no right under the CRTPA to enforce any term of this Call Off Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

53.3 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Customer, which may, if given, be given on and subject to such terms as the Customer may determine.

53.4 Any amendments or modifications to this Call Off Contract may be made, and any rights created under Clause 53.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

54. NOTICES

54.1 Except as otherwise expressly provided within this Call Off Contract, any notices sent under this Call Off Contract must be in writing. For the purpose of this Clause 54, an e-mail is accepted as being "in writing".

54.2 Subject to Clause 54.3, the following table sets out the method by which notices may be served under this Call Off Contract and the respective deemed time and proof of service:

Manner of delivery	Deemed time of delivery	Proof of Service
Email (Subject to Clauses 54.3 and 54.4)	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message
Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day	Properly addressed and delivered as evidenced by signature of a delivery receipt
Royal Mail Signed For™ 1 st Class or other prepaid, next Working Day service providing proof of delivery	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm)	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

54.3 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or Royal Mail Signed For™ 1st Class or other prepaid in the manner set out in the table in Clause 54.2:

54.3.1 any Termination Notice (Clause 41 (Customer Termination Rights)),

54.3.2 any notice in respect of:

- (a) partial termination, suspension or partial suspension (Clause 41.2 (Partial Termination, Suspension and Partial Suspension)),
- (b) waiver (Clause 47 (Waiver and Cumulative Remedies))

(c) Default or Customer Cause; and

54.3.3 any Dispute Notice.

- 54.4 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 54.3 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1st Class delivery (as set out in the table in Clause 54.2) or, if earlier, the time of response or acknowledgement by the other Party to the email attaching the notice.
- 54.5 This Clause 54 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under the Dispute Resolution Procedure).
- 54.6 For the purposes of this Clause 54, the address and email address of each Party shall be the address and email address set out in the Order Form.

55. DISPUTE RESOLUTION

- 55.1 The Parties shall resolve Disputes arising out of or in connection with this Call Off Contract in accordance with the Dispute Resolution Procedure.
- 55.2 The Supplier shall continue to provide the Goods and/or Services in accordance with the terms of this Call Off Contract until a Dispute has been resolved.

56. GOVERNING LAW AND JURISDICTION

- 56.1 This Call Off Contract and any issues, Disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.
- 56.2 Subject to Clause 55 (Dispute Resolution) and Call Off Schedule 12 (Dispute Resolution Procedure) (including the Customer's right to refer the Dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any Dispute or claim (whether contractual or non-contractual) that arises out of or in connection with this Call Off Contract or its subject matter or formation.

CALL OFF SCHEDULE 1: DEFINITIONS

1. In accordance with Clause 1 (Definitions and Interpretations) of this Call Off Contract the following expressions shall have the following meanings:

"Achieve"	means in respect of a Test, to successfully pass such Test without any Test Issues in accordance with the Test Strategy Plan and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and "Achieved" , "Achieving" and "Achievement" shall be construed accordingly;
"Acquired Rights Directive"	means the European Council Directive 77/187/EEC on the approximation of laws of European member states relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, as amended or re-enacted from time to time;
"Additional Clauses"	means the additional Clauses in Call Off Schedule 14 (Alternative and/or Additional Clauses) and any other additional Clauses set out in the Order Form or elsewhere in this Call Off Contract;
"Affected Party"	means the party seeking to claim relief in respect of a Force Majeure;
"Affiliates"	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
"Alternative Clauses"	means the alternative Clauses in Call Off Schedule 14 (Alternative and/or Additional Clauses) and any other alternative Clauses set out in the Order Form or elsewhere in this Call Off Contract;
"Approval"	means the prior written consent of the Customer and "Approve" and "Approved" shall be construed accordingly;
"Approved Sub-Licensee"	means any of the following: a) a Central Government Body; b) any third party providing services to a Central Government Body; and/or c) any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Customer;
"Auditor"	means: a) the Customer's internal and external auditors; b) the Customer's statutory or regulatory auditors; c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office

	<p>d) HM Treasury or the Cabinet Office</p> <p>e) any party formally appointed by the Customer to carry out audit or similar review functions; and</p> <p>f) successors or assigns of any of the above;</p>
"Authority"	means THE MINISTER FOR THE CABINET OFFICE (" Cabinet Office ") as represented by Crown Commercial Service, a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
"BCDR Plan"	means the plan prepared pursuant to paragraph 2 of Call Off Schedule 9 (Business Continuity and Disaster Recovery), as may be amended from time to time;
"BCDR Services"	means the Business Continuity Services and Disaster Recovery Services;
"Business Continuity Services"	has the meaning given to it in paragraph Error! Reference source not found. of Call Off Schedule 9 (Business Continuity and Disaster Recovery);
"Call Off Agreement"	means a legally binding agreement (entered into pursuant to the provisions of the Framework Agreement) for the provision of the Goods and/or Services made between a Contracting Body and the Supplier pursuant to Framework Schedule 5 (Call Off Procedure);
"Call Off Commencement Date"	means the date of commencement of this Call Off Contract set out in paragraph 1.1 of the Order Form;
"Call Off Contract"	means this contract between the Customer and the Supplier (entered into pursuant to the provisions of the Framework Agreement) consisting of the Order Form and the Call Off Terms;
"Call Off Contract Charges"	means the prices (inclusive of any Milestone Payments and exclusive of any applicable VAT), payable to the Supplier by the Customer under this Call Off Contract, as set out in Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing), for the full and proper performance by the Supplier of its obligations under this Call Off Contract less any Deductions;
"Call Off Contract Period"	means the term of this Call Off Contract from the Call Off Commencement Date until the Call Off Expiry Date, which shall in no event exceed a maximum duration of four years ;
"Call Off Contract Year"	means a consecutive period of twelve (12) Months commencing on the Call Off Commencement Date or each anniversary thereof;
"Call Off Expiry Date"	<p>means:</p> <p>a) the end date of the Call Off Initial Period or any Call Off Extension Period; or</p>

	b) if this Call Off Contract is terminated before the date specified in (a) above, the earlier date of termination of this Call Off Contract;
"Call Off Extension Period"	means the extension term of this Call Off Contract from the end date of the Call Off Initial Period to the end date of the extension period stated in the Order Form;
"Call Off Guarantee"	means a deed of guarantee that may be required under this Call Off Contract in favour of the Customer in the form set out in Framework Schedule 13 (Guarantee) granted pursuant to Clause 7 (Call Off Guarantee);
"Call Off Guarantor"	means the person, in the event that a Call Off Guarantee is required under this Call Off Contract, acceptable to the Customer to give a Call Off Guarantee;
"Call Off Initial Period"	means the initial term of this Call Off Contract from the Call Off Commencement Date to the end date of the initial term stated in the Order Form;
"Call Off Schedule"	means a schedule to this Call Off Contract;
"Call Off Terms"	means these terms and conditions entered by the Parties (excluding the Order Form) in respect of the provision of the Goods and/or Services, together with the Call Off Schedules hereto;
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ul style="list-style-type: none"> a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
"Change in Law"	means any change in Law which impacts on the supply of the Goods and/or Services and performance of the Call Off Terms which comes into force after the Call Off Commencement Date;
"Change of Control"	means a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
"Charges"	means the charges raised under or in connection with a Call Off Agreement from time to time, which Charges shall be calculated in a manner which is consistent with the Charging Structure;
"Charging Structure"	means the structure to be used in the establishment of the charging model which is applicable to each Call Off Agreement, which structure is set out in Framework Schedule 3 (Framework Prices and Charging Structure);

"Commercially Sensitive Information"	means the Confidential information listed in the Order Form (if any) comprising of a commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss;
"Comparable Supply"	means the supply of Goods and/or Services to another customer of the Supplier that are the same or similar to the Goods and/or Services;
"Compensation for Critical Service Level Failure"	has the meaning given to it in Clause 14.1.2 (Critical Service Level Failure);
"Confidential Information"	means the Customer's Confidential Information and/or the Supplier's Confidential Information, as the context specifies;
"Continuous Improvement Plan"	means a plan for improving the provision of the Goods and/or Services and/or reducing the Charges produced by the Supplier pursuant to Framework Schedule 12 (Continuous Improvement and Benchmarking);
"Contracting Body"	means the Authority, the Customer and any other bodies listed in paragraph of the OJEU Notice;
"Control"	means control as defined in section 1124 and 450 Corporation Tax Act 2010 and "Controls" and "Controlled" shall be interpreted accordingly;
"Conviction"	means other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or being placed on a list kept pursuant to section 1 of the Protection of Children Act 1999 or being placed on a list kept pursuant to the Safeguarding Vulnerable Groups Act 2006;
"Costs"	<p>the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Goods and/or Services:</p> <ul style="list-style-type: none"> a) the cost to the Supplier or the Key Sub-Contractor (as the context requires), calculated per Man Day, of engaging the Supplier Personnel, including: <ul style="list-style-type: none"> i) base salary paid to the Supplier Personnel; ii) employer's national insurance contributions; iii) pension contributions; iv) car allowances; v) any other contractual employment benefits;

	<ul style="list-style-type: none"> vi) staff training; vii) work place accommodation; viii) work place IT equipment and tools reasonably necessary to provide the Goods and/or Services (but not including items included within limb (b) below); and ix) reasonable recruitment costs, as agreed with the Customer; <p>b) costs incurred in respect of those Supplier Assets which are detailed on the Registers and which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Customer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Goods and/or Services;</p> <p>d) [Reimbursable Expenses to the extent these are incurred in delivering any Goods and/or Services where the Call Off Contract Charges for those Goods and/or Services are to be calculated on a Fixed Price or Firm Price pricing mechanism (as set out in Framework Schedule 3 (Framework Prices and Charging Structure));]</p> <p>but excluding:</p> <ul style="list-style-type: none"> a) Overhead; b) financing or similar costs; c) maintenance and support costs to the extent that these relate to maintenance and/or support services provided beyond the Call Off Contract Period whether in relation to Supplier Assets or otherwise; d) taxation; e) fines and penalties; f) amounts payable under Clause 25 (Benchmarking); and g) non-cash items (including depreciation, amortisation, impairments and movements in provisions);
"Critical Service Level Failure"	means any instance of critical service level failure specified in Annex 2 to Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Crown"	means 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 from time to time carrying out functions on its behalf;
"Crown Body"	means any department, office or executive agency of the Crown;
"CRTPA"	means the Contracts (Rights of Third Parties) Act 1999;
"Customer"	means the customer(s) identified in the Order Form;
"Customer Assets"	means the Customer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Customer and which is or may be used in connection with the provision of the Goods and/or Services;
"Customer Background IPR"	means: <ul style="list-style-type: none"> a) IPRs owned by the Customer before the Call Off Commencement Date, including IPRs contained in any of the Customer's Know-How, documentation, software, processes and procedures; b) IPRs created by the Customer independently of this Call Off Contract; and/or c) Crown Copyright which is not available to the Supplier otherwise than under this Call Off Contract;
"Customer Cause"	means any breach of the obligations of the Customer or any other default, act, omission, negligence or statement of the Customer, of its employees, servants, agents in connection with or in relation to the subject-matter of this Call Off Contract and in respect of which the Customer is liable to the Supplier;
"Customer Data"	means: <ul style="list-style-type: none"> a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any Customer's Confidential Information, and which: <ul style="list-style-type: none"> i) are supplied to the Supplier by or on behalf of the Customer; or ii) the Supplier is required to generate, process, store or transmit pursuant to this Call Off Contract; or b) any Personal Data for which the Customer is the Data Controller;
"Customer Premises"	means premises owned, controlled or occupied by the Customer which are made available for use by the Supplier or its Sub-Contractors for provision of the Goods and/or Services (or any of them);

"Customer Property"	means the property, other than real property and IPR, including any equipment issued or made available to the Supplier by the Customer in connection with this Call Off Contract;
"Customer Representative"	means the representative appointed by the Customer from time to time in relation to this Call Off Contract;
"Customer Responsibilities"	means the responsibilities of the Customer set out in the Part B of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel) and any other responsibilities of the Customer in the Order Form or agreed in writing between the Parties from time to time in connection with this Call Off Contract;
"Customer's Confidential Information"	means: a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Customer (including all Customer Background IPR and Project Specific IPR); b) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Customer's attention or into the Customer's possession in connection with this Call Off Contract; and c) information derived from any of the above;
"Data Controller"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Processor"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Protection Legislation" or "DPA"	means the Data Protection Act 1998 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
"Data Subject"	has the meaning given to it in the Data Protection Act 1998, as amended from time to time;
"Data Subject Access Request"	means a request made by a Data Subject in accordance with rights granted pursuant to the DPA to access his or her Personal Data;
"Deductions"	means all Service Credits, Delay Payments or any other deduction which the Customer is paid or is payable under this Call Off Contract;
"Default"	means any breach of the obligations of the Supplier (including but not limited to including abandonment of this Call Off Contract in breach of its terms) or any other default (including material Default), act, omission, negligence or statement of the Supplier, of its Sub-Contractors or any

	Supplier Personnel howsoever arising in connection with or in relation to the subject-matter of this Call Off Contract and in respect of which the Supplier is liable to the Customer;
"Delay"	means: a) a delay in the Achievement of a Milestone by its Milestone Date; or b) a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
"Delay Payments"	means the amounts payable by the Supplier to the Customer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
"Delay Period Limit"	shall be the number of days specified in Part A of Call Off Schedule 4: Implementation Plan, Customer Responsibilities and Key Personnel, for the purposes of 6.4.1(b)(ii);
"Deliverable"	means an item or feature in the supply of the Goods and/or Services delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan (if any) or at any other stage during the performance of this Call Off Contract;
"Delivery"	means delivery in accordance with the terms of this Call Off Contract as confirmed by the issue by the Customer of a Satisfaction Certificate in respect of the relevant Milestone thereof (if any) or otherwise in accordance with this Call Off Contract and accepted by the Customer and "Deliver" and "Delivered" shall be construed accordingly;
"Disaster"	means the occurrence of one or more events which, either separately or cumulatively, mean that the Goods and/or Services, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Order Form or elsewhere in the Call Off Contract (for the purposes of this definition the "Disaster Period")
"Disaster Recovery Services"	means the services embodied in the processes and procedures for restoring the provision of Goods and/or Services following the occurrence of a Disaster, as detailed further in Call Off Schedule 9 (Business Continuity and Disaster Recovery);
"Disclosing Party"	has the meaning given to it in Clause 34.3.1 (Confidentiality);
"Dispute"	means any dispute, difference or question of interpretation arising out of or in connection with this Call Off Contract, including any dispute, difference or question of interpretation relating to the Goods and/or Services, failure to agree in accordance with the Variation Procedure or any matter where this Call Off Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;

"Dispute Notice"	means a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Call Off Schedule 12 (Dispute Resolution Procedure);
"Documentation"	<p>means all documentation as:</p> <ul style="list-style-type: none"> a) is required to be supplied by the Supplier to the Customer under this Call Off Contract; b) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Customer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Goods and/or Services; c) is required by the Supplier in order to provide the Goods and/or Services; and/or d) has been or shall be generated for the purpose of providing the Goods and/or Services;
"DOTAS"	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
"Due Diligence Information"	means any information supplied to the Supplier by or on behalf of the Customer prior to the Call Off Commencement Date;
"Employee Liabilities"	<p>means all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:</p> <ul style="list-style-type: none"> a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments; b) unfair, wrongful or constructive dismissal compensation; c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership,

	<p>pregnancy and maternity or sexual orientation or claims for equal pay;</p> <p>d) compensation for less favourable treatment of part-time workers or fixed term employees;</p> <p>e) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance Contributions in relation to payments made by the Customer or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Sub-Contractor if such payment should have been made prior to the Service Transfer Date;</p> <p>f) claims whether in tort, contract or statute or otherwise;</p> <p>g) any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;</p>
"Employment Regulations"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the Acquired Rights Directive;
"Environmental Policy "	means to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Customer;
"Environmental Information Regulations or EIRs "	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
"Estimated Year 1 Call Off Contract Charges"	means the sum in pounds estimated by the Customer to be payable by it to the Supplier as the total aggregate Call Off Contract Charges from the Call Off Commencement Date until the end of the first Call Off Contract Year stipulated in the Order Form or elsewhere in this Call Off Contract;
"Expedited Dispute Timetable"	means the timetable set out in paragraph 5 of Schedule 12 (Dispute Resolution Procedure);
"FOIA "	means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;
"Force Majeure"	means any event, occurrence, circumstance, matter or cause affecting the performance by either the Customer or the Supplier of its obligations arising from:

	<ul style="list-style-type: none"> a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under this Call Off Contract; b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare; c) acts of the Crown, local government or Regulatory Bodies; d) fire, flood or any disaster; and e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding: <ul style="list-style-type: none"> i) any industrial dispute relating to the Supplier, the Supplier Personnel (including any subsets of them) or any other failure in the Supplier or the Sub-Contractor's supply chain; and ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and iii) any failure of delay caused by a lack of funds;
"Force Majeure Notice"	means a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
"Former Supplier"	means a supplier supplying the goods and/or services to the Customer before the Relevant Transfer Date that are the same as or substantially similar to the Goods and/or Services (or any part of the Goods and/or Services) and shall include any sub-contractor of such supplier (or any sub-contractor of any such sub-contractor);
"Framework Agreement"	means the framework agreement between the Authority and the Supplier referred to in the Order Form;
"Framework Commencement Date"	means the date of commencement of the Framework Agreement as stated in the Call Off Schedule 1 (Definitions);
"Framework Period"	means the period from the Framework Commencement Date until the expiry or earlier termination of the Framework Agreement;
"Framework Price(s)"	means the price(s) applicable to the provision of the Goods and/or Services set out in Framework Schedule 3 (Framework Prices and Charging Structure);
"Framework Schedule"	means a schedule to the Framework Agreement;
"Fraud"	means any offence under any Laws creating offences in respect of fraudulent acts (including the Misrepresentation

	Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
"Further Competition Procedure"	means the award procedure described in paragraph 3 of Framework Schedule 5 (Call Off Procedure);
"General Anti-Abuse Rule"	means (a) the legislation in Part 5 of the Finance Act 2013 and; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Good Industry Practice"	means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
"Goods"	means the goods to be provided by the Supplier to the Customer as specified in Annex 2 of Call Off Schedule 2 (Goods and Services);]
"Government"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
"Halifax Abuse Principle"	means the principle explained in the CJEU Case C-255/02 Halifax and others;
"HMRC"	means Her Majesty's Revenue and Customs;
"Holding Company"	has the meaning given to it in section 1159 of the Companies Act 2006;
"ICT Policy"	means the Customer's ICT policy in force as at the Call Off Commencement Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;
"Impact Assessment"	has the meaning given to it in Clause 22.1.3 (Variation Procedure);
"Implementation Plan"	means the plan set out in the Order Form;
"Information"	has the meaning given to it under section 84 of the Freedom of Information Act 2000;
"Installation Works"	means all works which the Supplier is to carry out at the beginning of the Call Off Contract Period to install the Goods in accordance with the Order Form; - Not applicable

"Insolvency Event"	<p>means, in respect of the Supplier or Framework Guarantor or Call Off Guarantor (as applicable):</p> <ul style="list-style-type: none"> a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, abona fide reconstruction or amalgamation); or c) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or e) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or f) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or g) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or h) where the Supplier or Framework Guarantor or Call Off Guarantor is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or i) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;
"Intellectual Property Rights" or "IPR"	<p>means</p> <ul style="list-style-type: none"> a) 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 or business names, designs, Know-How, trade secrets and other rights in Confidential Information; b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are

	<p>capable of being registered in any country or jurisdiction; and</p> <p>c) all other rights having equivalent or similar effect in any country or jurisdiction;</p>
"IPR Claim"	means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Goods and/or Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Customer in the fulfilment of its obligations under this Call Off Contract;
"Key Performance Indicators" or "KPIs"	means the performance measurements and targets in respect of the Supplier's performance of the Framework Agreement set out in Part B of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators);
"Key Personnel"	means the individuals (if any) identified as such in Part C of Call Off Schedule 4 (Implementation Plan, Customer Responsibilities and Key Personnel);
"Key Role(s) "	has the meaning given to it in Clause 26.1 (Key Personnel);
"Key Sub-Contract"	means each Sub-Contract with a Key Sub-Contractor;
"Key Sub-Contractor"	<p>means any Sub-Contractor:</p> <p>a) listed in Framework Schedule 7 (Key Sub-Contractors);</p> <p>b) which, in the opinion of the Authority and the Customer, performs (or would perform if appointed) a critical role in the provision of all or any part of the Goods and/or Services; and/or</p> <p>c) with a Sub-Contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Call Off Contract Charges forecast to be payable under this Call Off Contract;</p>
"Know-How"	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Goods and/or Services but excluding know-how already in the other Party's possession before the Call Off Commencement Date;
"Law"	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
"Losses"	means 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 "Loss" shall be interpreted accordingly;
"Man Day"	means 7.5 Man Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day;
"Man Hours"	means the hours spent by the Supplier Personnel properly working on the provision of the Goods and/or Services including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks;
"Milestone"	means an event or task described in the Implementation Plan which, if applicable, must be completed by the relevant Milestone Date;
"Milestone Date"	means the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
"Milestone Payment"	means a payment identified in the Implementation Plan to be made following the issue of a Satisfaction Certificate in respect of Achievement of the relevant Milestone;
"Month"	means a calendar month and "Monthly" shall be interpreted accordingly;
"Occasion of Tax Non-Compliance"	<p>means:</p> <ul style="list-style-type: none"> a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under DOTAS or any equivalent or similar regime in any jurisdiction; and/or b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Call Off Commencement Date or to a civil penalty for fraud or evasion;
"Open Book Data "	means complete and accurate financial and non-financial information which is sufficient to enable the Customer to verify the Call Off Contract Charges already paid or payable and Call Off Contract Charges forecast to be paid during the remainder of this Call Off Contract, including details and all assumptions relating to:

	<ul style="list-style-type: none"> a) the Supplier's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Goods and/or Services; b) operating expenditure relating to the provision of the Goods and/or Services including an analysis showing: <ul style="list-style-type: none"> i) the unit costs and quantity of Goods and any other consumables and bought-in services; ii) manpower resources broken down into the number and grade/role of all Supplier Personnel (free of any contingency) together with a list of agreed rates against each manpower grade; iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier's Profit Margin; and iv) Reimbursable Expenses; c) Overheads; d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Services; e) the Supplier Profit achieved over the Call Off Contract Period and on an annual basis; f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier; g) an explanation of the type and value of risk and contingencies associated with the provision of the Goods and/or Services, including the amount of money attributed to each risk and/or contingency; and h) the actual Costs profile for each Service Period.
"Order"	means the order for the provision of the Goods and/or Services placed by the Customer with the Supplier in accordance with the Framework Agreement and under the terms of this Call Off Contract;
"Order Form"	means the form, as completed and forming part of this Call Off Contract, which contains details of an Order, together with other information in relation to such Order, including without limitation the description of the Goods and/or Services to be supplied;
"Other Supplier"	means any supplier to the Customer (other than the Supplier) which is notified to the Supplier from time to time and/or of which the Supplier should have been aware;
"Over-Delivered Goods"	has the meaning given to it in Clause 10.1.1 (Over-Delivered Goods);

"Overhead"	means those amounts which are intended to recover a proportion of the Supplier's or the Key Sub-Contractor's(as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Personnel and accordingly included within limb (a) of the definition of "Costs";
"Parent Company"	means any company which is the ultimate Holding Company of the Supplier and which is either responsible directly or indirectly for the business activities of the Supplier or which is engaged by the same or similar business to the Supplier. The term "Holding or Parent Company" shall have the meaning ascribed by the Companies Act 2006 or any statutory re-enactment or amendment thereto;
"Party"	means the Customer or the Supplier and "Parties" shall mean both of them;
"Performance Monitoring System"	has the meaning given to it in paragraph 8.1.2 in Part B of Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Performance Monitoring Reports"	has the meaning given to it in paragraph 10.1 of Part B of Schedule 6 (Service Level, Service Credit and Performance Monitoring);
"Personal Data"	has the meaning given to it in the Data Protection Act 1998;
"PQQ Response"	means, where the Framework Agreement has been awarded under the Restricted Procedure, the response submitted by the Supplier to the Pre-Qualification Questionnaire issued by the Authority, and the expressions "Restricted Procedure" and "Pre-Qualification Questionnaire" shall have the meaning given to them in the Regulations;
"Processing"	has the meaning given to it in the Data Protection Legislation but, for the purposes of this Call Off Contract, it shall include both manual and automatic processing and "Process" and "Processed" shall be interpreted accordingly;
"Prohibited Act"	means any of the following: <ul style="list-style-type: none"> a) to directly or indirectly offer, promise or give any person working for or engaged by the Customer and/or the Authority or other Contracting Body or any other public body a financial or other advantage to: <ul style="list-style-type: none"> i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an

	<p>inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement;</p> <p>c) committing any offence:</p> <p>i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act)</p> <p>ii) under legislation or common law concerning fraudulent acts; or</p> <p>iii) defrauding, attempting to defraud or conspiring to defraud the Customer; or</p> <p>iv) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;</p>
"Project Specific IPR"	<p>means:</p> <p>a) Intellectual Property Rights in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call Off Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>b) IPR in or arising as a result of the performance of the Supplier's obligations under this Call Off Contract and all updates and amendments to the same;</p> <p>but shall not include the Supplier Background IPR;</p>
"Recipient"	has the meaning given to it in Clause 34.3.1 (Confidentiality);
"Rectification Plan"	means the rectification plan pursuant to the Rectification Plan Process;
"Rectification Plan Process"	means the process set out in Clause 38.2 (Rectification Plan Process);
"Registers"	has the meaning given to in Call Off Schedule 10 (Exit Management);
"Regulations"	means the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2012 (as the context requires) as amended from time to time;
"Reimbursable Expenses"	has the meaning given to it in Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing);
"Related Supplier"	means any person who provides goods and/or services to the Customer which are related to the Goods and/or Services from time to time;
"Relevant Conviction"	means a Conviction that is relevant to the nature of the Goods and/or Services to be provided or as specified by the Customer in the Order Form or elsewhere in this Call Off Contract;

"Relevant Requirements"	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
"Relevant Tax Authority"	means HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
"Relevant Transfer"	means a transfer of employment to which the Employment Regulations applies;
"Relevant Transfer Date"	means, in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
"Relief Notice"	has the meaning given to it in Clause 39.2.2 (Supplier Relief Due to Customer Cause);
"Replacement Goods"	means any goods which are substantially similar to any of the Goods and which the Customer receives in substitution for any of the Goods following the Call Off Expiry Date, whether those goods are provided by the Customer internally and/or by any third party;
"Replacement Services"	means any services which are substantially similar to any of the Services and which the Customer receives in substitution for any of the Services following the Call Off Expiry Date, whether those services are provided by the Customer internally and/or by any third party;
"Replacement Sub-Contractor"	means a sub-contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any sub-contractor of any such sub-contractor);
"Replacement Supplier"	means any third party provider of Replacement Goods and/or Services appointed by or at the direction of the Customer from time to time or where the Customer is providing Replacement Goods and/or Services for its own account, shall also include the Customer;
"Request for Information"	means a request for information or an apparent request relating to this Call Off Contract or the provision of the Goods and/or Services or an apparent request for such information under the FOIA or the EIRs;
"Restricted Countries"	has the meaning given to it in Clause 34.6.3 (Protection of Personal Data);
"Satisfaction Certificate"	means the certificate materially in the form of the document contained in Call Off Schedule 5 (Testing) granted by the Customer when the Supplier has Achieved a Milestone or a Test;
"Security Management Plan"	means the Supplier's security management plan prepared pursuant to paragraph 4 of Call Off Schedule 8 (Security) a draft of which has been provided by the Supplier to the Customer in accordance with paragraph 4 of Call Off Schedule 8 (Security) and as updated from time to time;
"Security Policy"	means the Customer's security policy in force as at the Call Off Commencement Date (a copy of which has been

	supplied to the Supplier), as updated from time to time and notified to the Supplier;
"Security Policy Framework"	the HMG Security Policy Framework https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf ;
"Service Credit Cap"	has the meaning given to it in Paragraph 7 of Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring)
"Service Credits"	means any service credits specified in Annex 1 to Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring) being payable by the Supplier to the Customer in respect of any failure by the Supplier to meet one or more Service Levels;
"Service Failure"	means an unplanned failure and interruption to the provision of the Goods and/or Services, reduction in the quality of the provision of the Goods and/or Services or event which could affect the provision of the Goods and/or Services in the future;
"Service Level Failure"	means a failure to meet the Service Level Performance Measure in respect of a Service Level Performance Criterion;
"Service Level Performance Criteria"	has the meaning given to it in paragraph 4.2 of Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Level Performance Measure"	shall be as set out against the relevant Service Level Performance Criterion in Annex 1 of Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Level Threshold"	shall be as set out against the relevant Service Level Performance Criterion in Annex 1 of Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Levels"	means any service levels applicable to the provision of the Goods and/or Services under this Call Off Contract specified in Annex 1 to Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Period"	has the meaning given to in paragraph Error! Reference source not found. of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring);
"Service Transfer"	means any transfer of the Goods and/or Services (or any part of the Goods and/or Services), for whatever reason, from the Supplier or any Sub-Contractor to a Replacement Supplier or a Replacement Sub-Contractor;
"Service Transfer Date"	means the date of a Service Transfer;

"Services"	means the services to be provided by the Supplier to the Customer as referred to Annex A of Call Off Schedule 2 (Goods and Services);
"Sites"	<p>means:</p> <ul style="list-style-type: none"> a) any premises (including the Customer Premises, the Supplier's premises or third party premises): <ul style="list-style-type: none"> i) from, to or at which: <ul style="list-style-type: none"> (1) the Goods and/or Services are (or are to be) provided; or (2) the Supplier manages, organises or otherwise directs the provision or the use of the Goods and/or Services.
"Specific Change in Law"	means a Change in Law that relates specifically to the business of the Customer and which would not affect a Comparable Supply;
"Staffing Information"	has the meaning give to it in Call Off Schedule 11 (Staff Transfer);
"Standards"	<p>means any:</p> <ul style="list-style-type: none"> a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) standards detailed in the specification in Framework Schedule 2 (Goods and/or Services and Key Performance Indicators); c) standards detailed by the Customer in Call Off Schedule 7 (Standards) or agreed between the Parties from time to time; d) relevant Government codes of practice and guidance applicable from time to time.
"Sub-Contract"	means any contract or agreement or proposed contract or agreement between the Supplier and any third party whereby that third party agrees to provide to the Supplier the Goods and/or Services or any part thereof or facilities, services necessary for the provision of the Goods and/or Services or any part thereof or necessary for the management, direction or control of the provision of the Goods and/or Services or any part thereof;
"Sub-Contractor"	means any third party engaged by the Supplier, including any Key Sub-Contractor, from time to time under a Sub-Contract permitted pursuant to the Framework Agreement and this Call Off Contract or its servants or agents and any third party with whom that third party enters into a Sub-Contract or its servants or agents;

"Supplier"	means the person, firm or company with whom the Customer enters into this Call Off Contract as identified in the Order Form;
"Supplier Assets"	means all assets and rights used by the Supplier to provide the Goods and/or Services in accordance with this Call Off Contract but excluding the Customer Assets;
"Supplier Background IPR"	means <ul style="list-style-type: none"> a) Intellectual Property Rights owned by the Supplier before the Call Off Commencement Date, for example those subsisting in the Supplier's standard development tools, program components or standard code used in computer programming or in physical or electronic media containing the Supplier's Know-How or generic business methodologies; and/or b) Intellectual Property Rights created by the Supplier independently of this Call Off Contract,
"Supplier Personnel"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-Contractor engaged in the performance of the Supplier's obligations under this Call Off Contract;
"Supplier Equipment"	means the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Customer) in the performance of its obligations under this Call Off Contract;
"Supplier Non-Performance"	has the meaning given to it in Clause 39.1 (Supplier Relief Due to Customer Cause);
"Supplier Profit"	means, in relation to a period or a Milestone (as the context requires), the difference between the total Call Off Charges (in nominal cash flow terms but excluding any Deductions) and total Costs (in nominal cash flow terms) for the relevant period or in relation to the relevant Milestone;
"Supplier Profit Margin"	means, in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Call Off Contract Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
"Supplier Representative"	means the representative appointed by the Supplier named in the Order Form;
"Supplier's Confidential Information"	means <ul style="list-style-type: none"> a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Background IPR) trade secrets, Know-How, and/or personnel of the Supplier; b) any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or

	<p>has come) to the Supplier's attention or into the Supplier's possession in connection with this Call Off Contract;</p> <p>c) information derived from any of the above.</p>
"Template Call Off Terms"	means the template terms and conditions in Annex 2 of Framework Schedule 4 (Template Order Form and Template Call Off Terms);
"Template Order Form"	means the template order form in Annex 1 of Framework Schedule 4 (Template Order Form and Template Call Off Terms);
"Tender"	means the tender submitted by the Supplier to the Authority and annexed to or referred to in Framework Schedule 21;
"Tests and Testing"	means any tests required to be carried out pursuant to this Call Off Contract as set out in the Test Plan or elsewhere in this Call Off Contract and "Tested" shall be construed accordingly;
"Test Issue"	means any variance or non-conformity of the Goods and/or Services or Deliverables from their requirements as set out in the Call Off Contract;
"Test Plan"	<p>means a plan</p> <p>a) for the Testing of the Deliverables; and</p> <p>b) setting out other agreed criteria related to the achievement of Milestones,</p> <p>as described further in paragraph 4 of Call of Schedule 5 (Testing);</p>
"Test Strategy"	means a strategy for the conduct of Testing as described further in paragraph 3 of Call Off Schedule 5 (Testing);
"Termination Notice"	means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Call Off Contract on a specified date and setting out the grounds for termination;
"Third Party IPR"	means Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Goods and/or Services;
"Transferring Supplier Employees"	means those employees of the Supplier and/or the Supplier's Sub-Contractors to whom the Employment Regulations will apply on the Service Transfer Date.
"Undelivered Goods"	has the meaning given to it in Clause 9.3.1 (Goods);
"Undelivered Services"	has the meaning given to it in Clause 8.3.1 (Services);
"Undisputed Sums Time Period"	has the meaning given to it Clause 42.1.1 (Termination of Customer Cause for Failure to Pay);
"Valid Invoice"	means an invoice issued by the Supplier to the Customer that complies with the invoicing procedure in paragraph 7

	(Invoicing Procedure) of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing);
"Variation"	has the meaning given to it in Clause 22.1 (Variation Procedure);
"Variation Form"	means the form set out in Call Off Schedule 13 (Variation Form);
"Variation Procedure"	means the procedure set out in Clause 22.1 (Variation Procedure);
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;
"Warranty Period"	means, in relation to any Goods, the warranty period specified in the Order Form;
"Worker"	means any one of the Supplier Personnel which the Customer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 07/12 (Tax Arrangements of Public Appointees) https://www.gov.uk/government/publications/procurement-policy-note-07-12-tax-arrangements-of-public-appointees applies in respect of the Goods and/or Services.
"Working Day"	means any Day other than a Saturday or Sunday or public holiday in England and Wales.

CALL OFF SCHEDULE 2: GOODS AND SERVICES

1. INTRODUCTION

1.1 This Call Off Schedule specifies the:

1.1.1 Services to be provided under this Call Off Contract, in Annex 1; and

1.1.2 Goods to be provided under this Call Off Contract, in Annex 2.

ANNEX 1: THE SERVICES

Specification

1. **About The Advisory, Conciliation and Arbitration Service (Acas).**
2. **The Advisory, Conciliation and Arbitration Service (Acas) provides information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems. This work is primarily conducted over the phone but can be face-to-face.**

1. THE REQUIREMENT

1.1 TELEPHONY INTERPRETING The supplier will provide telephony-based interpreting services under the agreement.

1.1.1 The service will be used by the following Acas services:

1.1.1.1 Acas Helpline based in four locations; Glasgow, Newcastle upon Tyne, Manchester and Nottingham. The Acas Helpline receives two thirds of the requests for interpretation services. Average Talk Time is about eleven minutes per call, though calls using the interpreting service will take longer than this. In 2019-20 Manchester took around 33% of calls, Newcastle 28%, Glasgow 23% and Nottingham 17%. Calls are randomly allocated to offices so the number of referrals to the language service will mirror the percentages above.

1.1.1.2 Customer Service Team (CST) based in Leeds.

1.1.1.3 Early Conciliation Support Officers (ECSO) based in Glasgow, Manchester, Birmingham, Cardiff and Bristol.

1.1.1.4 Conciliation Teams based in all Acas offices. Most non-Helpline requests for an interpreter are for the Conciliation Team. Average Talk Time statistics are not kept for Conciliation but calls using the current interpreting service average around fifteen minutes.

1.1.2 The Supplier is to provide suitably qualified and experienced interpreters to a minimum of NVQ level 3 through the telephony interpreting service. The interpreter will provide an interpretation in line with the Code of Conduct for interpreters published with the National Register of Public Service. Interpretations typically include conversations about employment rights and best practice to prevent or resolve workplace problems.

1.1.3 In advance of using the service Acas staff will make every effort to identify the language in which an interpreting service is required. The supplier will have in place a procedure for identifying languages in those instances where staff have been unable to do so.

1.1.4 Whilst Acas Helpline KPIs of call quality and speed of answer will be largely unaffected by the supplier, within 60 seconds of receiving the call the Supplier will make available a suitably interpreter qualified to a minimum level of NVQ level3.

1.1.5 The Supplier is required to collect all information from the users of the telephony service that will be required to produce management information reports and invoices – **Section 2**. Interpreters will give their name and unique ID number on every call as standard.

1.1.6 Should there be a new supplier Acas expect training to be delivered to Acas staff digitally e.g. WebEx or other digital training. Any testing should be provided digitally.

1.1.7 Office layout and marketing material (posters/desk aides/handouts) should be provided to be used by local offices. Digital versions of step by step visual guides should be provided by default.

1.1.8 Technology and supporting three-way calls

1.1.8.1 Acas use Skype for Business softphone technology (VOIP). We are planning a migration from Skype to Teams which will be phased in from December to coincide with Skype going end of support in June 2021. The Acas Helpline use Zipwire for the automated call distribution to our agents. This will be replaced shortly (with a backstop of December 2020) with Openscape via a contract with Atos who will also be managing the Verint Workforce Management solution for scheduling agents etc.

1.1.9 Acas would like an overlap so they could test the functionality with any new provider in one office before the contract with the current provider comes to an end. A one month overlapping period is suggested. They would also like to be included in any discussions on functionality.

1.2 WRITTEN TRANSLATION

1.2.1 The requirement includes the provision of comprehensive written translation, transcription and ancillary services from English into most languages and from languages into English or other languages. Though translation requests will be rare we expect the languages required will reflect those requested by the Acas Helpline (Annex 2) although this list is not exhaustive. Translation refers to the conversion of written documents into another language as text.

1.2.2 On occasion this may include translation and transcription of documentation, audio tapes and other forms of electronic media. In the case of any physical documentation needing translations, the Supplier should provide a correspondence address for materials to be sent to.

1.2.3 The Supplier is to provide suitably qualified and experienced translators to a minimum of an honours degree in the relevant language and/or a degree in Translation; when needed to assist the Acas staff and members of the public during their course of business.

1.2.4 The Services which may typically arise include;

1.2.4.1 Technical, legal, or any other specialist category;

1.2.4.2 Proof reading

1.2.5 The linguist must be registered with a certified professional organisation such as Institute of Training and Interpreting (ITI) or Chartered Institute of Linguistics (CIOL).

1.2.6 All translations shall be completed in accordance with the Code of Professional Conduct of the ITI (Institute of Translation & Interpreting). <https://www.iti.org.uk/about-iti/professional-standards.html>

1.2.7 All documents shall remain the property of Acas and can be re-used in part or as a whole for future translations at no cost.

1.2.8 In order to provide translation and/or transcription services for Official, Secret, and Top-Secret content (<https://www.gov.uk/government/publications/government-security-classifications>), the Supplier must meet the following criteria:

1.2.8.1 Certified to ISO 27001 or other internationally recognised security standard

1.2.9 Any technology used in the translation or transcription process must support the following functionality:

1.2.9.1 Provide secure authentication using unique credentials, mandates a session time-out or lockout period for periods of inactivity requiring re-authentication;

1.2.9.2 Restrict the use of copy and paste functionality to prevent leakage from outside of the translation or transcription tools local environment;

1.2.9.3 Restrict the use of print screen functionality;

1.2.9.4 Prevent data from being downloaded to a translator's/transcriber's local environment in an uncontrolled or un-encrypted (plain text) manner which may lead to data loss, leakage or uncontrolled data retention within the local environment;

1.2.9.5 Secure file/data encryption while in transit and at rest;

1.2.9.6 Provide an automated access denial mechanism to the raw data and the final product once translation / transcription completed. Where possible all record of raw data, communications, final output and translator's hand-written notes must be deleted. The supplier must have all relevant processes and controls, and audit trails to demonstrate that this is fully undertaken.

1.2.10 The Supplier agrees to save any template documents and shall not recharge for any duplicate translating.

1.2.11 The above criteria are essential in order to prevent Acas from being at an increased risk of data leakage, data theft and misuse of data in breach of Cabinet Office guidelines and/or Official Secrets Act and/or the Data Protection Act.

1.2.12 All translators/transcribers must translate/transcribe into their native tongue only and, where this is not possible, the translation/transcription must be revised thoroughly by someone of English native tongue with the necessary experience of the subject matter at no cost to Acas.

1.3 FACE TO FACE INTERPRETING

1.3.1 The Supplier is to provide suitably qualified and experienced British Sign Language (BSL) interpreters with a minimum of a Level 6 NVQ Diploma in Sign Language Interpreting to assist the Acas Good Practice Services (GPS) team and members of the public during Acas external training in locations across the United Kingdom and digitally via videoconferencing. There is no requirement for Acas staff members to use BSL interpreters under the contract.

1.3.2 The Supplier is to provide suitably qualified and experienced interpreters to a minimum of NVQ level 3 of a wide range of spoken languages. The Supplier should understand and be able to respond to any cultural diversity requirements when undertaking interpretation or translation work, e.g. regional accents, phrases, accepted practices.

1.3.3 Larger Audiences: Interpreters will also be required for presentations to non-English speaking customers and those who use BSL and lip speaking. This can entail addressing a large number of people, at training events and conferences, rather than interpreting on a one to one basis.

2. REPORTING

2.1 MANAGEMENT INFORMATION REPORTS

- 2.1.1** The Supplier shall compile and deliver to Acas a detailed Management Information pack within five working days of the end of each Service Period (1 calendar month).
- 2.1.2** The Management Information pack shall contain Supplier performance information against the Agreement's Service Levels including a calculation of any Service Credits due.
- 2.1.3** Management Information shall be provided in a Microsoft Excel worksheet format so that the data may easily be manipulated.
- 2.1.4** The Supplier will also provide a Customer Service Report at the end of each Service Period and the results of the Customer Satisfaction survey every three Service Periods.
- 2.1.5** The Supplier shall also deliver additional MI at the request of Acas for various purposes (e.g. audit investigation, Freedom of Information requests). These ad hoc requests shall be provided whenever required as per the Framework terms.

2.2 FACE TO FACE INTERPRETING

- 2.2.1** Reports on usage, including total number of booking requests, language required, length of appointment, notice given, booking type, each with a unique job reference.
- 2.2.2** Details and number of unserved booking requests, including language type, notice given, length of appointment and a unique job reference.
- 2.2.3** Booking requests to be classified and broken down by business unit / cost centre.
- 2.2.4** Total number of invoiced bookings, total spend, average spend per booking.

2.3 TELEPHONY INTERPRETING

- 2.3.1** Reports of usage, including total number of calls, total duration, and average call length, language required, time of call, each with a unique job reference.
- 2.3.2** Details and number of unserved calls, including language required, time of request, each with a unique job reference.
- 2.3.3** Calls to be classified and broken down by business unit / cost centre.
- 2.3.4** Statistics for 'wait times' for connecting to the service, average connection time, average time to abandon.

2.4 WRITTEN TRANSLATION SERVICES

2.4.1 Reports of usage, including total number of documents translated, words per document, language and turnaround time, each with a unique job reference.

2.4.2 Details and number of unserviced translations, including language required, time of request, each with a unique job reference.

2.4.3 Translations to be classified and broken down by business unit / cost centre delivery on time.

3. LOCATION

3.1 The services provided under the Agreement will be required to be delivered across the United Kingdom.

4. General Data Protection Regulations (GDPR)

4.1 Annex A - Schedule of Processing, Personal Data and Data Subjects

The Supplier shall only process in accordance with the instructions as advised below and comply with any further written instructions with respect to processing by the Contracting Authority. Any such further written processing instructions required by the Contracting Authority shall be incorporated into this Schedule and shall be the subject of a formal amendment to this Contract.

1. The contact details of the Contracting Authority Data Protection Officer are:
 2. Elizabeth Pacey – dataprotection@acas.org.uk
 3. The contact details of the Suppliers Data Protection Officer are: Snowber Baig - Legal@empire-groupuk.com
- The Supplier shall comply with any further written instructions with respect to processing by the Contracting Authority.

Any such further instructions shall be incorporated into this Schedule

Description	Details
Subject matter of the processing	Written Translation and Face to Face and Telephone Interpretation Services
Duration of the processing	As per contract start and end dates
Nature and purposes of the processing	The nature of the processing storage of recording and written translation scripts.
Type of Personal Data	Name, address, date of birth, telephone number, ethnicity, disability, email address.
Categories of Data Subject	Staff (including volunteers, agents, and temporary workers), Contracting Authority / clients,

	suppliers, patients, students / pupils, members of the public, users of a particular website etc
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	No data to be retained after submitted to Acas it must be destroyed and evidence of destruction to be provided.

Annex 2

The Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.

Terms and Conditions

Bidders are to note that any requested modifications to the Framework Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Annex 1 - Acas office locations

Glasgow, Newcastle upon Tyne, Leeds, Manchester, Nottingham, Birmingham, Mildenhall, Cardiff, London, Bristol and Fleet.

Annex 2 - Call duration per language for all Acas services - April to August 2020

Language	Calls	Minutes
Polish	2496	38319.0
Romanian	646	10364.7
Spanish	452	7723.3
Italian	291	6544.8
Portuguese	288	5228.5
Russian	160	2810.3
Hungarian	155	2992.2

Lithuanian	144	2334.3
Bulgarian	121	2237.3
Punjabi	85	1346.9
Urdu	77	1360.6
Greek	75	1197.1
Turkish	69	1000.7
Arabic	59	1002.6
French	57	869.6
Slovak	48	965.6
Hindi	41	676.7
Bengali	40	572.4
Somali	35	639.6
Mandarin	34	812.5
Czech	34	673.4
Latvian	31	628.1
Tamil	26	554.8
Gujarati	25	505.1
Tigrinya	25	434.8
Cantonese	21	535.4
Nepali	14	359.5
Farsi (Persian)	13	226.3
Thai	8	196.4
Tagalog	7	164.3
Kurdish (Sorani)	6	113.4
Vietnamese	6	50.0
Japanese	5	116.8
Malayalam	5	32.0
Farsi (Afghan)	3	154.1
Albanian	3	84.0
Twi	3	49.5
Sinhala	3	47.4

Amharic	3	38.1
Azerbaijani	2	39.6
Serbo-Croat	2	35.3
Oromo	2	14.1
Fulani	1	48.3
Dutch	1	31.1
Kurdish(Bahdini)	1	15.5
Bahasa Indonesia	1	15.3
Portuguese (Brazil)	1	14.8
Burmese	1	11.6
Swahili	1	8.1
Korean	1	6.1
Finnish	1	4.2
Pashto	1	1.4
Ukrainian	1	0.8
Lingala	1	0.2
German	1	0.0
Target	1	0.0
Various	1	0.0
Total	5635	94208.02

3. Annex 3 – Call duration per language for all Acas services – April 2019 to March 2020

Language	Calls	Minutes
Polish	2805	41307.1
Romanian	657	9734.9
Spanish	428	6894.0
Portuguese	278	4811.4
Italian	247	4821.5
Russian	192	3192.1

Hungarian	164	3114.7
Lithuanian	146	2230.3
Bulgarian	132	2332.6
Greek	92	1501.1
Punjabi	73	1170.1
Urdu	64	1063.7
Slovak	63	1201.6
French	61	895.3
Czech	54	943.8
Arabic	50	696.7
Bengali	31	402.1
Hindi	31	483.7
Mandarin	29	465.9
Latvian	27	597.4
Somali	27	531.5
Cantonese	23	458.8
Tamil	22	443.5
Gujarati	20	305.3
Tigrinya	18	255.2
Turkish	18	156.3
Thai	12	222.4
Farsi (Persian)	11	263.8
Nepali	10	189.8
Vietnamese	7	72.4
Albanian	6	192.0
Tagalog	6	280.9
Amharic	4	54.3
Oromo	4	76.8
Serbo- Croat	4	46.9
Kurdish (Sorani)	3	68.2

Azerbaijani	2	39.6
Dutch	2	46.0
Farsi (Afghan)	2	131.2
Japanese	2	47.7
Lingala	2	14.4
Swahili	2	23.5
Twi	2	27.0
Ukrainian	2	15.4
Bahasa Indonesia	1	15.3
Finnish	1	4.2
Fulani	1	48.3
Korean	1	6.1
Punjabi (India)	1	23.3
Sinhala	1	22.3
Swati	1	21.6
Various	1	0.0
Total	5843	91963.87

Supplier Proposal



Understanding ACAS requirements and environment

ACAS requires a robust language service for telephone interpreting (TI), spoken/non-spoken face-to-face interpreting, video interpreting (VI) and translation to support those involved in workplace disputes across the UK. ACAS' vision is to improve working life for everyone in Britain via three strategic aims; 1) advising on good practice in everyday working life, 2) resolving disputes and managing conflict, 3) influencing employment policy/debate. Those individuals whose first language is not English must be able to access ACAS' services in full so that these aims can be met for them in an equally accessible way as those who speak English.

ACAS operates in a complex environment where impartiality, independence and confidentiality are key. Dispute resolution often involves challenging conversations on sensitive matters; linguists working on this service must be experienced, trained, briefed and must act professionally in such scenarios.

Each ACAS team (Helpline, Early Conciliation, Conciliation, Customer Service, Good Practice Services) requires accessible language services to ensure support, advice, events and training are available to all regardless of language requirements. The bulk of language services are currently requested by ACAS' four Helpline teams as telephone interpretation (TI) requests; a flexible, responsive service is therefore crucial to achieving ACAS' vision.

As detailed in ACAS' 2019/20 annual report, uncertainty caused by COVID-19 led to a threefold increase in Helpline calls (c. 800,000 calls during the reporting period). High demand, coupled with social distancing and self-isolation measures, has necessitated a move from in-person to remote systems/technology. In addition, the end of the Brexit transition period on 31st December 2020 may increase demand on ACAS teams as employers and employees seek to understand the implications on their working lives. To maintain service levels, ACAS requires scalable, robust language services that can flex to accommodate peaks in demand.

Further, ACAS requires a language service that fully adheres to government data security, information governance and confidentiality requirements, to ensure all users of the service have the utmost confidence in it.

Meeting your requirements

Language Empire (LE) will support ACAS' aims from the very outset, implementing a robust service model to ensure your objectives and operational requirements are met. Our model is based on 10 key contract management principles:

1. *Designated Contract Manager (CM)* – A highly experienced CM, Urvi Patel, will lead the implementation project, including the transition pilot, after verifying and documenting ACAS needs in full. Once the contract goes live, the CM will be responsible for monitoring and managing contract performance daily, to ensure KPIs and requirements are met. ACAS staff will be provided with direct contact details for the CM and a designated deputy CM who will provide cover for planned and unplanned absences.

2. *Effective implementation* – We will support your requirement for a one-month implementation project, including the testing of functionality via a 'pilot' project at one ACAS office. The CM will attend an initial contract kick-off meeting, during which she will capture a range of information including (not limited to): all requirements and associated KPIs, policies and preferred ways of working, including reporting/communication preferences. From this, and data gathered on past demand and future forecasts, the CM will create a robust implementation plan including milestones, timescales, risks, resources and dependencies.

We will work closely with the incumbent and each ACAS team to ensure a seamless transition to LE.

3. *Key Performance Indicators* – The CM will continually monitor and manage contract KPIs to ensure we always perform to your expectations, ensuring supporting management information reports are prepared as required.



4. *Linguist compliance/performance monitoring* - Individual interpreter performance will be monitored and recorded on our central system, LE-LSM to ensure compliance with ACAS requirements and KPIs. Each linguist signs our Code of Conduct and completed annual CPD. Regular 121s held by the Linguist Relations Team monitor/discuss performance. Robust improvement plans are developed if required.

5. *Account management and customer service teams* – A core account management team will be designated to the ACAS contract, to manage the bookings process during your specified opening hours of 8am – 6pm. Our customer service team (available 24/7/365 via telephone/email/webchat on our website) will provide support for any subsequent enquiries. Both teams will be fully/continually briefed on ACAS' specific requirements by the CM so they are fully prepared to meet ACAS' needs.

6. *Marketing/training* – Digital training (or face-to-face, if required) will be delivered to all ACAS teams (Glasgow, Newcastle upon Tyne, Leeds, Manchester, Nottingham, Birmingham, Mildenhall, Cardiff, London, Bristol, Fleet) by our in-house team. Bespoke training and marketing materials will ensure all staff members are aware of the service, how to access it and how to make the most from interpreting sessions. We will collaborate with ACAS' Project Lead to determine a training programme which suits trainees' availability.

7. *Linguist relations, supervision, support and welfare* – Regular/effective supervision and support for interpreters via our Linguist Relations Team ensures a fully engaged, highly motivated workforce. Each assigned linguist will receive an ACAS-specific briefing (including for example, a guide to each of the ACAS teams) and specific pre-assignment briefings to ensure linguists are fully prepared/competent.

8. *Feedback* - We offer multiple channels for collecting feedback, used by the CM to monitor customer satisfaction as part of our ISO9001-accredited Quality Management System, and to inform our continuous improvement programme. As per ACAS reporting requirements, the CM will produce a Customer Satisfaction Survey every three months.

9. *Service review meetings* – Attended monthly by the CM to discuss recent and past performance and improvement initiatives. The CM will present the Management Information pack and other reports (including the Customer Service Report and the Satisfaction Survey, quarterly); other standing agenda items will include future activity and continuous improvement initiatives. The CM will cascade updates from these meetings to linguists and staff so evolving requirements are communicated, understood and applied.

10. *Continuous improvement* – The CM will proactively identify ways in which services can be improved to run in the most effective and efficient way, adding value wherever possible. The CM will create a continuous improvement plan based on inputs and insights from a variety of sources. The plan will be reviewed/discussed with the ACAS team monthly, with action plans activated and managed by the CM.

Outputs of the specification

LE will provide fully qualified and experienced linguists to deliver scheduled and on-demand telephone, video, face-to-face and transcription services in all languages listed in Annex 2 of the specification.

ACAS staff across all locations (Helpline, Customer Service, Early Conciliation, Conciliation, and Good Practice Services) will be provided with individual logins to our online bookings portal, LE-LSM, during the initial training programme, before go-live. Thereafter, they can make booking requests for all services at any time via LE-LSM. Requests can also be made via telephone/email; these will be added to LE-LSM by the account management team on receipt.

Account managers will then undertake a selection process to assign the most suitable linguist based on specific bookings requests and ACAS' qualification and experience requirements. Upon joining LE, all linguists must evidence that they meet the following baseline qualifications, which incorporate ACAS' requirements:



- Professional body membership e.g. National Register of Public Service Interpreters, Institute of Linguists, Institute of Translators and Interpreters and/or Association of Police and Court Interpreters
- Key (specified) qualifications above level 3 – e.g. NVQ, DPSI and/or Community Interpreting. *Note: non-spoken interpreters must hold level 6 qualifications e.g. NVQ.*
- Honours degree in the relevant language and/or translation
- Minimum 400 hours' experience in delivering the relevant language service
- Minimum 50 hours' experience in declared sector specialism e.g. health, social care
- More than 100 hours of proven public sector interpreting experience in the UK
- Cambridge Proficiency in English, or equivalent qualification.

In addition, linguists must adhere to our internal Code of Conduct and those of the professional bodies of which they are members (e.g., NRPSI, ITI). We only use linguists who work in their mother tongue.

Services we will provide are:

Telephone interpreting (TI)

To support our provision of responsive and scalable TI for ACAS teams across the UK, LE currently has over 51,000 UK-based linguists covering +240 languages.

To ensure continuity, we will use a team of directly employed telephone interpreters to support the ACAS contract in the following languages: Polish, Romanian, Spanish, Italian, Portuguese, Hungarian, Punjabi, Urdu, Turkish, Arabic, French, Slovak, Hindi, Bengali, Somali, Mandarin, Czech, Gujarati, Tigrinya, Kurdish (Sorani), Oromo.

LE-LSM will send an automatic booking confirmation email to the requestor with an 8-digit access code. At the required time, the requestor calls our Freephone TI number and keys in the access code. To provide service continuity, we will aim to assign the same linguist to a specific case for its duration.

As per ACAS requirements, an interpreter will be connected within 60 seconds. Our telephony system automatically records connection times.

Example: Across all LE telephony-based contracts in the last 12 months, 100% of calls have been answered within 60 seconds (volume of c.250,000 calls). 96% of calls were answered within 10 seconds. We have not had any periods of unavailability.

Our telephony system supports conference call functionality and is fully compatible with both mobile phones and landlines; no specialist equipment is required. However, to ensure security and improve sound quality during on-site TI, we can also provide discounted '2 Can Talk 2' headsets for use in ACAS offices; these allow side-by-side interpreting by the ACAS staff member and their non-English speaking client.

Face-to-face (spoken and non-spoken)

We have an experienced, suitably qualified pool of spoken freelance linguists, currently able to service face-to-face spoken appointments across the UK, as shown in the table below.

Region	Languages / Dialects	CCS Band 3, 4 & 5	CCS Band 2	CCS Band 1
Scotland	122	25	84	58
N. Ireland	69	556	1,080	2,503
North	238	3,097	6,848	11,727
Midlands	168	157	267	445
South	247	3,030	6,142	12,790
Wales	117	150	204	531
		7,015	14,625	28,054

During the booking process, we will assign linguists local to the venue to be attended, to reduce travel time and environmental impact.



Training and event support

We have 1678 UK-wide non-spoken linguists available to support ACAS' Good Practice Services (GPS) team and members of the public during ACAS training across the UK, as well as any individual end-user non-spoken assignments that you may require in future.

All linguists (spoken/non-spoken) assigned to support training and events will have experience of interpreting simultaneously to provide a seamless experience for speakers and delegates.

Video interpreting (VI)

Our VI portal supports video conferencing and is compatible with all software systems (e.g., Skype/Teams) via API.

We have over 51,000 UK-based spoken VI linguists covering 240+ languages, and over 1,600 UK-based non-spoken VI linguists (e.g. BSL, FSL, Lipspeaking). All video interpreters must meet the same requirements for experience and qualifications as our face-to-face linguists. Face-to-face linguists have received further training on VI during COVID-19, as there has been a shift to this channel during the COVID-19 pandemic.

Once a request for VI is confirmed via the booking process, LE-LSM will automatically email booking confirmation to the requester with a secure link and access code for the portal. At the required time, the requestor clicks the link and logs in using the details provided. Interpreters are connected in 60 seconds, matching ACAS' required connection time for TI to fully meet requirements.

Transcription/translation

We have 17,000+ UK-based translators available to provide high-quality translations for ACAS in 200+ languages. All translators meet our baseline qualifications and will be fully briefed on ACAS requirements.

Once a translation assignment has been booked in on LE-LSM, documents for translation are initially received by a Translation Project Manager (TPM). In line with our ISO27001 certified information security management system (ISMS), documents are managed exclusively within LE-LSM, being issued to the assigned translator and processed, checked and returned in line with BSEN15038 and ISO17100 quality management standards for translation.

Each translation request will go through our rigorous 34-step process to ensure the highest quality translation is completed to ACAS requirements. The process includes peer-reviewed and back-translation for accuracy. We seek feedback from requestors on each translation; historically, our current acceptance rate for translations is 100%.

Example: We are experienced in completing sensitive, complex translation projects and have worked with the General Medical Council since April 2017. The majority of work for this nationwide contract is translating documents to assist with medical practitioner investigations and hearings. To date, we have translated documents into 41 languages.

Management Information (MI)

Our CM will oversee the creation of the monthly MI Reporting pack from various sources (principally LE-LSM), into the agreed layout in Excel. At the agreed frequency, they will also produce a Customer Service Report that will include commentary and analysis on all changes, risks, issues, complaints and continuous improvement initiatives, amongst other topics.

The CM will discuss the reports with ACAS in scheduled service review meetings to evidence adherence to contractual KPIs and other requirements. Real time access to MI data will be available to authorised ACAS staff on LE-LSM's bespoke ACAS dashboard.



Every three months, the CM will conduct a satisfaction survey amongst all ACAS staff, creating a Customer Satisfaction Report to show satisfaction levels and any specific comments received, plus corresponding actions if appropriate.

Training ACAS advisers to access our services

Full training will be provided to all ACAS teams to ensure staff understand how to access our systems and services, therefore enabling ACAS' delivery of an efficient and accessible service to those who require language support. Training will be delivered via video conferencing (Webex or Microsoft Teams, at ACAS' preference), as COVID-19 restrictions are likely to remain in place throughout the implementation period. (Refresher/follow-up training sessions can be delivered face-to-face in due course, once restrictions are lifted). Each session will include live demonstrations facilitated by screensharing.

Sessions will take place prior to go-live to support the seamless transition to our services. Sessions will be delivered by our in-house trainers, organised in groups (based on team, location or both). Sessions can be recorded for those who are unable to attend on the day.

Training covers:

Session	Content
System and bookings process training (30 to 60 minutes)	How to: -Access F2F, TI, VI, translation services -Access LE-LSM to make/amend/cancel bookings / make special requests -Provide feedback and make complaints
Telephone interpreting training	-How to work with a telephone interpreter effectively - How to use 2 Can Talk 2 equipment (if this technology is to be used by ACAS)
F2F spoken interpreter training (1 hour)	-How to work with a F2F interpreter effectively
How to effectively work with a BSL interpreter training (1 hour)	-What to do before/during/after the assignment; how to inform interpreters of technical language that will be used; role of the interpreter; type of language to use
How to contact Language Empire	- Contacting the Contract Manager -Contacting account management, customer services, finance team, etc -How to raise/manage/live track a complaint

We will provide refresher training and training for any new starters, free of charge, to ensure all ACAS teams are fully informed. We can provide additional sessions on cultural awareness, as required.

We will provide a suite of digital training guides and materials to aid learning. These materials, which will include step-by-step guides (in both written and video formats), will be available on a dedicated area of our online Customer Hub, accessible at all times for ACAS staff using unique logins. Marketing materials (desk aids/handouts/posters) will also be provided to remind ACAS staff of the service. Digital versions of these materials will be available on the Customer Hub. The CM will confirm ACAS' preferences for the distribution of physical promotional items. Please see Annex 1 for examples of training and marketing materials for other customers.

Where additional support is required, our Customer Service team is available 24/7/365.



Meeting GDPR requirements

To fully comply with GDPR 2016/DPA 2018, we worked with Federation of Small Businesses, ICO guidelines and external consultants to develop procedures, including:

- Appointment and training of a dedicated Data Protection Officer
- Internal system development of procedures and protocols to include GDPR requirements
- Enhanced role-based access to linguist data for internal staff to ensure only authorised staff access correct and valid information
- Opt in/out and consent procedures so customers/linguists can remove data at any time
- Detailed internal DPA/GDPR policies and guidance for all staff (read/signed annually)
- Introduction of Data Subject Access Request (DSAR) and complaints procedures
- Mandatory online DPA training for interpreters upon employment, refreshed annually.

Handling and retaining written documentation

We will only handle written documents in the course of undertaking translation assignments for ACAS. We are accredited to BSEN15038 and ISO17100 translation standards, which guide our document management procedures. Our protective marking and robust classification policies/procedures ensure we can handle Official, Secret, and Top-Secret documents securely. Before releasing documents to translators within LE-LSM, the Translation Project Manager (TPM) will remove personal information, storing this securely in LE-LSM and re-entering it into the completed document before it is returned to the requestor. Only authorised users (i.e. TPMs) can view the final translation/transcription. Once the requestor confirms receipt, the original and translated documents are securely deleted.

Linguist security

Our internal Code of Conduct, read/signed by linguists upon recruitment/annually, instructs all linguists and translators not to record/retain information related to their work, and destroy any notes made during assignments. All must read/sign our Confidentiality Policy upon recruitment/annually to inform them of confidentiality best practice. We also check their home-working security arrangements at induction/annually. To ensure full understanding of ACAS' confidentiality requirements, translators (and all staff/linguists) will sign a specific Confidentiality Agreement for this contract.

System security

Please note that our ISMS (governed by the following: ISO27001, Cyber Essentials Plus, and ICO registration (no. Z9253007)). complies fully with all specification points 1.2.9 to 1.2.12. Specifically: documents are only processed and handled via our secure online portal, LE-LSM, within which information is protected by unique log-ins, with session time-out for periods of inactivity. There is no copy and paste functionality / no print screen functionality, and all data is encrypted while in transit/at rest. Files are sent via secure FTP.

Retention policies

Documents: Once documents are accepted by the requestor, all information is deleted from our systems using purge and complete erasure software. LE-LSM provides a full audit trail to evidence destruction.

Call recordings: We will not make call recordings unless instructed to do so by ACAS. In these cases, we will operate a separate, secure storage facility, AWS S3 Storage, accessible only by authorised ACAS staff. Accessing LE recordings requires the user to hold the LE account's API key, or authorisation token. These are securely stored within LE's 2FA-enabled, password-protected LE account. The process of accessing a recording will entail a delete request being triggered. All delete requests result in a confirmation response which is stored as confirmation of the process being completed. This response information will include the unique ID for each recording.



Ensuring the correct level of resource

LE will provide a designated support team to ensure the delivery of language services for ACAS. The same team will be maintained throughout implementation and into 'business as usual' (BAU) to ensure service continuity and build strong working relationships between the parties. All aspects of the support services are run from our head office in Rochdale; no aspect is subcontracted.

Team composition

Our team, led by Contract Manager Urwi Patel, will provide support for ACAS staff during ACAS' Helpline office hours of 8am – 6pm, and outside of regular hours where required e.g. for events or ACAS training delivered during evenings or weekends. All team members will be fully briefed on ACAS requirements. No element of the service will be sub-contracted.

The team will comprise:

Role	Responsibilities
Contract Manager Urwi Patel 7 years' experience of managing key contracts at LE	The CM will manage the contractual relationship with ACAS, ensuring contract KPIs and Management Information requirements are met, attending service review meetings, and managing the continuous improvement programme
Deputy CM and Complaints Manager Lucy Thackeray-Bowker 3 years' experience working for LE	The deputy CM will provide cover for the CM in the event of planned/unplanned absence, and manage our complaints policy and procedure.
Recruitment Team	Managing recruitment, instigating local recruitment campaigns where necessary to ensure an appropriate number of suitable linguists are on roll to meet ACAS demand
Account Management Team Two designated team members from the wider team of 12. Neelam Ahmed: Neelam has worked for LE for 10+ years, including on multiple key accounts. She processes 100+ requests a day and has feedback of 100% satisfaction from all clients. Marissa Crowshaw: Marissa has worked for LE for 3 years, initially starting as an apprentice Account Executive, after 12 months progressing to Account Manager. She is currently one of our top performers, enjoying a 100% fill rate and on-time response to requests.	Handling all bookings requests and assigning suitable linguists. Available during ACAS office hours. As well as the designated AM's, all team members will be fully briefed and trained on ACAS requirements and therefore able to support the contract.
Customer Service Team	Operating on rota to provide 24/7/365 support for all enquiries made via email, phone and webchat function on our website
Linguist Relations Team	Managing our UK-wide pool of freelance and employed linguists, monitoring performance and providing all forms of support and supervision.
BSL Lead Ailsa Lorimer 6 years' experience at LE.	Managing BSL linguist relations and workload.
Telephone and VI Resource Manager Shweta Waidande 4 years' experience at LE.	Responsible for ensuring all languages are adequately covered for T1 Managing push notifications, etc, to ensure linguists log in and out of the system



	Manager of the operator team assisting customers if they are having issues with the platform. Resource and planning for different peaks of languages at different times of the day. Data analysis / MI reporting on VI/TI.
Translation Project Managers	Handling all translation requests via LE-LSM
Management Information Team	Aiding the CM in compiling detailed MI reports.
Finance Team	Responsible for invoicing and all queries.

Continuity of service

To provide continuity of service:

- A designated CM and deputy CM will provide cover for each other during implementation and BAU. The DCM will be kept fully briefed by the CM.
- A team of two designated account managers (from a wider team of 12 that operates 24/7/365) will be the core ACAS-facing team, although all AMs will have training and will receive briefings on the ACAS contract. Holidays and working hours within the AM team will be scheduled to ensure sufficient cover at all times.
- The customer service team can be contacted at any time (24/7/365) by phone, email, or online (LE-LSM or webchat). All team members will be briefed on the ACAS contract.
- A team of employed linguists will support the most commonly-requested languages, and these individuals will be assigned to ACAS bookings as first preference, but we will also be able to call upon our UK-wide freelance workforce.

Ensuring our staff understand ACAS' objectives and requirements

The success of our service will depend on each assigned member of the team having a thorough understanding of the complex and sensitive environment in which ACAS works.

To enable this, the CM will prepare and deliver briefing sessions to all assigned support staff during the implementation project. To inform this, the CM will gather insights from proactive research, tender documents, and from the ACAS team, via initial contract kick-off meeting/s.

All requirements and KPIs will be documented in a Quality Plan, created during implementation and cascaded to all staff working on the contract in the briefing. The plan will provide an initial benchmark and will be updated as required; all staff will be kept fully aware of any such revisions.

To support our understanding of ACAS' objectives and requirements, our designated account managers will handle ACAS bookings using the bespoke profile created on our bookings system LE-LSM. The profile will contain specific pre-programmed requirements, aiding account managers when allocating linguists. By providing designated account managers, we will ensure we develop the deepest possible understanding of ACAS needs over time and support the development of a partnership between ACAS and LE.

Ensuring the right resources

Demand management

Our resource planning procedures will ensure a sufficient number of appropriately skilled, qualified, experienced, vetted linguists are available to service all ACAS requests, whether scheduled or on demand. We have 51,000+ linguists available to provide both TI and VI in 240+ languages, 17,000 translators covering 219 languages, 28,000 face-to-face spoken linguists covering 250+ languages and 1650+ non-spoken linguists. We will also utilise our employed linguists, who cover 21 of ACAS's most historically-requested languages, to support the most commonly requested languages for this contract.



Currently, our target ratio for the number of bookings by language to the number of linguists available is at least 4:1, and we monitor this to ensure this is maintained. To ensure we maintain the ratio throughout the contract, the CM will:

- During implementation, review historical, current and future anticipated demand on different ACAS teams by time, service type and language, understanding any seasonal variances.
- Seek data on busy periods and known demand drivers for each ACAS team/location
- Ascertain whether a sufficient number of suitable linguists is on roll to meet the 4:1 ratio, including peak times/holidays.

To ensure demand is met throughout, our LE-LSM system will automatically produce weekly/monthly reports on the number of linguists available in specific languages against the number of requests received. Reports will illustrate any potential shortages. Where demand analysis indicates that additional linguists are required, the CM will instigate our recruitment process; we have a dedicated recruitment team, managing a robust recruitment process as per our ISO9001 accreditation, using our state-of-the-art applicant tracking system (ATS).

Linguist skills and expertise

All linguists undergo strict recruitment and vetting procedures to confirm they meet our baseline requirements (see list below); as these exceed ACAS' specified requirements, we can ensure only suitably qualified linguists will be assigned. During recruitment, our Recruitment Team check linguists' qualifications and security clearances. To join LE, all linguists must hold:

- Membership of the National Register of Public Service Interpreters, Institute of Linguists, Institute of Translators and Interpreters and/or Association of Police and Court Interpreters. *Note: for non-spoken linguists, NRCPI, Association of Sign Language Interpreters, etc.*
- Key (specified) qualifications above level 3 – e.g. NVQ, DPSI and/or Community Interpreting. *Note: non-spoken interpreters must hold level 6 qualifications e.g. NVQ.*
- Minimum 400 hours' experience in delivering the relevant language service
- Minimum 50 hours' experience in sector specialism declared e.g. health, social care, etc.
- More than 100 hours of proven public sector interpreting experience in the UK
- Cambridge Proficiency in English, or equivalent qualification.

As per our vetting procedure, linguists must provide evidence of identity (original documents must be sent to us to be copied/checked/returned without delay) and up-to-date security clearances, e.g. enhanced DBS checks/right to work. Our Applicant Tracking System (ATS) flags when documents are nearing expiry; linguists are temporarily suspended until renewed to ensure only fully qualified and cleared linguists service ACAS requests. The recruitment team also collects at least two references to verify linguists' skills and expertise. All information is stored on each linguist's individual profile on LE-LSM to aid the booking process.

Assigning an appropriate linguist

Once a booking request has been made by authorised ACAS requestors (either via LE-LSM, or telephone/email, in which case the account managers will add the booking to LE-LSM), the system automatically presents the AM with a list of the most suitable linguists available to service the request. To ensure we provide the most appropriate linguist, ACAS requestors will be asked to provide additional details and requirements during the bookings process, e.g., named linguist or cultural background. Where a linguist has been previously requested by an ACAS requestor, we will try to assign the linguist to provide continuity of interpreting.

To ensure the right language is requested, we will provide ACAS with Language ID charts covering 70 languages on a dedicated area of our online Customer Hub. If the requestor is still uncertain as to the language required, our account managers will provide support to identify the language. For translations, the Translation Project Manager will request and review an extract of the required document to ascertain the language required.

Our account managers use this information to ensure the most suitable linguist is assigned.



Ensuring linguist competency

Our Linguist Relations Team is responsible for ensuring linguists remain fully competent and able to perform at the required level throughout our work with ACAS. As per our ISO9001-accredited Quality Management System, the Team follows our Quality Assurance procedures to ensure linguist competency, using:

- Feedback (day-to-day contact/post-assignment (Quality Check Forms issued with jobsheets)/quarterly or ad hoc review meetings/community engagement), including complaints/compliments
- Customer Satisfaction Surveys, conducted every 3 service periods
- Regular linguist 121s conducted by the Linguist Relations Team to discuss performance and feedback
- Quality monitoring visits
- Competency assessments. 1-hour competency assessments (CAs) are repeated at least annually to ensure linguists demonstrate the expected level of performance. CAs are conducted by one of our approved assessors and assess understanding of relevant Codes of Conduct, proficiency/fluency in the target language, and cultural competency. It ensures all linguists convey information in a clear, accurate manner. Where interpreters declare a specialism (legal, clinical, education, etc.), we seek evidence from references and undertake further proficiency tests during the CA. For translators, we request copies of previously-translated documents from English into the target language, and vice versa. We ask them to translate 2 set texts, proofread by a qualified assessor. For specialisms, a CA is completed using relevant texts.

If the above techniques reveal any potential issues, the Linguist Relations Team will instigate our performance management procedure to investigate in full before proposing appropriate actions, e.g. providing the linguist with additional training/briefings.

Ensuring ACAS is kept up-to-date

The Contract Manager will apply both formal and informal procedures for keeping ACAS up-to-date on all contractual developments, including continuous improvement initiatives.

Formal communication

The Contract Manager will update the ACAS team on developments, approaches, innovations and cost streamlining initiatives in scheduled service review meetings. Where we identify a particular improvement which would save time and costs for ACAS, the CM will confirm the viability of the initiative with our internal management team before presenting the suggestion to ACAS in review meetings for approval. For example, if we identify a repeat request for a Polish interpreter from ACAS' Helpline in Nottingham, we might recommend that we provide an employed Polish-speaking linguist to handle such requests, saving time and effort and promoting a strong working relationship between ACAS staff and our linguists. Continuous improvement initiatives and actions taken will be documented to measure progress, and discussed with ACAS in ongoing review meetings.

Informal communication

The CM will maintain proactive, informal contact with ACAS teams on a day-to-day basis (telephone/email), informing them of any developments that might affect the operation (e.g. team members' holidays, etc.).

Example: UK Blood & Transplant Service. Since 2017, we have provided a managed language service (F2F interpretation, TI and document translation) to the Organ Donation Service for their 12 regional offices around the UK, 24/7/365. Via a designated contract and account management team, using the communication and training protocols described above, we have built successful working relationships, meeting all KPIs, including for emergency/out of hours bookings.



Managing the contractual relationship

Responsibility for the implementation project, and thereafter the ongoing management of the relationship with ACAS, will rest with the designated Contract Manager (CM), Urwi Patel. Urwi is a senior manager with seven+ years' experience of managing our key accounts. In 2017, she oversaw the implementation of our largest ever single contract –Yorkshire & Humberside Police. This contract, for four forces simultaneously was a 3-month programme of significant complexity. The project completed on time, and was independently recognised, winning *Team of the Year* at the UK Business Awards 2017. Urwi will be the main point of contact for her counterparts at ACAS, to ensure smooth delivery of the contract, including:

- Immediately on contract award, working with the ACAS Project Lead to initiate communications and to implement the contract to the agreed project plan (see below)
- Working with the incumbent provider during the one-month transition period, to prove the concept of the 'pilot' that we will implement in one ACAS office
- Managing the transition from pilot operations to 'business as usual' once the pilot has met all agreed success criteria, and the full cutover to Language Empire is approved
- Monitoring and reporting to ACAS on our performance at contractual level, including against all agreed KPIs
- Attending scheduled review meetings
- Collaborating with ACAS on the continuous improvement programme for the contract, delivering and reporting on agreed initiatives
- Managing risks and issues (via the maintenance of a risk register), and overseeing the handing of any complaints, throughout the contract term.

Urwi will be supported by a deputy CM who will be fully briefed and familiar with the ACAS contract. The contact details for the CM and DCM will be provided on contract award. The strategic lead for the contract is our Managing Director, who will also act as the ultimate point of escalation for contractual matters.

Implementation

We have many years' experience in implementing services/overseeing smooth transition projects. We recognise the challenges, but use a proven robust, recognised project management methodology, based on PRINCE2 to ensure a smooth transition with no degradation of service for end users. We confirm that our systems and infrastructure have the available capacity to accommodate the ACAS contract as it is being commissioned, but also should it experience significant additional growth. There will be no set-up, transition or training charges associated with this contract.

To ensure the long-term success of the service, we will need to work with the ACAS contract management team and project resources you allocate to transition. We will work efficiently to minimise the time and effort needed on your side. We will also work with the incumbent provider as required, and as directed by ACAS to ensure a smooth transition. We will also need access to the people who will be requesting the services day-to-day. For these people, we will deliver training sessions during the delivery stage, to coach them in accessing the services, getting the best from an interpretation session and using the LE-LSM system.

How the ACAS implementation project will be run

Immediately after contract award, the CM will hold an initial kick-off meeting with the ACAS team. Given that ongoing restrictions relating to the pandemic will still be in place on your proposed contract start date (18th December 2020), this meeting might have to take place virtually, via Microsoft Teams (or a video conferencing platform of ACAS' choice). Should alternative (i.e. face-to-face) arrangements be required, we can accommodate these, following a risk assessment and application of our COVID-19 safety policy.

During this initial meeting, the CM will verify your specific requirements, capturing the information for the project plan. Identifying and agreeing all project elements will reduce the possibility of risk and error in the service, once implemented. Similarly, understanding your current working



procedures/processes will allow us to identify where changes and improvements can be made during the early stages of the contract. We will also agree the success criteria for the pilot operations. The CM will seek to:

- Review historical, current and future anticipated demand on services by service type and language with you, particularly understanding demand by the individual teams and their unique responsibilities and therefore requirements.
- Understand each team's preferred communication methods
- Identify preferences in relation to making bookings (e.g. by phone, email, or our secure online system, LE-LSM)
- Obtain details of any pre-booked requests, to ensure they are transferred onto LE-LSM and new interpreters assigned
- Agree and finalise KPIs, service level agreement and reporting requirements
- Confirm training dates and locations for ACAS staff who will be requesting services
- Agree the schedule for review meetings
- Agree and finalise safeguarding, information security and data confidentiality protocols and procedures, carefully ensuring our own policies and procedures align with ACAS's own
- Agree invoicing and reporting arrangements.

Note: since our booking system (LE-LSM) is web based, there will be no need for any system interface activity. We will allocate log-in details during the training sessions.

Project outputs will include a project plan, RAID log (risks, assumptions, issues, dependencies), and a customer profile for LE-LSM, to support the process of matching bookings to suitable linguists. A baseline Quality Plan will document required standards.

Incumbent linguists

During the transition project, we would seek to understand your preferences relating to continuity of linguists. This might include working with the incumbent provider to identify specific freelance linguists with whom the ACAS teams have, during the current contract, built good working relationships. If these linguists are not already on our books, we will invite them to register with us, to allow them continuity of work, and to ensure they are not disadvantaged as a result of the new supply arrangements.

Operational account management

The operational elements of the contract will be delivered by the following teams, all of whom will be fully trained and briefed on the ACAS contract and its Quality Plan, and monitored against role-specific performance KPIs for the ACAS contract. This will ensure the contractual KPIs are always met.

- Account management team – available every day including bank holidays, via telephone/email/webchat, will process all scheduled bookings for ACAS via LE-LSM, assigning the most suitable linguist to fulfil the assignment.
- Customer Services team –available every day including bank holidays, also via telephone/email/webchat, will provide support for all service-related enquiries.
- MI Team – using raw data from LE-LSM and Power BI tools to provide Management Information for reporting, and management insights to inform the planning and continuous improvement programme.
- Finance team – ensuring all invoicing is accurate and timely, resolving any queries as required.

Levels of service – performance management

KPIs will be agreed during the implementation project and will be the basis of our Quality Plan. See box (below right) for potential KPIs, although we can include others as required by ACAS. The CM will keep all KPIs under continual review, via a red/amber/green dashboard informed by LE-LSM



and Power BI and monitored daily (see Annex 2, KPI tab). All KPIs showing amber or red will be subject to immediate attention; the CM will assess the reasons behind this, and will create corrective action plans immediately to prevent further issues. The ACAS contract team will be notified upon initiation and plans will be continually monitored and discussed at review meetings.

Potential core KPIs

1. Booking lead times
2. Assignment fulfilment (F2F/TI/VI)
3. Complaints percentage
4. Reporting availability
5. End user satisfaction

Other methods used by key staff to ensure the success of the contract

Feedback - We will collate feedback from ACAS staff (from day-to-day contact, complaints, compliments, Quality Check Forms issued with jobsheets etc.). Feedback will be used by the CM to monitor customer satisfaction and, as part of our ISO9001-accredited Quality Management System, for continuous improvement.

Service review meetings - Attended each quarter (or at the ACAS contract team's preferred frequency) by the Contract Manager. Standing agenda items will include (not limited to): activity overview, KPI performance, social value activity, and continuous improvement initiatives. The CM will identify changes to service user/staff needs, cascading to the account management/customer service teams so evolving requirements are communicated and understood.

Continuous improvement - The Quality Plan, created during implementation, will provide an initial baseline of ACAS' requirements. From here, the Contract Manager will seek continuous improvement initiatives (efficiency/productivity/end user satisfaction) to be reviewed/discussed at review meetings, with action plans being activated/managed by us.

Linguist relations, supervision, support and welfare - Our Linguist Relations Team provide regular, effective supervision/support for linguists to ensure a fully engaged, highly motivated workforce. Every assigned linguist will receive an ACAS-specific training and materials (e.g. guides describing the work of each ACAS team) to ensure linguists are fully prepared/competent to complete assignments.

Ensuring communication between key LE staff and ACAS

Contract management team communications

Communication channels between our respective contract management teams will be established by the Contract Manager as a priority action, starting before the initial kick-off meeting. We will follow ACAS' preferences in this regard. The Contract Manager will be very flexible, conducting the relationship with the ACAS team through face-to-face (when permitted), telephone, video conferencing and email interactions, during the transition period and into business as usual. During and after the implementation project, the Contract Manager will use our change management procedure to accommodate any changes to requirements that are proposed after the transition has been completed.

Operational teams communication

Each of the ACAS teams will be able to directly access their account management and customer service team counterparts during core operating hours via a dedicated freephone telephone number and a dedicated email address. Additionally, a designated billing co-ordinator will be responsible for all ACAS invoicing and any queries arising. Their contact details will be provided during the implementation project.

Complaints

Language Empire has a formal complaints procedure to record/acknowledge/fully analyse complaints. We currently receive complaints for <0.05% of all assignments completed. All staff are trained in our complaints procedure and Complaints Policy at induction. Complaints are the responsibility of the recipient until formally passed to Complaints Manager, who ensures investigations are thorough and measures taken to avoid recurrence.



We will issue a copy of our procedure and Complaints Policy to each ACAS team during the initial training programme; copies will also be stored on our online Customer Hub and made available for the ACAS intranet. Complaints can be made verbally/in writing, via: Complaints Manager, Contract Manager, Linguists, Customer services, via freephone or email or online: our Customer Hub incorporates a prominent option for making a complaint.

Complaints are entered by the recipient onto our standard complaints form and passed immediately to the Complaints Manager, who enters the complaint into a central register to ensure a full audit trail. The Complaints Manager contacts the complainant (email/phone) within 4hrs of the complaint being made to acknowledge receipt. Complaints are categorised by severity/risk (low/medium/high). Thereafter:

- If complaint concerns a linguist, they are temporarily suspended from assignments.
- Complaint investigated by Complaints Manager, who gathers evidence to build the body of evidence. If relevant, the service user is interviewed.
- Complaints Manager contacts the complainant at minimum intervals of 2 working days (WDs) with updates on progress/actions.
- Complaints Manager proposes a suitable remedy, seeking support from the Senior Contract Manager.
- An investigated response is communicated in writing (email) to the complainant within 5WDs, including how we will ensure similar complaints are not raised.
- Once a mutually agreed resolution is reached, complaint is formally closed.

We analyse all complaints, undertaking root cause analysis (RCA) to identify emerging trends. Resolution actions may include:

- Changes to process/policy
- Additional training/competency assessments/briefings
- Termination of linguist's contract (if action plans have not resulted in improvement)
- Introducing additional resources to address shortages.

Our escalation route is to a Director without direct operational involvement in the contract, who will acknowledge the complaint within 1WD. They will complete a 'Further Dispute and Dissatisfaction' complaints form and initiate an independent arbitration panel/ specialist expertise if required. We aim to resolve escalated complaints within 5WDs.

Management Information

Real-time access to activity and performance data will be available to authorised members of the ACAS team via the LE-LSM dashboard; reporting suite software is integrated with Microsoft's Power BI. For scheduled reports, within 5 working days of month-end, the MI team will also produce reports in Excel (to allow further analysis by ACAS) showing activity data and our achievements versus the contract KPIs (see Annex 2). Full requirements for this report will be captured at implementation stage and pre-programmed into LE-LSM, with reports tested/approved during the pilot stage, and thereafter scheduled to run automatically.

The CM will prepare a Customer Service Report at the agreed frequency, including commentary and analysis on all changes, risks, issues, complaints and continuous improvement initiatives, amongst other topics. Every quarter, we will produce a Customer Satisfaction report from survey data, with trends and actions highlighted. Ad hoc reports can be requested by ACAS at any time; these will be produced within 5 working days.

Issues management (non-delivery of service due to technical issues or staff absence)

The CM will be responsible for the management/resolution of any issues arising during the contract term, whether identified internally or by ACAS. We have a full business continuity plan, fully reviewed, revised and tested in 2020 following the pandemic, covering a range of scenarios including systems loss, hacking incidents, loss of premises, staff absence due to illness or movement restrictions. As per the plan, ACAS will be informed should any incident occur, particularly if the BC/DR Plan is invoked.



Managing risk at organisational level

Language Empire uses a proven, structured methodology approach for risk management, ensuring the ability to identify and document risks, monitor services, enable pre-planned mitigating actions, and report back on the effectiveness of these actions. At organisation level, regular risk reviews are the responsibility of the senior management team, led by the Managing Director, conducted on a quarterly basis or when a new risk is identified. A risk register is held centrally. Within our ISO27001-certified Information Security Management System (ISMS), reports on internal risk assessments relating to information security are part of our continuous monitoring approach and comply with the ISMS standards. Where internal assessments identify vulnerabilities or areas for improvement this is reported to the leadership team to drive corrective action.

Managing risk at project level – tools and processes

Language Empire's project risk management process is based on a number of fundamental principles, drawn from PRINCE2 methodology, and years of experience:

Defined terminology – we ensure that everyone involved in a project is using unified terminology to avoid any ambiguity or misunderstanding (see risks/issues, right):

Identification – we have built up a library of the typical risks that occur on projects. Using this resource, the designated Contract Manager on a project, acting as project lead, will be able to quickly and readily identify relevant risks for the ACAS project. These will all be input into a contract-specific register as part of a RAID log (see extract below) that is shared with the ACAS team. The register will identify the principle area to which the risk relates (quality, timeliness and cost).

A risk is something that **MIGHT** happen, whereas an issue is something that **IS** happening.

Mitigation plans aim to eliminate the possibility of the risk occurring or reduce impacts if it does occur.

Once a risk materialises, it becomes an issue. An issue must be resolved in order to maintain project progress.

Documentation and communication – The CM will create, maintain and manage a RAID log (detailing risks, assumptions, issues and dependencies) which will form the basis of project governance and risk management for the ACAS project; this will carry forward into the business as usual phase and throughout contract term. The latest version of this information will always be circulated at agreed intervals to all agreed stakeholders via email. In the event of a new risk being recognised, the CM will issue an immediate update of the log.

Mitigation – In our experience, the majority of risks can be mitigated and managed prior to their realisation through effective communication and proactive implementation of planned mitigating actions.

Proactive management – Management of risks are based on the concepts of: Accept, Reduce, Avoid, Transfer, Fallback, Exploit, and each risk will be classified and managed accordingly. Should a particular risk be identified, over time, as having heightened likelihood or impact (potentially at risk of becoming reclassified as an 'issue'), the CM will potentially consult with senior colleagues internally to assist with appropriate and proportionate management and mitigation.

ACAS project – potential risks

Below is an extract from the RAID log created for ACAS at the tender stage, showing the risks that we have provisionally identified for this contract (and the implementation thereof). As a priority action at the start of the implementation project, the Contract Manager will review these risks with the ACAS project team, so that the register can be officially opened and managed from thereon in.

As can be seen from the extract, the overall risk profile for the implementation project / contract is LOW, after mitigations.

Description	Area of impact	Recommendations to Address	Risk RAG Rating (after mitigation)			
			How managed	Impact	Likelihood	RAG Status
Implementation project falls behind schedule	Timeliness	Designated, experienced project team allocated. ACAS staff participate fully in project (our project methodology is not overly onerous on the ACAS team).	Reduce	L	L	Low
Incumbent provider does not fully engage with transition process	Quality of service	The LE Contract Manager will work closely with the ACAS contract team to establish ways of working with the incumbent provider that are non-adversarial and focused on outcomes.	Reduce	M	L	Low
The 'pilot' stage of the transition is not signed off by ACAS	Quality of service Timeliness Cost	The LE Contract Manager will establish success criteria for the pilot, and will monitor progress towards these throughout the pilot period, actively managing any elements not meeting the standards well before the final approval stage.	Avoid	L	L	Low
Training programme for ACAS staff is poorly attended	Quality of service	We provide plenty of notice to ensure availability of nominated staff will support multi-site provision for ease of access). We also offer additional workshops during the course of the project, and support materials to guide those unable to attend.	Reduce	L	M	Low
Poor data provision about historical language demand	Quality of service	During the implementation project, we will require access to data about historical demand on services by channel and language, to inform our resourcing strategy. Our understanding of demand will build over time, naturally mitigating this risk.	Accept	L	L	Low
The pandemic continues to create uncertainty in demand for ACAS services - volumes may continue to rise	Quality of service Timeliness Cost	Our systems have significant capacity for additional workload. Our support teams work flexibly and can increase/decrease capacity as required and at short notice. We have a large, established workforce of linguists (employed/freelance) and will have a designated team for the most common languages.	Reduce	L	L	Low
Brexit creates recruitment challenges in relation to attracting new linguists	Quality of service	We have a large, established workforce of linguists (both employed and freelance) and will have a designated team for the most common languages. A continuous recruitment programme will attract new people.	Exploit	L	L	Low



We recognise the importance of high quality management information and how it will benefit ACAS in monitoring both activity and performance of the contract over time.

Management Information will be drawn from a variety of sources, the main one being our core system, LE-LSM which is fully integrated with Microsoft's Power BI, ensuring we can provide fully bespoke reporting to ACAS.

Monthly reporting

At this stage, we understand the required / scheduled reports to be:

- Monthly reporting
- Customer Service Report (assumed to be monthly, but can run at any frequency)
- Customer Satisfaction survey (quarterly).

The Contract Manager will be responsible for ensuring all MI is provided to the ACAS team throughout the contract term. ACAS' full requirements for the reporting suite will be captured and verified by the Contract Manager at implementation stage; these requirements will be passed to the MI team.

The data fields that will source each of the reports will be pre-programmed by the MI team into LE-LSM prior to the pilot, with reports tested by the MI team and approved by ACAS during the pilot stage. Thereafter, they will be scheduled to run automatically. Additions or amendments to the reports can be requested at any time via the Contract Manager, who will liaise with the MI team (using our change management methodology) to effect the changes and seek approval from ACAS.

Other scheduled reporting

Once the contract has gone live, within 5 working days of month-end, the MI team will produce the monthly report in Excel (to allow further analysis by ACAS) showing activity data and our achievements versus the contract KPIs (see Annex 2). Please note that the sample reporting does not include any Service Credit calculations as it appears from the Call-off Contract supplied with the ITT pack that the Service Credit regime will not be applied to this contract. However, if this assumption is incorrect, we will add the calculation to the report according to the terms agreed.

The Customer Service Report will be prepared by the Contract Manager from data and insights gathered throughout the reporting period. It will include commentary and analysis on all changes, risks, issues, complaints and continuous improvement initiatives, amongst other topics. The format and distribution list for this report will be agreed during implementation.

Every quarter, we will produce a Customer Satisfaction report from survey data, with trends and actions highlighted. The channels by which we conduct surveys will be agreed during implementation (but could include: SurveyMonkey (or similar); telephone, email, hard copy, etc), as will the scope of feedback to be gathered (but could include a star-rating or similar, alongside comments). These decisions will influence the actual report to be output which will be the responsibility of the Contract Manager, supported by the MI team.

Ad hoc reporting

Ad hoc reports can be requested by ACAS at any time; these will be produced by the MI team within 5 working days – normally 48 hours.

Real-time MI access

In addition to scheduled reporting, we will provide real-time access to activity and performance data will be available to authorised members of the ACAS team, via the LE-LSM dashboard. This will allow ACAS to self-serve throughout the contract term, not having to wait for month-end reporting if they so wish. (Note: Requesting registration for a new user is a straight-forward process than can be instigated by an existing user. Requests are normally processed the same day, but can be turned around immediately if required.)



Dashboard view

The dashboard allows a snapshot view of scheduled, pending, cancelled and completed bookings. It shows bookings by language, percentage bookings assigned and those awaiting processing.

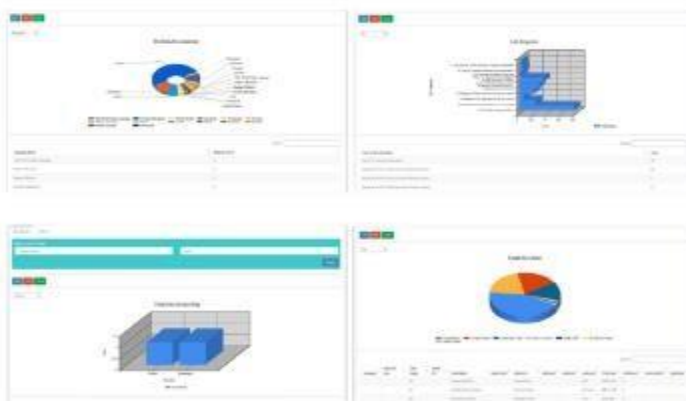


Over 25 real-time reports are available 24/7/365 via the dashboard:

These include:

- Language usage report
- No. of bookings broken down by quarterly duration
- Face to face bookings
- Booking details by venue
- DNA by venue
- Report by customer ref
- Report by venue
- Average length of session
- Complaints
- Cancellation by clients
- Bookings scheduled today
- Bookings scheduled tomorrow
- Lateness and no-show by interpreters
- Request and cancellation
- Notice given for booking
- Service fill rate
- Booking by language
- Telephone interpreting
- Translation requests
- Translation language usage
- Interpreter Quality Check feedback
- Quick Feedback (from jobsheet)
- Summary of Interpreter Quality Check feedback
- Summary of Quick Feedback (from jobsheet)

For all these reports, the user can filter by month and year. The data requested is presented on-screen, with options presented for viewing the data, as shown right.



Authorised users can also register an MI query directly from the dashboard page; these are handled on a 24-hour basis by the customer services team, forwarded to the MI team for action.



Language Empire has a workforce of 28,000+ F2F appropriately skilled, qualified, experienced, vetted linguists providing 250+ languages, and 1678 F2F non-spoken linguists (providing BSL, FSL, lip speaking, etc.), to attend ACAS assignments across the UK, including meetings, court hearings, presentations, events, and to assist ACAS' Good Practice Services team and the public during ACAS training. We will also, wherever possible assign linguists from our team of directly employed interpreters to support your commonly-requested languages; we can do so for 21 of these currently.

Required lead time for sourcing F2F interpreters

Our dedicated account managers (AMs), fully briefed on ACAS requirements, will be responsible for sourcing F2F interpreters using the linguist profiles on our secure LE-LSM bookings system, and any additional booking requirements (e.g. linguist gender) stated by requestors. The bookings process automatically prioritises local linguists (for F2F bookings) to support timely arrival. See below for internal target times:

Lead time (until assignment)	Confirmation	Interpreter present on site
Emergency	Within 30 minutes	30 minutes (1 hour max)
Less than one day	30 minutes – 1 hour	At agreed booked time
One to three days	2 hours	At agreed booked time
Four days or more	1 day	At agreed booked time

Providing F2F interpreters for large scale events

All F2F linguists assigned to interpret for ACAS at large scale events will have experience of interpreting simultaneously to deliver a seamless experience for speakers and delegates. All linguists will be fully briefed on ACAS requirements and will receive pre-assignment briefing to confirm understanding. While COVID-19 restrictions remain in place, all linguists will read/sign our COVID-19 Policy (updated in line with government guidance) to ensure they follow appropriate infection control and social distancing measures during F2F assignments.

Example: NHS Cumbria and North East In February 2020 we provided 10 spoken and 10 F2F non-spoken linguists for a series of patient engagement events in Gateshead, Middlesbrough and Newcastle, attended by hundreds of delegates. Linguists interpreted simultaneously to ensure all members of the audience were able to fully access content.

Example: General Medical Council

Since 2017 we have provided F2F interpreters for the GMC, with linguists attending solicitors' premises and courts UK-wide to interpret for non-English speaking witnesses.

Providing individual interpretation services using digital platforms

Individual interpretation sessions are booked via our digital bookings system, LE-LSM. A bespoke LE-LSM profile will be created for ACAS during implementation to support the booking process. In March 2020, LE-LSM was programmed to convert existing F2F bookings into digital Video Interpreting sessions to mitigate the impact of COVID-19; full service levels have been maintained. We have 51,429 spoken and 1,678 non-spoken interpreters available to provide scheduled/on-demand VI, all meeting our baseline requirements for qualifications and experience (which incorporate and thus fully meet ACAS' own). Each linguist will be briefed specifically on the contract and assignment. Authorised ACAS team members will be able to access our proprietary VI platform using a secure link and unique code, sent in the booking confirmation automatically emailed by LE-LSM. The platform is compatible with all devices and software to ensure full accessibility for all users. No specialist equipment is necessary.

ANNEX 2: THE GOODS

Not applicable

CALL OFF SCHEDULE 3: CALL OFF CONTRACT CHARGES, PAYMENT AND INVOICING

1. DEFINITIONS

1.1 The following terms used in this Call Off Schedule shall have the following meaning:

"Indexation"	means the adjustment of an amount or sum in accordance with paragraph Error! Reference source not found. of this Call Off Schedule;
"Indexation Adjustment Date"	has the meaning given to it in paragraph Error! Reference source not found. of this Call Off Schedule;
"Reimbursable Expenses"	<p>means the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Customer's expenses policy current from time to time, but not including:</p> <ul style="list-style-type: none">a) travel expenses incurred as a result of Supplier Personnel travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Customer otherwise agrees in advance in writing; andb) subsistence expenses incurred by Supplier Personnel whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;]
"Review Adjustment Date"	has the meaning given to it in paragraph Error! Reference source not found. of this Call Off Schedule;
"CPI"	means the Consumer Prices Index as published by the Office of National Statistics (http://www.statistics.gov.uk/instantfigures.asp); and
"Supporting Documentation"	means sufficient information in writing to enable the Customer to reasonably to assess whether the Call Off contract Charges, Reimbursable Expenses and other sums due from the Customer under this Call Off Contract detailed in the information are properly payable.

2. GENERAL PROVISIONS

2.1 This Call Off Schedule details:

- 2.1.1 the Call Off Contract Charges for the Goods and/or the Services under this Call Off Contract; and
- 2.1.2 the payment terms/profile for the Call Off Contract Charges;

- 2.1.3 the invoicing procedure; and
- 2.1.4 the procedure applicable to any adjustments of the Call Off Contract Charges.

3. CALL OFF CONTRACT CHARGES

- 3.1 The Call Off Contract Charges which are applicable to this Call Off Contract are set out in Annex 1 of this Call Off Schedule.
- 3.2 The Supplier acknowledges and agrees that:
 - 3.2.1 In accordance with paragraph 2 (General Provisions) of Framework Schedule 3 (Framework Prices and Charging Structure), the Call Off Contract Charges can in no event exceed the Framework Prices set out in Annex 3 to Framework Schedule 3 (Framework Prices and Charging Structure); and
 - 3.2.2 subject to paragraph 8 of this Call Off Schedule (Adjustment of Call Off Contract Charges), the Call Off Contract Charges cannot be increased during the Call Off Contract Period.

4. COSTS AND EXPENSES

- 4.1 Except as expressly set out in paragraph 5 of this Call Off Schedule (Reimbursable Expenses), the Call Off Contract Charges include all costs and expenses relating to the Goods and/or Services and/or the Supplier's performance of its obligations under this Call Off Contract and no further amounts shall be payable by the Customer to the Supplier in respect of such performance, including in respect of matters such as:
 - 4.1.1 any incidental expenses that the Supplier incurs, including travel, subsistence and lodging, document or report reproduction, shipping, desktop or office equipment costs required by the Supplier Personnel, network or data interchange costs or other telecommunications charges; or
 - 4.1.2 any amount for any services provided or costs incurred by the Supplier prior to the Call Off Commencement Date.

5. REIMBURSEABLE EXPENSES

- 5.1 The Supplier shall be entitled to be reimbursed by the Customer for Reimbursable Expenses (in addition to being paid the relevant Call Off Contract Charges under this Call Off Contract), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Customer shall provide a copy of their current expenses policy to the Supplier upon request.

6. PAYMENT TERMS/PAYMENT PROFILE

- 6.1 The payment terms/profile which are applicable to this Call Off Contract are set out in Annex 2 of this Call Off Schedule.

7. INVOICING PROCEDURE

- 7.1 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within thirty (30) days of receipt of a Valid Invoice, submitted to the address specified by the Customer in paragraph 7.5 of this Call Off Schedule and in accordance with the provisions of this Call Off Contract.

- 7.2 The Supplier shall ensure that each invoice (whether submitted electronically or in a paper form, as the Customer may specify):
- 7.2.1 contains:
- (a) all appropriate references, including the Acas Purchase Order reference number and
 - (b) a detailed breakdown of the Delivered Goods and/or Services, including the Milestone(s) (if any) and Deliverable(s) within this Call Off Contract to which the Delivered Goods and/or Services relate, against the applicable due and payable Call Off Contract Charges; and
- 7.2.2 shows separately:
- (a) any Service Credits due to the Customer; and
 - (b) the VAT added to the due and payable Call Off Contract Charges in accordance with Clause 23.2.1 of this Call Off Contract (VAT) and the tax point date relating to the rate of VAT shown; and
- 7.2.3 is exclusive of any Management Charge (and the Supplier shall not attempt to increase the Call Off Contract Charges or otherwise recover from the Customer as a surcharge the Management Charge levied on it by the Authority); and
- 7.2.4 it is supported by any other documentation reasonably required by the Customer to substantiate that the invoice is a Valid Invoice.
- 7.3 The Supplier shall accept the Government Procurement Card as a means of payment for the Goods and/or Services where such card is agreed with the Customer to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Customer.
- 7.4 All payments due by one Party to the other shall be made within thirty (30) days of receipt of a Valid Invoice unless otherwise specified in this Call Off Contract, in cleared funds, to such bank or building society account as the recipient Party may from time to time direct.
- 7.5 The Supplier shall submit invoices directly by email to:
finance@acas.org.uk

8. ADJUSTMENT OF CALL OFF CONTRACT CHARGES

- 8.1 The Call Off Contract Charges shall only be varied:
- 8.1.1 due to a Specific Change in Law in relation to which the Parties agree that a change is required to all or part of the Call Off Contract Charges in accordance with Clause 22.2 of this Call Off Contract (Legislative Change);
 - 8.1.2 in accordance with Clause 23.1.4 of this Call Off Contract (Call Off Contract Charges and Payment) where all or part of the Call Off Contract Charges are reduced as a result of a reduction in the Framework Prices;
 - 8.1.3 where all or part of the Call Off Contract Charges are reduced as a result of a review of the Call Off Contract Charges in accordance with Clause 18 of this Call Off Contract (Continuous Improvement);
 - 8.1.4 where all or part of the Call Off Contract Charges are reduced as a result of a review of Call Off Contract Charges in accordance with Clause 25 of this Call Off Contract (Benchmarking);

- 8.1.5 where all or part of the Call Off Contract Charges are reviewed and reduced in accordance with paragraph 9 of this Call Off Schedule;
- 8.1.6 Subject to paragraphs 8.1.1 to 8.1.5 of this Call Off Schedule, the Call Off Contract Charges will remain fixed for the first one years of the Contract Years.

9. SUPPLIER PERIODIC ASSESSMENT OF CALL OFF CONTRACT CHARGES

- 9.1 Every six (6) Months during the Call Off Contract Period, the Supplier shall assess the level of the Call Off Contract Charges to consider whether it is able to reduce them.
- 9.2 Such assessments by the Supplier under paragraph 9 of this Call Off Schedule shall be carried out on 1 May and 1 December in each Contract Year (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates). To the extent that the Supplier is able to decrease all or part of the Call Off Contract Charges it shall promptly notify the Customer in writing and such reduction shall be implemented in accordance with paragraph **Error! Reference source not found.** of this Call Off Schedule below.

10. IMPLEMENTATION OF ADJUSTED CALL OFF CONTRACT CHARGES

- 10.1 Variations in accordance with the provisions of this Call Off Schedule to all or part the Call Off Contract Charges (as the case may be) shall be made by the Customer to take effect:
 - 10.1.1 in accordance with Clause 22.2 of this Call Off Contract (Legislative Change) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.1 of this Call Off Schedule;
 - 10.1.2 in accordance with Clause 23.1.4 of this Call Off Contract (Call Off Contract Charges and Payment) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.2 of this Call Off Schedule;
 - 10.1.3 in accordance with Clause 18 of this Call Off Contract (Continuous Improvement) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.3 of this Call Off Schedule;
 - 10.1.4 in accordance with Clause 25 of this Call Off Contract (Benchmarking) where an adjustment to the Call Off Contract Charges is made in accordance with paragraph 8.1.4 of this Call Off Schedule
 - 10.1.5 [on the Review Adjustment Date where an adjustment to the Call Off Contract Charges is made in accordance with paragraph **Error! Reference source not found.** of this Call Off Schedule;]

and the Parties shall amend the Call Off Contract Charges shown in Annex 1 to this Call Off Schedule to reflect such variations.

ANNEX 1: CALL OFF CONTRACT CHARGES

The total contract value for the initial 2-year contract period up to the 21st January 2022 shall not exceed £97,000.00. The total value for year 1 shall not exceed £48,000.00 and the total value for year 2 shall not exceed £49,000.00 excluding VAT.

The total value of the year 3 optional extensions shall not exceed £51,000.00 excluding VAT, subject to budget approval.

The total value of the year 4 optional extension shall not exceed £52,000.00 excluding VAT, subject to budget approval.

The total contract value including the optional extensions shall not exceed £200,000.00 excluding VAT, however there is no commitment to spend the full amount.

This will be called off subject to the price schedule below.

TAB 6 Written Translation, Transcription and Ancillary Services

Please refer to Tab 5 which details the 'Language Groups' which defines which Languages are in which pricing Groups A to E

'Target Language' means the language in which text has to be translated

'Source Language' means the language in which text appears that is to be translated into another language

Translation Pricing (Timescale 24 hours - 10 days)

'Target' or 'Source' Language Groups, i.e. from English to... or to English from...	<i>Non Technical English Charge per Word (£)</i>	Annual Volumes	Total for Evaluation	<i>Technical English Charge per Word (£)</i>	Sample volume for evaluation	Total for Evaluation	<i>Marketing/ Publication Charge per Word (£)</i>	Annual Volumes	Total for Evaluation	<i>Proof Reading Charge per Word (£)</i>	Annual Volumes	Total for Evaluation
Group A - Western Europe	0.06000	10	£0.60	0.06000	10	£0.60	0.06000	10	£0.60	0.01000	10	£0.10
Group B - Eastern Europe	0.06000	10	£0.60	0.06000	10	£0.60	0.06000	10	£0.60	0.01000	10	£0.10
Group C - Asian, Arabic & Oriental	0.08000	10	£0.80	0.08000	10	£0.80	0.08000	10	£0.80	0.01000	10	£0.10
			£2.00			£2.00			£2.00			£0.30

Transcription Pricing and Services			
Language Groups	Mon - Fri 08:00-18:00 Charge per minute (£)	Sample volume for evaluation	Total for Evaluation
Group A - Western Europe	0.05000	50	£2.50
Group B - Eastern Europe	0.05000	50	£2.50
Group C - Asian, Arabic & Oriental	0.07000	50	£3.50
			£8.50

Ancillary Services Pricing

Artwork

Service	Charge per Page (£)	Annual Volume
Artwork for A4	7.00	10.00
Artwork for A5	7.00	10.00
Artwork for Gatefold	7.00	10.00
Artwork for Posters	7.00	10.00
Graphics	7.00	10.00
Typesetting	2.50	10.00

Braille

Service	Charge per A4 Page (£)	Sample volume for evaluation	Total for Evaluation
Braille	20.00000	1.00	£20.00

TAB 7 Telephone Interpreting and Video Services

Please refer to tab 3 entitled 'Band Definition Spoken' for a description of each of the Bands 1 to 5 of Interpreter for Spoken Languages

Please refer to tab 4 entitled 'Band Definition Non-Spoken' and for a description of each of the Bands (Qualified Registered and Trainee)

Please refer to tab 5 entitled 'Language Groups' which lists all Languages

Telephone Interpretation

The most common languages for the last year are shown on the individual borough data information sheets. The successful Supplier will review the most common languages every 6 months.

Table A Spoken Services	<i>NVQ Level 3 Rate per Minute (£)</i>	Annual Volumes	Total for Evaluation
Polish	0.450	2,496.00	£1,123.20
Romanian	0.460	646.00	£297.16
Spanish	0.460	452.00	£207.92
Italian	0.460	291.00	£133.86
Portugese	0.460	288.00	£132.48
Russian	0.460	160.00	£73.60
All Other Languages	0.470	1,198.00	£563.06
			£2,531.28

Pricing for Spoken Video Language Services

Please note the Rates for this service will be in MINUTES

Rate 1: Monday to Friday 08:00 to 18:00 hours

Rate 2: Monday to Friday 18:00 to 08:00 hours; weekends (Friday 18:00 to Monday 08:00); Public Holidays

Table B Spoken Video Language Services	<i>Band 2 (£)</i>	Annual Volumes	Total for Evaluation	<i>Band 3 (£)</i>	Annual Volumes	Total for Evaluation
Rate 1	0.500	5,531.000	£2,765.50	0.600	100.000	£60.00
Rate 2	0.500	200.000	£100.00	0.600	100.000	£60.00
			£2,865.50			£120.00

Pricing for Non Spoken Video Language Services

Please note the Rates for this service will be in MINUTES

Rate 1: Monday to Friday 08:00 to 18:00 hours

Rate 2: Monday to Friday 18:00 to 08:00 hours; weekends (Friday 18:00 to Monday 08:00); Public Holidays

Table C Non Spoken Video Language Services	<i>Rate 1</i>			<i>Rate 2</i>		
	<i>Qualified Registered</i>	Annual Volumes	Total for Evaluation	<i>Qualified Registered</i>	Annual Volumes	Total for Evaluation
Non Spoken Services	Rate per Minute (£)			Rate per Minute (£)		
British Sign Language	2.500	50.000	£125.00	3.750	10.00	£37.50
Irish Sign Language	4.000	50.00	£200.00	6.000	10.00	£60.00
Foreign Sign Language	4.000	50.00	£200.00	6.000	10.00	£60.00
Lipspeakers	4.000	50.00	£200.00	6.000	10.00	£60.00
			£725.00			£217.50

TAB 8 Non Spoken Face to Face

Please refer to tab 4 entitled 'Band Definition Non-Spoken' and for a description of each of the Bands Qualified Registered and Trainee

Non Spoken Face to Face Pricing

Please Note: The prices submitted are on a 2 hour minimum basis

Rate 1: Monday to Friday 08:00 - 18:00 hours

Rate 2: Monday to Friday 18:00 to 08:00 hours; weekends (Friday 18:00 to Monday 08:00); Public Holidays

Table A Greater London	Rate 1			Rate 2		
	<i>Qualified Registered</i>	Annual Volumes	Total for Evaluation	<i>Qualified Registered</i>	Annual Volumes	Total for Evaluation
	<i>Rate per Hour (£)</i>					
British Sign Language	60.00	5.00	£300.00	80.00	5.00	£400.00
Speech to Text Operator	70.00	5.00	£350.00	105.00	5.00	£525.00
Lipspeaking	35.00	5.00	£175.00	52.50	5.00	£262.50
Deafblind Communication	30.00	5.00	£150.00	45.00	5.00	£225.00
			£975.00			£1,412.50

Table B Rest of the UK	Rate 1		Rate 2	
	<i>Qualified Registered</i>	Annual Volumes	<i>Qualified Registered</i>	Annual Volumes
	<i>Maximum Rate per Hour (£)</i>			
British Sign Language	0.00	5.00	80.00	5.00
Speech to Text Operator	0.00	5.00	105.00	5.00
Lipspeaking	0.00	5.00	52.50	5.00
Deafblind Communication	0.00	5.00	45.00	5.00

Please note: Prices submitted are on a half day and full day rate.

Half day: 4 hours exclusive of breaks

Full day: 8 hours exclusive of breaks

Table C Greater London	Rate 1					
	Qualified Registered					
	<i>Half Day (£)</i>	Annual Volumes	Total for Evaluation	<i>Full Day (£)</i>	Annual Volumes	Total for Evaluation
British Sign Language	135.00	5.00	£675.00	275.00	5.00	£1,375.00
Speech to Text Operator	200.00	5.00	£1,000.00	300.00	5.00	£1,500.00
Lipspeaking	150.00	5.00	£750.00	250.00	5.00	£1,250.00
Deafblind Communication	120.00	5.00	£600.00	240.00	5.00	£1,200.00
			£3,025.00			£5,325.00

Table D Rest of the UK	Rate 1			
	Qualified Registered			
	<i>Half Day (£)</i>	Annual Volumes	<i>Full Day (£)</i>	Annual Volumes
British Sign Language	135.00	5.00	275.00	5.00
Speech to Text Operator	200.00	5.00	300.00	5.00
Lipspeaking	150.00	5.00	250.00	5.00
Deafblind Communication	120.00	5.00	240.00	5.00

Placement Fees

Placement Fees - % of the Linguist's base salary (or base remuneration where the Linguist is not engaged as an employee) which is calculated assuming a 40 hour week (8:00 hour working day excluding one hour lunch break and travel time) if such Linguist is paid by the hour. (Please also refer to Schedule 3 of the Framework Agreement). **If a Placemenet Fee is not applicable please enter N/A**

Qualified Registered	%
Trainee	%

TAB 9 Spoken Face to Face Interpretation UK

Please refer to tab 3 entitled 'Band Definition Spoken' for a description of each of the Bands 1 to 5 of Interpreter for Spoken Languages

Please refer to tab 5 which details the 'Language Groups'

Rate 1: Monday to Friday 08:00 to 18:00 hours
Rate 2: Monday to Friday 18:00 to 08:00 hours; weekends (Friday 18:00 to Monday 08:00); Public Holidays

Pricing for All Language Groups except for "On Demand" pricing. Minimum rate of one hour for Linguist.						
Table A Pricing for All Language Groups except for "On Demand" pricing		Annual Volumes	Total for Evaluation		Annual Volumes	Total for Evaluation
	Band 2			Band 3		
	Rate per Hour (£)					
Greater London						
Rate 1	23.00	100.00	£2,300.00	25.00	50.00	£1,250.00
Rate 2	23.00	100.00	£2,300.00	25.00	50.00	£1,250.00
Rest of UK						
Rate 1	22.00	100.00	£2,200.00	24.00	50.00	£1,200.00
Rate 2	22.00	100.00	£2,200.00	24.00	50.00	£1,200.00
			£9,000.00			£4,900.00

Placement Fees - % of the Contractor's base salary (or base remuneration where the Contractor is not engaged as an employee) which is calculated assuming a 40 hour week (8.00 hour working day excluding one hour lunch break and travel time) if such Contractor is paid by the hour. (Please also refer to Schedule 3 of the Framework Agreement).

If a Placement Fee is not applicable please enter N/A.

Band 5	
Band 4	
Band 3	
Band 2	
Band 1	

[illegible]

ANNEX 2: PAYMENT TERMS/PROFILE

The supplier should ensure that all invoices are provided including VAT in arrears on completion of each requirement within 30days of receipt of invoice to be sent by email to finance@acas.org.uk

CALL OFF SCHEDULE 4: IMPLEMENTATION PLAN, CUSTOMER RESPONSIBILITIES AND KEY PERSONNEL

1. INTRODUCTION

1.1 This Call Off Schedule specifies:

- 1.1.1 In Part A, the Implementation Plan in accordance with which the Supplier shall provide the Goods and/or Services;
- 1.1.2 In Part B, the Customer Responsibilities in respect of facilitating the Supplier's achievement of the Implementation Plan; and
- 1.1.3 In Part C, The Key Personnel and their Key Roles assigned by the Supplier to this Call Off Contract in accordance with Clause 26.1 of this Call Off Contract (Key Personnel).

PART A: IMPLEMENTATION PLAN

2. GENERAL

2.1 The Implementation Plan is set out below:

2.2 The Milestones to be Achieved are Identified below:

Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities	Milestone Payments	Delay Payments
Go live including testing by 18/12/2020	provide implementation plan after kick off meeting with Acas Manager- Jeremy King]	1 month	20/12/2020	provide any info to help with implementation plan	to be agreed with supplier	[none]

PART B: CUSTOMER RESPONSIBILITIES

3. GENERAL

- 3.1 The Customer Responsibilities associated with the Milestones identified in the Implementation Plan are set out in the column entitled Customer Responsibilities in the Implementation Plan.

4. CUSTOMER RESPONSIBILITY

To engage with the supplier and provide any information to ensure implementation date is successful.

PART C: KEY PERSONNEL

5. GENERAL

- 5.1 The Supplier has assigned the following Key Personnel to this Call Off Contract in the Key Roles detailed below:

The customer (ACAS) has assigned the following key personnel to this call off contract detailed below:

Jeremy King, JKING@acas.org.uk

The supplier (Language Services Limited) have assigned the following key personnel to this call off contract detailed below:

Urwi Patel, contract Manager, urwi.patel@empire-groupuk.com

Lucy Thackeray-Bowker, Deputy Contract Manager: Lucy.Bowker@empire-groupuk.com

CALL OFF SCHEDULE 5: TESTING

1. INTRODUCTION

1.1 THIS CALL OFF SCHEDULE (TESTING) SETS OUT THE APPROACH TO TESTING AND THE DIFFERENT TESTING ACTIVITIES TO BE UNDERTAKEN, INCLUDING THE PREPARATION AND AGREEMENT OF THE TEST STRATEGY AND TEST PLANS.

2. TESTING OVERVIEW

2.1 ALL TESTS CONDUCTED BY THE SUPPLIER SHALL BE CONDUCTED IN ACCORDANCE WITH THE TEST STRATEGY AND THE TEST PLANS.

2.2 ANY DISPUTES BETWEEN THE SUPPLIER AND THE CUSTOMER REGARDING THIS TESTING SHALL BE REFERRED TO THE DISPUTE RESOLUTION PROCEDURE.

3. TEST STRATEGY

3.1 THE SUPPLIER SHALL DEVELOP THE FINAL TEST STRATEGY AS SOON AS PRACTICABLE BUT IN ANY CASE NO LATER THAN SIXTY (60) WORKING DAYS (OR SUCH OTHER PERIOD AS THE PARTIES MAY AGREE) AFTER THE CALL OFF COMMENCEMENT DATE.

3.2 THE FINAL TEST STRATEGY SHALL INCLUDE:

3.2.1 AN OVERVIEW OF HOW TESTING WILL BE CONDUCTED IN RELATION TO THE IMPLEMENTATION PLAN;

3.2.2 THE PROCESS TO BE USED TO CAPTURE AND RECORD TEST RESULTS AND THE CATEGORISATION OF TEST ISSUES;

3.2.3 THE PROCEDURE TO BE FOLLOWED SHOULD A DELIVERABLE FAIL A TEST OR WHERE A DELIVERABLE PRODUCES UNEXPECTED RESULTS, INCLUDING A PROCEDURE FOR THE RESOLUTION OF TEST ISSUES;

3.2.4 THE PROCEDURE TO BE FOLLOWED TO SIGN OFF EACH TEST; AND

3.2.5 THE PROCESS FOR THE PRODUCTION AND MAINTENANCE OF REPORTS RELATING TO TESTS.

4. TEST PLANS

4.1 THE SUPPLIER SHALL DEVELOP TEST PLANS FOR THE APPROVAL OF THE CUSTOMER AS SOON AS PRACTICABLE BUT IN ANY CASE NO LATER THAN SIXTY (60) WORKING DAYS (OR SUCH OTHER PERIOD AS THE PARTIES MAY AGREE IN THE TEST STRATEGY OR OTHERWISE) PRIOR TO THE START

DATE FOR THE RELEVANT TESTING AS SPECIFIED IN THE IMPLEMENTATION PLAN.

4.2 EACH TEST PLAN SHALL INCLUDE AS A MINIMUM:

4.2.1 THE RELEVANT TEST DEFINITION AND THE PURPOSE OF THE TEST, THE MILESTONE TO WHICH IT RELATES, THE REQUIREMENTS BEING TESTED;

4.2.2 A DETAILED PROCEDURE FOR THE TESTS TO BE CARRIED OUT, INCLUDING:

(a) THE TIMETABLE FOR THE TESTS INCLUDING START AND END DATES;

(b) THE TESTING MECHANISM;

(c) DATES AND METHODS BY WHICH THE CUSTOMER CAN INSPECT TEST RESULTS;

(d) THE MECHANISM FOR ENSURING THE QUALITY, COMPLETENESS AND RELEVANCE OF THE TESTS;

(e) THE PROCESS WITH WHICH THE CUSTOMER WILL REVIEW TEST ISSUES AND PROGRESS ON A TIMELY BASIS; AND

(f) THE RE-TEST PROCEDURE, THE TIMETABLE AND THE RESOURCES WHICH WOULD BE REQUIRED FOR RE-TESTING.

4.3 THE CUSTOMER SHALL NOT UNREASONABLY WITHHOLD OR DELAY ITS APPROVAL OF THE TEST PLANS AND THE SUPPLIER SHALL IMPLEMENT ANY REASONABLE REQUIREMENTS OF THE CUSTOMER IN THE TEST PLANS.

5. TESTING

5.1 WHEN THE SUPPLIER HAS COMPLETED THE SERVICES IN RESPECT OF A MILESTONE IT SHALL SUBMIT ANY DELIVERABLES RELATING TO THAT MILESTONE FOR TESTING.

5.2 EACH PARTY SHALL BEAR ITS OWN COSTS IN RESPECT OF THE TESTING. HOWEVER, IF A MILESTONE IS NOT ACHIEVED THE CUSTOMER SHALL BE ENTITLED TO RECOVER FROM THE SUPPLIER, ANY REASONABLE ADDITIONAL COSTS IT MAY INCUR AS A DIRECT RESULT OF FURTHER REVIEW OR RE-TESTING OF A MILESTONE.

5.3 IF THE SUPPLIER SUCCESSFULLY COMPLETES THE REQUISITE TESTS, THE CUSTOMER SHALL ISSUE A SATISFACTION CERTIFICATE AS SOON AS REASONABLY PRACTICAL FOLLOWING SUCH SUCCESSFUL COMPLETION. NOTWITHSTANDING THE ISSUING OF ANY SATISFACTION CERTIFICATE, THE SUPPLIER SHALL REMAIN SOLELY RESPONSIBLE FOR ENSURING THAT THE

SERVICES ARE IMPLEMENTED IN ACCORDANCE WITH THIS CALL OFF CONTRACT.

6. TEST ISSUES

6.1 WHERE A TEST ISSUE IS IDENTIFIED BY THE SUPPLIER, THE PARTIES SHALL AGREE HOW SUCH TEST ISSUE SHALL BE DEALT WITH AND ANY FAILURE TO AGREE BY THE PARTIES SHALL BE RESOLVED IN ACCORDANCE WITH THE DISPUTE RESOLUTION PROCEDURE.

7. TEST QUALITY AUDIT

7.1 WITHOUT PREJUDICE TO ITS RIGHTS PURSUANT TO CLAUSE 21 (RECORDS AND AUDIT ACCESS), THE CUSTOMER OR AN AGENT OR CONTRACTOR APPOINTED BY THE CUSTOMER MAY PERFORM ON-GOING QUALITY AUDITS IN RESPECT OF ANY PART OF THE TESTING.

7.2 IF THE CUSTOMER HAS ANY CONCERNS FOLLOWING AN AUDIT IN ACCORDANCE WITH PARAGRAPH 7.1 ABOVE THE CUSTOMER WILL DISCUSS SUCH CONCERNS WITH THE SUPPLIER, GIVING THE SUPPLIER THE OPPORTUNITY TO PROVIDE FEEDBACK IN RELATION TO SPECIFIC ACTIVITIES, AND SUBSEQUENTLY PREPARE A WRITTEN REPORT FOR THE SUPPLIER DETAILING THE SAME TO WHICH THE SUPPLIER SHALL, WITHIN A REASONABLE TIMEFRAME, RESPOND IN WRITING.

7.3 IN THE EVENT OF AN INADEQUATE RESPONSE TO THE WRITTEN REPORT FROM THE SUPPLIER, THE CUSTOMER (ACTING REASONABLY) MAY WITHHOLD A SATISFACTION CERTIFICATE UNTIL THE ISSUES IN THE REPORT HAVE BEEN ADDRESSED TO THE REASONABLE SATISFACTION OF THE CUSTOMER.

8. OUTCOME OF TESTING

8.1 THE CUSTOMER WILL ISSUE A SATISFACTION CERTIFICATE WHEN IT IS SATISFIED THAT A MILESTONE HAS BEEN ACHIEVED.

8.2 IF ANY MILESTONES (OR ANY RELEVANT PART THEREOF) DO NOT PASS THE TEST IN RESPECT THEREOF THEN:

8.2.1 THE SUPPLIER SHALL RECTIFY THE CAUSE OF THE FAILURE AND RE-SUBMIT THE DELIVERABLES (OR THE RELEVANT PART) TO TESTING, PROVIDED THAT THE PARTIES AGREE THAT THERE IS SUFFICIENT

**TIME FOR THAT ACTION PRIOR TO THE RELEVANT MILESTONE DATE;
OR**

THE PARTIES SHALL TREAT THE FAILURE AS A SUPPLIER DEFAULT.

**THE CUSTOMER WILL ISSUE A SATISFACTION CERTIFICATE WHEN IT IS SATISFIED
THAT A MILESTONE HAS BEEN ACHIEVED.**

- 8.3** If any Milestones (or any relevant part thereof) do not pass the Test in respect thereof then:
- 8.3.1 the Supplier shall rectify the cause of the failure and re-submit the Deliverables (or the relevant part) to Testing, provided that the Parties agree that there is sufficient time for that action prior to the relevant Milestone Date; or
 - 8.3.2 the Parties shall treat the failure as a Supplier Default.

ANNEX 1: SATISFACTION CERTIFICATE

To: [insert name of Supplier]

FROM: [insert name of Customer]

[insert Date: dd/mm/yyyy]

Dear Sirs,

SATISFACTION CERTIFICATE

Milestones:

We refer to the agreement ("**Call Off Contract**") relating to the provision of the Goods and/or [Services] between the [insert Customer name] ("**Customer**") and [insert Supplier name] ("**Supplier**") dated [insert Call Off Commencement Date dd/mm/yyyy].

The definitions for terms capitalised in this certificate are set out in the Call Off Contract.

[We confirm that all of the [Deliverables relating to Milestone(s)]/ [Milestone(s)] *[insert relevant description and/or reference numbers(s) from the Implementation Plan]* have been successfully Achieved by the Supplier in accordance with the Test relevant to those Milestone(s).]

Yours faithfully

[insert Name]

[insert Position]

acting on behalf of [insert name of Customer]

CALL OFF SCHEDULE 6: SERVICE LEVELS, SERVICE CREDITS AND PERFORMANCE MONITORING

1. SCOPE

- 1.1 This Call Off Schedule (Service Levels, Service Credits and Performance Monitoring) sets out the Service Levels which the Supplier is required to achieve when providing the Goods and/or Services, the mechanism by which Service Level Failures and Critical Service Level Failures will be managed and the method by which the Supplier's performance in the provision by it of the Goods and/or Services will be monitored.
- 1.2 This Call Off Schedule comprises:
 - 1.2.1 Part A: Service Levels and Service Credits;
 - 1.2.2 Annex 1 to Part A - Service Levels and Service Credits Table;
 - 1.2.3 Annex 2 to Part A – Critical Service Level Failure;
 - 1.2.4 Part B: Performance Monitoring; and
 - 1.2.5 Annex 1 to Part B: Additional Performance Monitoring Requirements.

PART A: SERVICE LEVELS AND SERVICE CREDITS

2. GENERAL PROVISIONS

- 2.1 The Supplier shall provide a proactive Call Off Contract manager to ensure that all Service Levels in this Call Off Contract and Key Performance Indicators in the Framework Agreement are achieved to the highest standard throughout, respectively, the Call Off Contract Period and the Framework Period.
- 2.2 The Supplier shall provide a managed service through the provision of a dedicated Call Off Contract manager where required on matters relating to:
 - 2.2.1 Supply performance;
 - 2.2.2 Quality of [Goods and/or] Services;
 - 2.2.3 Customer support;
 - 2.2.4 Complaints handling; and
 - 2.2.5 Accurate and timely invoices.
- 2.3 The Supplier accepts and acknowledges that failure to meet the Service Level Performance Measures set out in the table in Annex 1 to this Part A of this Call Off Schedule will result in Service Credits being issued to Customers.

3. PRINCIPAL POINTS

- 3.1 The objectives of the Service Levels and Service Credits are to:
 - 3.1.1 ensure that the Goods and/or Services are of a consistently high quality and meet the requirements of the Customer;
 - 3.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Supplier's failure to deliver the level of service for which it has contracted to deliver; and
 - 3.1.3 incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

4. SERVICE LEVELS

- 4.1 Annex 1 to this Part A of this Call Off Schedule sets out the Service Levels the performance of which the Parties have agreed to measure.
- 4.2 The Supplier shall monitor its performance of this Call Off Contract by reference to the relevant performance criteria for achieving the Service Levels shown in Annex 1 to this Part A of this Call Off Schedule (the "**Service Level Performance Criteria**") and shall send the Customer a Performance Monitoring Report detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Call Off Schedule.
- 4.3 The Supplier shall, at all times, provide the Goods and/or Services in such a manner that the Service Levels Performance Measures are achieved.
- 4.4 If the level of performance of the Supplier of any element of the provision by it of the Goods and/or Services during the Call Off Contract Period:
 - 4.4.1 is likely to or fails to meet any Service Level Performance Measure or
 - 4.4.2 is likely to cause or causes a Critical Service Failure to occur,

4.4.3 the Supplier shall immediately notify the Customer in writing and the Customer, in its absolute discretion and without prejudice to any other of its rights howsoever arising including under Clause 13 of this Call Off Contract (Service Levels and Service Credits), may:

- (a) require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Customer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring; and
- (b) if the action taken under paragraph (a) above has not already prevented or remedied the Service Level Failure or Critical Service Level Failure, the Customer shall be entitled to instruct the Supplier to comply with the Rectification Plan Process; or
- (c) if a Service Level Failure has occurred, deduct from the Call Off Contract Charges the applicable Service Level Credits payable by the Supplier to the Customer in accordance with the calculation formula set out in Annex 1 of this Part A of this Call Off Schedule; or
- (d) if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure in accordance with Clause 14 of this Call Off Contract (Critical Service Level Failure) (including subject, for the avoidance of doubt, the proviso in Clause 14.1.2 of this Call Off Contract in relation to Material Breach).

4.5 Approval and implementation by the Customer of any Rectification Plan shall not relieve the Supplier of any continuing responsibility to achieve the Service Levels, or remedy any failure to do so, and no estoppels or waiver shall arise from any such Approval and/or implementation by the Customer.

5. SERVICE CREDITS – NOT USED

6. NATURE OF SERVICE CREDITS- NOT USED

7. SERVICE CREDIT CAP – NOT USED

ANNEX 1 TO PART A: SERVICE LEVELS AND SERVICE CREDITS TABLE

Telephony translation;

Service Level	Measure	Description	Minimum Performance
T1	Connectivity	At least 95% of the calls received by the Supplier which have a valid language request submitted shall be connected through to an interpreter of at least NVQ level 3 within 60 seconds at the first attempt.	95%
T2	Customer Service	All customer service calls received by the supplier to identify which language is to be translated will be answered within 2 minutes	98%

Face to Face, BSL and non-spoken language interpreters

Service Level	Measure	Description	Minimum Performance
F1	Acknowledgement	Booking requests must be acknowledged by email within 1 working day.	100%
F2	Confirmation	Booking confirmation or rejection must be communicated by email within 2 working days of the original booking request. Confirmation must include the interpreters contact details.	100%

F3	Interpreter	Interpreters offered to Acas must match the band of interpreter and minimum requirements specified at the time of booking.	95%
F4	Fulfilment	Assignments requested by Acas must be fulfilled by the Supplier or their sub-contractors within the specified timescales.	95%

Written translation;

Two service levels will be specified;

- Translation completed and returned within 24 hours of document submission
- Translation completed and returned within 48 hours of document submission

Service Level	Measure	Description	Minimum Target
W1	Acknowledgement	Written Translation requests must be acknowledged by email within 3 hours.	100%
W2	Fulfilment	Assignments requested by Acas must be fulfilled by the Supplier or their sub-contractors within the specified timescales which shall be agreed at the time of booking.	100%

ANNEX 2 TO PART A: CRITICAL SERVICE LEVEL FAILURE

In relation to the **Services** a Critical Service Level Failure shall include a delay in producing **Services** ordered by the Customer in excess of twenty four (24) hours more than once in any three (3) Month period or more than three (3) times in any rolling twelve (12) Month period.

PART B: PERFORMANCE MONITORING

8. PRINCIPAL POINTS

- 8.1 Part B to this Call Off Schedule provides the methodology for monitoring the provision of the Goods and/or Services:
 - 8.1.1 to ensure that the Supplier is complying with the Service Levels; and
 - 8.1.2 for identifying any failures to achieve Service Levels in the performance of the Supplier and/or provision of the Goods and/or Services ("**Performance Monitoring System**").
- 8.2 Within twenty (20) Working Days of the Call Off Commencement Date the Supplier shall provide the Customer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.

9. REPORTING OF SERVICE FAILURES

- 9.1 The Supplier shall report all failures to achieve Service Levels and any Critical Service Level Failure to the Customer in accordance with the processes agreed in paragraph 8.2 of Part B of this Call Off Schedule above.

10. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 10.1 The Supplier shall provide the Customer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 8.2 of Part B of this Call Off Schedule above which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
 - 10.1.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
 - 10.1.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
 - 10.1.3 any Critical Service Level Failures and details in relation thereto;
 - 10.1.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 10.1.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
 - 10.1.6 such other details as the Customer may reasonably require from time to time.
- 10.2 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a monthly basis (unless otherwise agreed). The Performance Review Meetings will be the forum for the review by the Supplier and the Customer of the Performance Monitoring Reports. The Performance Review Meetings shall (unless otherwise agreed):
 - 10.2.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier;

- 10.2.2 take place at such location and time (within normal business hours) as the Customer shall reasonably require unless otherwise agreed in advance;
 - 10.2.3 be attended by the Supplier's Representative and the Customer's Representative; and
 - 10.2.4 be fully minuted by the Supplier. The prepared minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Customer's Representative and any other recipients agreed at the relevant meeting. The minutes of the preceding month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Customer's Representative at each meeting.
- 10.3 The Customer shall be entitled to raise any additional questions and/or request any further information regarding any failure to achieve Service Levels.
- 10.4 The Supplier shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.

11. SATISFACTION SURVEYS

- 11.1 In order to assess the level of performance of the Supplier, the Customer may undertake satisfaction surveys in respect of the Supplier's provision of the Goods and/or Services.
- 11.2 The Customer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Goods and/or Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Call Off Contract.
- 11.3 All other suggestions for improvements to the provision of Goods and/or Services shall be dealt with as part of the continuous improvement programme pursuant to Clause 18 of this Call Off Contract (Continuous Improvement).

ANNEX 1 TO PART B: ADDITIONAL PERFORMANCE MONITORING REQUIREMENTS
NOT REQUIRED

CALL OFF SCHEDULE 7: STANDARDS
NOT USED

CALL OFF SCHEDULE 8: SECURITY

1. DEFINITIONS

1.1 In this Call Off Schedule 8, the following definitions shall apply:

"Breach of Security"	means the occurrence of: <ul style="list-style-type: none">a) any unauthorised access to or use of the Goods and/or Services, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Customer Data) used by the Customer and/or the Supplier in connection with this Call Off Contract; and/orb) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Customer Data), including any copies of such information or data, used by the Customer and/or the Supplier in connection with this Call Off Contract, in either case as more particularly set out in the security requirements in the Security Policy;
"ISMS"	the information security management system and process developed by the Supplier in accordance with paragraph 3 (ISMS) as updated from time to time in accordance with this Schedule 8; and
"Security Tests"	tests to validate the ISMS and security of all relevant processes, systems, incident response plans, patches to vulnerabilities and mitigations to Breaches of Security.

2. INTRODUCTION

- 2.1 The Parties acknowledge that the purpose of the ISMS and Security Management Plan are to ensure a good organisational approach to security under which the specific requirements of this Call Off Contract will be met.
- 2.2 The Parties shall each appoint a security representative to be responsible for Security. The initial security representatives of the Parties are:
- 2.2.1 Jeremy King – jking@acas.org.uk
- 2.2.2 Azeem Javid - aj@creative-n.com
- 2.3 If the persons named in paragraphs 2.2.1 and 2.2.2 are included as Key Personnel, Clause 26 (Key Personnel) shall apply in relation to such persons.
- 2.4 The Customer shall clearly articulate its high level security requirements so that the Supplier can ensure that the ISMS, security related activities and any mitigations are driven by these fundamental needs.
- 2.5 Both Parties shall provide a reasonable level of access to any members of their personnel for the purposes of designing, implementing and managing security.
- 2.6 The Supplier shall use as a minimum Good Industry Practice in the day to day operation of any system holding, transferring or processing Customer Data and any system that could directly or indirectly have an impact on that information, and

shall ensure that Customer Data remains under the effective control of the Supplier at all times.

- 2.7 The Supplier shall ensure the up-to-date maintenance of a security policy relating to the operation of its own organisation and systems and on request shall supply this document as soon as practicable to the Customer.
- 2.8 The Customer and the Supplier acknowledge that information security risks are shared between the Parties and that a compromise of either the Supplier or the Customer's security provisions represents an unacceptable risk to the Customer requiring immediate communication and co-operation between the Parties.

3. ISMS

- 3.1 The Supplier shall develop and submit to the Customer for the Customer's Approval, within twenty (20) working days after the Call Off Commencement Date or such other date as agreed between the Parties, an information security management system for the purposes of this Call Off Contract, which shall comply with the requirements of paragraphs 3.3 to 3.5 of this Call Off Schedule 8 (Security).
- 3.2 The Supplier acknowledges that the Customer places great emphasis on the reliability of the performance of the Goods and/or Services, confidentiality, integrity and availability of information and consequently on the security provided by the ISMS and that the Supplier shall be responsible for the effective performance of the ISMS.
- 3.3 The ISMS shall:
 - 3.3.1 unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Goods and/or Services and all processes associated with the provision of the Goods and/or Services, including the Customer Premises, the Sites, any ICT, information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call Off Contract;
 - 3.3.2 meet the relevant standards in ISO/IEC 27001 and ISO/IEC27002 in accordance with Paragraph 7;and
 - 3.3.3 at all times provide a level of security which:
 - (a) is in accordance with the Law and this Call Off Contract;
 - (b) as a minimum demonstrates Good Industry Practice;
 - (c) complies with the Security Policy;
 - (d) complies with at least the minimum set of security measures and standards as determined by the Security Policy Framework (Tiers 1-4)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255910/HMG_Security_Policy_Framework_V11.0.pdf ;
 - (e) takes account of guidance issued by the Centre for Protection of National Infrastructure on Risk Management
http://www.cpni.gov.uk/Documents/Publications/2005/2005003 - Risk_management.pdf

- (f) complies with HMG Information Assurance Maturity Model and Assurance Framework
<http://www.cesg.gov.uk/publications/Documents/iamm-assessment-framework.pdf>
 - (g) meets any specific security threats of immediate relevance to the Goods and/or Services and/or Customer Data; and
 - (h) complies with the Customer's ICT policies:
- 3.3.4 document the security incident management processes and incident response plans;
- 3.3.5 document the vulnerability management policy including processes for identification of system vulnerabilities and assessment of the potential impact on the Goods and/or Services of any new threat, vulnerability or exploitation technique of which the Supplier becomes aware; and
- 3.3.6 be certified by (or by a person with the direct delegated authority of) a Supplier's main board representative, being the "Chief Security Officer", "Chief Information Officer", "Chief Technical Officer" or "Chief Financial Officer" (or equivalent as agreed in writing by the Customer in advance of issue of the relevant Security Management Plan).
- 3.4 Subject to Clause 34 of this Call Off Contract (Security and Protection of Information) the references to Standards, guidance and policies contained or set out in paragraph 3.3 of this Call Off Schedule shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 3.5 In the event that the Supplier becomes aware of any inconsistency in the provisions of the standards, guidance and policies set out in paragraph 3.3 of this Call Off Schedule, the Supplier shall immediately notify the Customer Representative of such inconsistency and the Customer Representative shall, as soon as practicable, notify the Supplier as to which provision the Supplier shall comply with.
- 3.6 If the ISMS submitted to the Customer pursuant to paragraph 3.1 of this Call Off Schedule is Approved by the Customer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Call Off Schedule. If the ISMS is not Approved by the Customer, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Customer and re-submit it to the Customer for Approval. The Parties shall use all reasonable endeavours to ensure that the Approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days (or such other period as the Parties may agree in writing) from the date of the first submission of the ISMS to the Customer. If the Customer does not Approve the ISMS following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Customer pursuant to this paragraph 3 of this Call Off Schedule may be unreasonably withheld or delayed. However any failure to approve the ISMS on the grounds that it does not comply with any of the requirements set out in paragraphs 3.3 to 3.5 of this Call Off Schedule shall be deemed to be reasonable.
- 3.7 Approval by the Customer of the ISMS pursuant to paragraph 3.6 of this Call Off Schedule or of any change to the ISMS shall not relieve the Supplier of its obligations under this Schedule.

4. SECURITY MANAGEMENT PLAN

- 4.1 Within twenty (20) Working Days after the Call Off Commencement Date, the Supplier shall prepare and submit to the Customer for Approval in accordance with paragraph 4 of this Call Off Schedule a fully developed, complete and up-to-date Security Management Plan which shall comply with the requirements of paragraph 4.2 of this Call Off Schedule.
- 4.2 The Security Management Plan shall:
- 4.2.1 be based on the initial Security Management Plan set out in Annex 2 (Security Management Plan);
 - 4.2.2 comply with the Security Policy;
 - 4.2.3 identify the necessary delegated organisational roles defined for those responsible for ensuring this Call Off Schedule is complied with by the Supplier;
 - 4.2.4 detail the process for managing any security risks from Sub-Contractors and third parties authorised by the Customer with access to the Goods and/or Services, processes associated with the delivery of the Goods and/or Services, the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) and any system that could directly or indirectly have an impact on that information, data and/or the Goods and/or Services;
 - 4.2.5 unless otherwise specified by the Customer in writing, be developed to protect all aspects of the Goods and/or Services and all processes associated with the delivery of the Goods and/or Services, including the Customer Premises, the Sites and any ICT, Information and data (including the Customer's Confidential Information and the Customer Data) to the extent used by the Customer or the Supplier in connection with this Call Off Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Goods and/or Services;
 - 4.2.6 set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Goods and/or Services and all processes associated with the delivery of the Goods and/or Services and at all times comply with and specify security measures and procedures which are sufficient to ensure that the Goods and/or Services comply with the provisions of this Call Off Schedule 8 (including the requirements set out in paragraph 3.3 of this Call Off Schedule);
 - 4.2.7 set out the plans for transitioning all security arrangements and responsibilities from those in place at the Call Off Commencement Date to those incorporated in the ISMS within the timeframe agreed between the Parties.
 - 4.2.8 be structured in accordance with ISO/IEC27001 and ISO/IEC27002, cross-referencing if necessary to other Schedules which cover specific areas included within those standards; and
 - 4.2.9 be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Customer engaged in the Goods and/or Services and shall reference only documents which are in the possession of the Parties or whose location is otherwise specified in this Call Off Schedule .

- 4.3 If the Security Management Plan submitted to the Customer pursuant to paragraph 3.1 of this Call Off Schedule is Approved by the Customer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Call Off Schedule. If the Security Management Plan is not approved by the Customer, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Customer and re-submit it to the Customer for Approval. The Parties shall use all reasonable endeavours to ensure that the Approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days (or such other period as the Parties may agree in writing) from the date of the first submission to the Customer of the Security Management Plan. If the Customer does not Approve the Security Management Plan following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Customer pursuant to this paragraph may be unreasonably withheld or delayed. However any failure to approve the Security Management Plan on the grounds that it does not comply with the requirements set out in paragraph 4.2 of this Call Off Schedule shall be deemed to be reasonable.
- 4.4 Approval by the Customer of the Security Management Plan pursuant to paragraph 4.3 of this Call Off Schedule or of any change or amendment to the Security Management Plan shall not relieve the Supplier of its obligations under this Call Off Schedule.

5. AMENDMENT AND REVISION OF THE ISMS AND SECURITY MANAGEMENT PLAN

- 5.1 The ISMS and Security Management Plan shall be fully reviewed and updated by the Supplier and at least annually to reflect:
- 5.1.1 emerging changes in Good Industry Practice;
 - 5.1.2 any change or proposed change to Goods and/or Services and/or associated processes;
 - 5.1.3 any changes to the Security Policy;
 - 5.1.4 any new perceived or changed security threats; and
 - 5.1.5 any reasonable change in requirement requested by the Customer.
- 5.2 The Supplier shall provide the Customer with the results of such reviews as soon as reasonably practicable after their completion and amend the ISMS and Security Management Plan at no additional cost to the Customer. The results of the review shall include, without limitation:
- 5.2.1 suggested improvements to the effectiveness of the ISMS;
 - 5.2.2 updates to the risk assessments;
 - 5.2.3 proposed modifications to respond to events that may impact on the ISMS including the security incident management process, incident response plans and general procedures and controls that affect information security; and
 - 5.2.4 suggested improvements in measuring the effectiveness of controls.
- 5.3 Subject to paragraph 5.4 of this Call Off Schedule, any change which the Supplier proposes to make to the ISMS or Security Management Plan (as a result of a review carried out pursuant to paragraph 5.1 of this Call Off Schedule, a Customer request, a change to Annex 1 (Security) or otherwise) shall be subject to the Variation Procedure and shall not be implemented until Approved in writing by the Customer.

- 5.4 The Customer may, where it is reasonable to do so, Approve and require changes or amendments to the ISMS or Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment for the purposes of this Call Off Contract.

6. SECURITY TESTING

- 6.1 The Supplier shall conduct Security Tests from time to time (and at least annually across the scope of the ISMS) and additionally after any change or amendment to the ISMS (including security incident management processes and incident response plans) or the Security Management Plan. Security Tests shall be designed and implemented by the Supplier so as to minimise the impact on the delivery of the Goods and/or Services and the date, timing, content and conduct of such Security Tests shall be agreed in advance with the Customer. Subject to compliance by the Supplier with the foregoing requirements, if any Security Tests adversely affect the Supplier's ability to deliver the Goods and/or Services so as to meet the Service Level Performance Measures, the Supplier shall be granted relief against any resultant under-performance for the period of the Security Tests.
- 6.2 The Customer shall be entitled to send a representative to witness the conduct of the Security Tests. The Supplier shall provide the Customer with the results of such Security Tests (in a form approved by the Customer in advance) as soon as practicable after completion of each Security Test.
- 6.3 Without prejudice to any other right of audit or access granted to the Customer pursuant to this Call Off Contract, the Customer and/or its authorised representatives shall be entitled, at any time upon giving reasonable notice to the Supplier, to carry out such tests (including penetration tests) as it may deem necessary in relation to the ISMS and the Supplier's compliance with the ISMS and the Security Management Plan. The Customer may notify the Supplier of the results of such tests after completion of each such test. If any such Customer's test adversely affects the Supplier's ability to deliver the Services so as to meet the Target Performance Levels, the Supplier shall be granted relief against any resultant under-performance for the period of the Customer's test.
- 6.4 Where any Security Test carried out pursuant to paragraphs 6.2 or 6.3 of this Call Off Schedule reveals any actual or potential Breach of Security or weaknesses (including un-patched vulnerabilities, poor configuration and/or incorrect system management), the Supplier shall promptly notify the Customer of any changes to the ISMS and to the Security Management Plan (and the implementation thereof) which the Supplier proposes to make in order to correct such failure or weakness. Subject to the Customer's prior written Approval, the Supplier shall implement such changes to the ISMS and the Security Management Plan and repeat the relevant Security Tests in accordance with the timetable agreed with the Customer or, otherwise, as soon as reasonably possible. For the avoidance of doubt, where the change to the ISMS or Security Management Plan is to address a non-compliance with the Security Policy or security requirements (as set out in Annex 1 (Security) to this Call Off Schedule) or the requirements of this Call Off Schedule, the change to the ISMS or Security Management Plan shall be at no cost to the Customer.
- 6.5 If any repeat Security Test carried out pursuant to paragraph 6.4 of this Call Off Schedule reveals an actual or potential Breach of Security exploiting the same root cause failure, such circumstance shall constitute a material Default of this Call Off Contract.

7. ISMS COMPLIANCE

- 7.1 The Customer shall be entitled to carry out such security audits as it may reasonably deem necessary in order to ensure that the ISMS maintains compliance with the principles and practices of ISO 27001 and/or the Security Policy.
- 7.2 If, on the basis of evidence provided by such security audits, it is the Customer's reasonable opinion that compliance with the principles and practices of ISO/IEC 27001 and/or the Security Policy are not being achieved by the Supplier, then the Customer shall notify the Supplier of the same and give the Supplier a reasonable time (having regard to the extent and criticality of any non-compliance and any other relevant circumstances) to implement and remedy. If the Supplier does not become compliant within the required time then the Customer shall have the right to obtain an independent audit against these standards in whole or in part.
- 7.3 If, as a result of any such independent audit as described in paragraph 7.2 of this Call Off Schedule the Supplier is found to be non-compliant with the principles and practices of ISO/IEC 27001 and/or the Security Policy then the Supplier shall, at its own expense, undertake those actions required in order to achieve the necessary compliance and shall reimburse in full the costs incurred by the Customer in obtaining such audit.

8. BREACH OF SECURITY

- 8.1 Either Party shall notify the other in accordance with the agreed security incident management process as defined by the ISMS upon becoming aware of any breach of security or any potential or attempted Breach of Security.
- 8.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in paragraph 8.1 of this Call Off Schedule, the Supplier shall:
 - 8.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Customer) necessary to:
 - (a) minimise the extent of actual or potential harm caused by any Breach of Security;
 - (b) remedy such Breach of Security to the extent necessary protect the integrity of the Customer Property and/or Customer Assets to the extent within its control against any such Breach of Security or any potential or attempted Breach of Security;
 - (c) apply a tested mitigation against any such Breach of Security or attempted Breach of Security and provided that reasonable testing has been undertaken by the Supplier, if the mitigation adversely affects the Supplier's ability to provide the Goods and/or Services so as to meet the relevant Service Level Performance Measures, the Supplier shall be granted relief against any resultant under-performance for such period as the Customer, acting reasonably, may specify by written notice to the Supplier;
 - (d) prevent a further Breach of Security or attempted Breach of Security in the future exploiting the same root cause failure; and
 - (e) supply any requested data to the Customer (or the Computer Emergency Response Team for UK Government ("GovCertUK"))

on the Customer's request within two (2) Working Days and without charge (where such requests are reasonably related to a possible incident or compromise); and

- (f) as soon as reasonably practicable provide to the Customer full details (using the reporting mechanism defined by the ISMS) of the Breach of Security or attempted Breach of Security, including a root cause analysis where required by the Customer.

- 8.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the ISMS with the Security Policy or the requirements of this Call Off Schedule, then any required change to the ISMS shall be at no cost to the Customer.

ANNEX 1: SECURITY POLICY

NOT USED

ANNEX 2: SECURITY MANAGEMENT PLAN

NOT USED

CALL OFF SCHEDULE 9: BUSINESS CONTINUITY AND DISASTER RECOVERY
NOT USED

CALL OFF SCHEDULE 10: EXIT MANAGEMENT

1. DEFINITIONS

1.1 In this Call Off Schedule, the following definitions shall apply:

"Exclusive Assets"	means those Supplier Assets used by the Supplier or a Key Sub-Contractor which are used exclusively in the provision of the Goods and/or Services;
"Exit Information"	has the meaning given to it in paragraph 4.1 of this Call Off Schedule;
"Exit Manager"	means the person appointed by each Party pursuant to paragraph 3.4 of this Call Off Schedule for managing the Parties' respective obligations under this Call Off Schedule;
"Net Book Value"	means the net book value of the relevant Supplier Asset(s) calculated in accordance with the depreciation policy of the Supplier set out in the letter in the agreed form from the Supplier to the Customer of even date with this Call Off Contract;
"Non-Exclusive Assets"	means those Supplier Assets (if any) which are used by the Supplier or a Key Sub-Contractor in connection with the Goods and/or Services but which are also used by the Supplier or Key Sub-Contractor for other purposes;
"Registers"	means the register and configuration database referred to in paragraphs 3.1.1 and 3.1.2 of this Call Off Schedule;
"Termination Assistance"	means the activities to be performed by the Supplier pursuant to the Exit Plan, and any other assistance required by the Customer pursuant to the Termination Assistance Notice;
"Termination Assistance Notice"	has the meaning given to it in paragraph 6.1 of this Call Off Schedule;
"Termination Assistance Period"	means in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to paragraph 6.2 of this Call Off Schedule;

"Transferable Assets"	means those of the Exclusive Assets which are capable of legal transfer to the Customer;
"Transferable Contracts"	means the Sub-Contracts, licences for Supplier Background IPR, Project Specific IPR, licences for Third Party IPR or other agreements which are necessary to enable the Customer or any Replacement Supplier to perform the Goods and/or Services or the Replacement Goods and/or Replacement Services, including in relation to licences all relevant Documentation;
"Transferring Assets"	has the meaning given to it in paragraph 9.2.1 of this Call Off Schedule;
"Transferring Contracts"	has the meaning given to it in paragraph 9.2.3 of this Call Off Schedule.

2. INTRODUCTION

- 2.1 This Call Off Schedule describes provisions that should be included in the Exit Plan, the duties and responsibilities of the Supplier to the Customer leading up to and covering the Call Off Expiry Date and the transfer of service provision to the Customer and/or a Replacement Supplier.
- 2.2 The objectives of the exit planning and service transfer arrangements are to ensure a smooth transition of the availability of the Goods and/or Services from the Supplier to the Customer and/or a Replacement Supplier at the Call Off Expiry Date.

3. OBLIGATIONS DURING THE CALL OFF CONTRACT PERIOD TO FACILITATE EXIT

- 3.1 During the Call Off Contract Period, the Supplier shall:
 - 3.1.1 create and maintain a Register of all:
 - (a) Supplier Assets, detailing their:
 - (i) make, model and asset number;
 - (ii) ownership and status as either Exclusive Assets or Non-Exclusive Assets;
 - (iii) Net Book Value;
 - (iv) condition and physical location; and
 - (v) use (including technical specifications); and
 - (b) Sub-Contracts and other relevant agreements (including relevant software licences, maintenance and support agreements and equipment rental and lease agreements) required for the performance of the Goods and/or Services;
 - 3.1.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Goods and/or Services, which shall contain sufficient detail to permit the Customer and/or Replacement Supplier to understand how the Supplier provides the Goods and/or Services and to enable the

- smooth transition of the Goods and/or Services with the minimum of disruption;
- 3.1.3 agree the format of the Registers with the Customer as part of the process of agreeing the Exit Plan; and
- 3.1.4 at all times keep the Registers up to date, in particular in the event that Assets, Sub-Contracts or other relevant agreements are added to or removed from the Goods and/or Services.
- 3.2 The Supplier shall:
 - 3.2.1 procure that all Exclusive Assets listed in the Registers are clearly marked to identify that they are exclusively used for the provision of the Goods and/or Services under this Call Off Contract; and
 - 3.2.2 (unless otherwise agreed by the Customer in writing) procure that all licences for Third Party IPR and all Sub-Contracts shall be assignable and/or capable of novation at the request of the Customer to the Customer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Goods and/or Services (or part of them) without restriction (including any need to obtain any consent or approval) or payment by the Customer.
- 3.3 Where the Supplier is unable to procure that any Sub-Contract or other agreement referred to in paragraph 3.2.2 of this Call Off Schedule which the Supplier proposes to enter into after the Call Off Commencement Date is assignable and/or capable of novation to the Customer (and/or its nominee) and/or any Replacement Supplier without restriction or payment, the Supplier shall promptly notify the Customer of this and the Parties shall (acting reasonably and without undue delay) discuss the appropriate action to be taken which, where the Customer so directs, may include the Supplier seeking an alternative Sub-Contractor or provider of goods and/or services to which the relevant agreement relates.
- 3.4 Each Party shall appoint a person for the purposes of managing the Parties' respective obligations under this Call Off Schedule and provide written notification of such appointment to the other Party within three (3) months of the Call Off Commencement Date. The Supplier's Exit Manager shall be responsible for ensuring that the Supplier and its employees, agents and Sub-Contractors comply with this Call Off Schedule. The Supplier shall ensure that its Exit Manager has the requisite Authority to arrange and procure any resources of the Supplier as are reasonably necessary to enable the Supplier to comply with the requirements set out in this Call Off Schedule. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the termination of this Call Off Contract and all matters connected with this Call Off Schedule and each Party's compliance with it.

4. OBLIGATIONS TO ASSIST ON RE-TENDERING OF GOODS AND/OR SERVICES

- 4.1 On reasonable notice at any point during the Call Off Contract Period, the Supplier shall provide to the Customer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), the following material and information in order to facilitate the preparation by the Customer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence:
 - 4.1.1 details of the Service(s);
 - 4.1.2 a copy of the Registers, updated by the Supplier up to the date of delivery of such Registers;

- 4.1.3 an inventory of Customer Data in the Supplier's possession or control;
- 4.1.4 details of any key terms of any third party contracts and licences, particularly as regards charges, termination, assignment and novation;
- 4.1.5 a list of on-going and/or threatened disputes in relation to the provision of the Goods and/or Services;
- 4.1.6 all information relating to Transferring Supplier Employees required to be provided by the Supplier under this Call Off Contract; and
- 4.1.7 such other material and information as the Customer shall reasonably require,

(together, the “**Exit Information**”).

- 4.2 The Supplier acknowledges that the Customer may disclose the Supplier's Confidential Information to an actual or prospective Replacement Supplier or any third party whom the Customer is considering engaging to the extent that such disclosure is necessary in connection with such engagement (except that the Customer may not under this paragraph 4.2 of this Call Off Schedule disclose any Supplier's Confidential Information which is information relating to the Supplier's or its Sub-Contractors' prices or costs).
- 4.3 The Supplier shall:
 - 4.3.1 notify the Customer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Goods and/or Services and shall consult with the Customer regarding such proposed material changes; and
 - 4.3.2 provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and in any event within ten (10) Working Days of a request in writing from the Customer.
- 4.4 The Supplier may charge the Customer for its reasonable additional costs to the extent the Customer requests more than four (4) updates in any six (6) month period.
- 4.5 The Exit Information shall be accurate and complete in all material respects and the level of detail to be provided by the Supplier shall be such as would be reasonably necessary to enable a third party to:
 - 4.5.1 prepare an informed offer for those Goods and/or Services; and
 - 4.5.2 not be disadvantaged in any subsequent procurement process compared to the Supplier (if the Supplier is invited to participate).

5. EXIT PLAN

- 5.1 The Supplier shall, within three (3) months after the Call Off Commencement Date, deliver to the Customer an Exit Plan which:
 - 5.1.1 sets out the Supplier's proposed methodology for achieving an orderly transition of the Goods and/or Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Call Off Contract;
 - 5.1.2 complies with the requirements set out in paragraph 5.3 of this Call Off Schedule;
 - 5.1.3 is otherwise reasonably satisfactory to the Customer.

- 5.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 5.3 Unless otherwise specified by the Customer or Approved, the Exit Plan shall set out, as a minimum:
- 5.3.1 how the Exit Information is obtained;
 - 5.3.2 the management structure to be employed during both transfer and cessation of the Goods and/or Services;
 - 5.3.3 the management structure to be employed during the Termination Assistance Period;
 - 5.3.4 a detailed description of both the transfer and cessation processes, including a timetable;
 - 5.3.5 how the Goods and/or Services will transfer to the Replacement Supplier and/or the Customer, including details of the processes, documentation, data transfer, systems migration, security and the segregation of the Customer's technology components from any technology components operated by the Supplier or its Sub-Contractors (where applicable);
 - 5.3.6 details of contracts (if any) which will be available for transfer to the Customer and/or the Replacement Supplier upon the Call Off Expiry Date together with any reasonable costs required to effect such transfer (and the Supplier agrees that all assets and contracts used by the Supplier in connection with the provision of the Goods and/or Services will be available for such transfer);
 - 5.3.7 proposals for the training of key members of the Replacement Supplier's personnel in connection with the continuation of the provision of the Goods and/or Services following the Call Off Expiry Date charged at rates agreed between the Parties at that time;
 - 5.3.8 proposals for providing the Customer or a Replacement Supplier copies of all documentation:
 - (a) used in the provision of the Goods and/or Services and necessarily required for the continued use thereof, in which the Intellectual Property Rights are owned by the Supplier; and
 - (b) relating to the use and operation of the Goods and/or Services;
 - 5.3.9 proposals for the assignment or novation of the provision of all services, leases, maintenance agreements and support agreements utilised by the Supplier in connection with the performance of the supply of the Goods and/or Services;
 - 5.3.10 proposals for the identification and return of all Customer Property in the possession of and/or control of the Supplier or any third party (including any Sub-Contractor);
 - 5.3.11 proposals for the disposal of any redundant Goods and/or Services and materials;
 - 5.3.12 procedures to deal with requests made by the Customer and/or a Replacement Supplier for Staffing Information pursuant to Call Off Schedule 11 (Staff Transfer);

- 5.3.13 how each of the issues set out in this Call Off Schedule will be addressed to facilitate the transition of the Goods and/or Services from the Supplier to the Replacement Supplier and/or the Customer with the aim of ensuring that there is no disruption to or degradation of the Goods and/or Services during the Termination Assistance Period; and
- 5.3.14 proposals for the supply of any other information or assistance reasonably required by the Customer or a Replacement Supplier in order to effect an orderly handover of the provision of the Goods and/or Services.

6. TERMINATION ASSISTANCE

- 6.1 The Customer shall be entitled to require the provision of Termination Assistance at any time during the Call Off Contract Period by giving written notice to the Supplier (a "**Termination Assistance Notice**") at least four (4) months prior to the Call Off Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
 - 6.1.1 the date from which Termination Assistance is required;
 - 6.1.2 the nature of the Termination Assistance required; and
 - 6.1.3 the period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) months after the date that the Supplier ceases to provide the Goods and/or Services.
- 6.2 The Customer shall have an option to extend the Termination Assistance Period beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend for more than six (6) months after the date the Supplier ceases to provide the Goods and/or Services or, if applicable, beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier to such effect no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Customer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier to such effect.

7. TERMINATION ASSISTANCE PERIOD

- 7.1 Throughout the Termination Assistance Period, or such shorter period as the Customer may require, the Supplier shall:
 - 7.1.1 continue to provide the Goods and/or Services (as applicable) and, if required by the Customer pursuant to paragraph 6.1 of this Call Off Schedule, provide the Termination Assistance;
 - 7.1.2 in addition to providing the Goods and/or Services and the Termination Assistance, provide to the Customer any reasonable assistance requested by the Customer to allow the Goods and/or Services to continue without interruption following the termination or expiry of this Call Off Contract and to facilitate the orderly transfer of responsibility for and conduct of the Goods and/or Services to the Customer and/or its Replacement Supplier;

- 7.1.3 use all reasonable endeavours to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call Off Schedule without additional costs to the Customer;
 - 7.1.4 provide the Goods and/or Services and the Termination Assistance at no detriment to the Service Level Performance Measures, save to the extent that the Parties agree otherwise in accordance with paragraph 7.3; and
 - 7.1.5 at the Customer's request and on reasonable notice, deliver up-to-date Registers to the Customer.
- 7.2 Without prejudice to the Supplier's obligations under paragraph 7.1.3 of this Call Off Schedule, if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in paragraph 7.1.2 of this Call Off Schedule without additional costs to the Customer, any additional costs incurred by the Supplier in providing such reasonable assistance which is not already in the scope of the Termination Assistance or the Exit Plan shall be subject to the Variation Procedure.
- 7.3 If the Supplier demonstrates to the Customer's reasonable satisfaction that transition of the Goods and/or Services and provision of the Termination Assist during the Termination Assistance Period will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Service Level Performance Measure(s), the Parties shall vary the relevant Service Level Performance Measure(s) and/or the applicable Service Credits to take account of such adverse effect.

8. TERMINATION OBLIGATIONS

- 8.1 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 8.2 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Goods and/or Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), the Supplier shall:
- 8.2.1 cease to use the Customer Data;
 - 8.2.2 provide the Customer and/or the Replacement Supplier with a complete and uncorrupted version of the Customer Data in electronic form (or such other format as reasonably required by the Customer);
 - 8.2.3 erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Customer Data and promptly certify to the Customer that it has completed such deletion;
 - 8.2.4 return to the Customer such of the following as is in the Supplier's possession or control:
 - (a) all materials created by the Supplier under this Call Off Contract in which the IPRs are owned by the Customer;
 - (b) any equipment which belongs to the Customer;
 - (c) any items that have been on-charged to the Customer, such as consumables; and
 - (d) all Customer Property issued to the Supplier under Clause 31 of this Call Off Contract (Customer Property). Such Customer

Property shall be handed back to the Customer in good working order (allowance shall be made only for reasonable wear and tear);

- (e) any sums prepaid by the Customer in respect of Goods and/or Services not Delivered by the Call Off Expiry Date;

8.2.5 vacate any Customer Premises;

8.2.6 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Goods and/or Services and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier and/or any Supplier Personnel;

8.2.7 provide access during normal working hours to the Customer and/or the Replacement Supplier for up to twelve (12) months after expiry or termination to:

- (a) such information relating to the Goods and/or Services as remains in the possession or control of the Supplier; and
- (b) such members of the Supplier Personnel as have been involved in the design, development and provision of the Goods and/or Services and who are still employed by the Supplier, provided that the Customer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to requests for access under this paragraph.

8.3 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Goods and/or Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Goods and/or Services or Termination Services or for statutory compliance purposes.

8.4 Except where this Call Off Contract provides otherwise, all licences, leases and authorisations granted by the Customer to the Supplier in relation to the Goods and/or Services shall be terminated with effect from the end of the Termination Assistance Period.

9. ASSETS AND SUB-CONTRACTS

9.1 Following notice of termination of this Call Off Contract and during the Termination Assistance Period, the Supplier shall not, without the Customer's prior written consent:

9.1.1 terminate, enter into or vary any Sub-Contract;

9.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets; or

9.1.3 terminate, enter into or vary any licence for software in connection with the provision of Goods and/or Services.

- 9.2 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier pursuant to paragraph 7.1.5 of this Call Off Schedule, the Customer shall provide written notice to the Supplier setting out:
- 9.2.1 which, if any, of the Transferable Assets the Customer requires to be transferred to the Customer and/or the Replacement Supplier (**"Transferring Assets"**);
 - 9.2.2 which, if any, of:
 - (a) the Exclusive Assets that are not Transferable Assets; and
 - (b) the Non-Exclusive Assets,
 the Customer and/or the Replacement Supplier requires the continued use of; and
 - 9.2.3 which, if any, of Transferable Contracts the Customer requires to be assigned or novated to the Customer and/or the Replacement Supplier (the **"Transferring Contracts"**),
- in order for the Customer and/or its Replacement Supplier to provide the Goods and/or Services from the expiry of the Termination Assistance Period. Where requested by the Customer and/or its Replacement Supplier, the Supplier shall provide all reasonable assistance to the Customer and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts the Customer and/or its Replacement Supplier requires to provide the Goods and/or Services or the Replacement Goods and/or Replacement Services.
- 9.3 With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Customer and/or its nominated Replacement Supplier for a consideration equal to their Net Book Value, except where the cost of the Transferring Asset has been partially or fully paid for through the Call Off Contract Charges at the Call Off expiry Date, in which case the Customer shall pay the Supplier the Net Book Value of the Transferring Asset less the amount already paid through the Call Off Contract Charges.
- 9.4 Risk in the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title to the Transferring Assets shall pass to the Customer or the Replacement Supplier (as appropriate) on payment for the same.
- 9.5 Where the Supplier is notified in accordance with paragraph 9.2.2 of this Call Off Schedule that the Customer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:
- 9.5.1 procure a non-exclusive, perpetual, royalty-free licence (or licence on such other terms that have been agreed by the Customer) for the Customer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
 - 9.5.2 procure a suitable alternative to such assets and the Customer or the Replacement Supplier shall bear the reasonable proven costs of procuring the same.
- 9.6 The Supplier shall as soon as reasonably practicable assign or procure the novation to the Customer and/or the Replacement Supplier of the Transferring Contracts. The Supplier shall execute such documents and provide such other assistance as the Customer reasonably requires to effect this novation or assignment.

- 9.7 The Customer shall:
- 9.7.1 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
 - 9.7.2 once a Transferring Contract is novated or assigned to the Customer and/or the Replacement Supplier, carry out, perform and discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
- 9.8 The Supplier shall hold any Transferring Contracts on trust for the Customer until such time as the transfer of the relevant Transferring Contract to the Customer and/or the Replacement Supplier has been effected.
- 9.9 The Supplier shall indemnify the Customer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Customer (and/or Replacement Supplier) pursuant to paragraph 9.6 of this Call Off Schedule in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract.

10. SUPPLIER PERSONNEL

- 10.1 The Customer and Supplier agree and acknowledge that in the event of the Supplier ceasing to provide the Goods and/or Services or part of them for any reason, Call Off Schedule 11 (Staff Transfer) shall apply.
- 10.2 The Supplier shall not take any step (expressly or implicitly and directly or indirectly by itself or through any other person) to dissuade or discourage any employees engaged in the provision of the Goods and/or Services from transferring their employment to the Customer and/or the Replacement Supplier.
- 10.3 During the Termination Assistance Period, the Supplier shall give the Customer and/or the Replacement Supplier reasonable access to the Supplier's personnel to present the case for transferring their employment to the Customer and/or the Replacement Supplier.
- 10.4 The Supplier shall immediately notify the Customer or, at the direction of the Customer, the Replacement Supplier of any period of notice given by the Supplier or received from any person referred to in the Staffing Information, regardless of when such notice takes effect.
- 10.5 The Supplier shall not for a period of twelve (12) months from the date of transfer re-employ or re-engage or entice any employees, suppliers or Sub-Contractors whose employment or engagement is transferred to the Customer and/or the Replacement Supplier, unless approval has been obtained from the Customer which shall not be unreasonably withheld.

11. CHARGES

- 11.1 Except as otherwise expressly specified in this Call Off Contract, the Supplier shall not make any charges for the services provided by the Supplier pursuant to, and the Customer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with, this Call Off Schedule including the preparation and implementation of the Exit Plan, the Termination Assistance and any activities mutually agreed between the Parties to carry on after the expiry of the Termination Assistance Period.

12. APPORTIONMENTS

- 12.1 All outgoings and expenses (including any remuneration due) and all rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Customer and the Supplier and/or the Replacement Supplier and the Supplier (as applicable) as follows:
 - 12.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;
 - 12.1.2 the Customer shall be responsible for (or shall procure that the Replacement Supplier shall be responsible for) or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and
 - 12.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.
- 12.2 Each Party shall pay (and/or the Customer shall procure that the Replacement Supplier shall pay) any monies due under paragraph 12.1 of this Call Off Schedule as soon as reasonably practicable.

CALL OFF SCHEDULE 11: STAFF TRANSFER

Not Used

ANNEX TO SCHEDULE: LIST OF NOTIFIED SUB-CONTRACTORS

NOT USED

CALL OFF SCHEDULE 12: DISPUTE RESOLUTION PROCEDURE

1. DEFINITIONS

1.1 In this Call Off Schedule 12, the following definitions shall apply:

"CEDR"	the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU;
"Counter Notice"	has the meaning given to it in paragraph 6.2 of this Call Off Schedule;
"Exception"	a deviation of project tolerances in accordance with PRINCE2 methodology in respect of this Call Off Contract or in the supply of the Goods and/or Services;
"Expert"	the person appointed by the Parties in accordance with paragraph 5.2 of this Call Off Schedule 12; and
"Mediation Notice"	has the meaning given to it in paragraph 3.2 of this Call Off Schedule;
"Mediator"	the independent third party appointed in accordance with paragraph 4.2 of this Call Off Schedule 12.

2. INTRODUCTION

2.1 If a Dispute arises then:

2.1.1 the representative of the Customer and the Supplier Representative shall attempt in good faith to resolve the Dispute; and

2.1.2 if such attempts are not successful within a reasonable time either Party may give to the other a Dispute Notice.

2.2 The Dispute Notice shall set out:

2.2.1 the material particulars of the Dispute;

2.2.2 the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and

2.2.3 if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable as set out in paragraph 2.6 of this Call Off Schedule, the reason why.

2.3 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Call Off Contract regardless of the nature of the Dispute and notwithstanding the referral of the Dispute to the Dispute Resolution Procedure.

2.4 Subject to paragraph 3.2 of this Call Off Schedule, the Parties shall seek to resolve Disputes:

2.4.1 first by commercial negotiation (as prescribed in paragraph 3 of this Call Off Schedule);

- 2.4.2 then by mediation (as prescribed in paragraph 4 of this Call Off Schedule); and
- 2.4.3 lastly by recourse to arbitration (as prescribed in paragraph 6 of this Call Off Schedule) or litigation (in accordance with Clause 56 of this Call Off Contract (Governing Law and Jurisdiction)).
- 2.5 Specific issues shall be referred to Expert Determination (as prescribed in paragraph 5 of this Call Off Schedule) where specified under the provisions of this Call Off Contract and may also be referred to Expert Determination where otherwise appropriate as specified in paragraph 5 of this Call Off Schedule.
- 2.6 In exceptional circumstances where the use of the times in this Call Off Schedule would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use of the Expedited Dispute Timetable within five (5) Working Days of the issue of the Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Customer.
- 2.7 If the use of the Expedited Dispute Timetable is determined in accordance with paragraph 2.5 or is otherwise specified under the provisions of this Call Off Contract, then the following periods of time shall apply in lieu of the time periods specified in the applicable paragraphs:
 - 2.7.1 in paragraph 3.2.3, ten (10) Working Days;
 - 2.7.2 in paragraph 4.2, ten (10) Working Days;
 - 2.7.3 in paragraph 5.2, five (5) Working Days; and
 - 2.7.4 in paragraph 6.2, ten (10) Working Days.
- 2.8 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

3. COMMERCIAL NEGOTIATIONS

- 3.1 Following the service of a Dispute Notice, the Customer and the Supplier shall use reasonable endeavours to resolve the Dispute as soon as possible, by discussion between the Customer's Senior Delivery Business Manager and the Supplier's representative.
- 3.2 If:
 - 3.2.1 either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution;
 - 3.2.2 the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations in accordance with this paragraph 3 of this Call Off Schedule; or
 - 3.2.3 the Parties have not settled the Dispute in accordance with paragraph 3.1 of this Call Off Schedule within thirty (30) Working Days of service of the Dispute Notice,

either Party may serve a written notice to proceed to mediation (a "**Mediation Notice**") in accordance with paragraph 4 of this Call Off Schedule.

4. MEDIATION

- 4.1 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with CEDR's Model Mediation Agreement which shall be deemed to be incorporated by reference into this Call Off Contract.
- 4.2 If the Parties are unable to agree on the joint appointment of a Mediator within thirty (30) Working Days from service of the Mediation Notice then either Party may apply to CEDR to nominate the Mediator.
- 4.3 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if the Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.
- 4.4 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in accordance with the Variation Procedure where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

5. EXPERT DETERMINATION

- 5.1 If a Dispute relates to any aspect of the technology underlying the provision of the Goods and/or Services or otherwise relates to a financial technical or other aspect of a technical nature (as the Parties may agree) and the Dispute has not been resolved by discussion or mediation, then either Party may request (which request will not be unreasonably withheld or delayed) by written notice to the other that the Dispute is referred to an Expert for determination.
- 5.2 The Expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within ten (10) Working Days, or if the person appointed is unable or unwilling to act, the Expert shall be appointed on the instructions of the relevant professional body.
- 5.3 The Expert shall act on the following basis:
 - 5.3.1 he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;
 - 5.3.2 the Expert's determination shall (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;
 - 5.3.3 the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within thirty (30) Working Days of his appointment or as soon as reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination;
 - 5.3.4 any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within twenty (20) Working Days of the Expert's determination being notified to the Parties;
 - 5.3.5 the process shall be conducted in private and shall be confidential; and
 - 5.3.6 the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

6. ARBITRATION

- 6.1 The Customer may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of paragraph 6.4 of this Call Off Schedule.
- 6.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Customer of its intentions and the Customer shall have fifteen (15) Working Days following receipt of such notice to serve a reply (a “ **Counter Notice**”) on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with paragraph 6.4 of this Call Off Schedule or be subject to the jurisdiction of the courts in accordance with Clause 56 of this Call Off Contract (Governing Law and Jurisdiction). The Supplier shall not commence any court proceedings or arbitration until the expiry of such fifteen (15) Working Day period.
- 6.3 If:
 - 6.3.1 the Counter Notice requires the Dispute to be referred to arbitration, the provisions of paragraph 6.4 of this Call Off Schedule shall apply;
 - 6.3.2 the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts in accordance with Clause 61 of this Call Off Contract (Governing Law and Jurisdiction), the Dispute shall be so referred to the courts and the Supplier shall not commence arbitration proceedings;
 - 6.3.3 the Customer does not serve a Counter Notice within the fifteen (15) Working Days period referred to in paragraph 6.2 of this Call Off Schedule, the Supplier may either commence arbitration proceedings in accordance with paragraph 6.4 of this Call Off Schedule or commence court proceedings in the courts in accordance with Clause 56 of this Call Off Contract (Governing Law and Jurisdiction) which shall (in those circumstances) have exclusive jurisdiction.
- 6.4 In the event that any arbitration proceedings are commenced pursuant to paragraphs 6.1 to 6.3 of this Call Off Schedule, the Parties hereby confirm that:
 - 6.4.1 all disputes, issues or claims arising out of or in connection with this Call Off Contract (including as to its existence, validity or performance) shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration (“ **LCIA**”) (subject to paragraphs 6.4.5 to 6.4.7 of this Call Off Schedule);
 - 6.4.2 the arbitration shall be administered by the LCIA;
 - 6.4.3 the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Call Off Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
 - 6.4.4 if the Parties fail to agree the appointment of the arbitrator within ten (10) days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
 - 6.4.5 the chair of the arbitral tribunal shall be British;
 - 6.4.6 the arbitration proceedings shall take place in London and in the English language; and

6.4.7 the seat of the arbitration shall be London.

7. URGENT RELIEF

- 7.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:
 - 7.1.1 for interim or interlocutory remedies in relation to this Call Off Contract or infringement by the other Party of that Party's Intellectual Property Rights; and/or
 - 7.1.2 where compliance with paragraph 2.1 of this Call Off Schedule and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

CALL OFF SCHEDULE 13: VARIATION FORM

No of Order Form being varied:

.....

Variation Form No:

.....

BETWEEN:

The Advisory, Conciliation and Arbitration Service ("**the Customer**")

and

Language Empire Limited ("**the Supplier**")

1. This Call Off Contract is varied as follows and shall take effect on the date signed by both Parties:

Insert details of the Variation

2. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
3. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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

Signature

Date

Name (in
Capitals)

Address

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

Signature

Date

Name (in
Capitals)

Address

CALL OFF SCHEDULE 14: TRANSPARENCY REPORTS

- 1.1 Within three (3) months from the Call Off Commencement Date or the date so specified by the Customer in the Call Off Order Form the Supplier shall provide to the Customer for Approval (the Customer's decision to approve or not shall not be unreasonably withheld or delayed) draft Transparency Reports consistent with the content and format requirements in Annex 1 below.
- 1.2 If the Customer rejects any proposed Transparency Report, the Supplier shall submit a revised version of the relevant report for further Approval by the Customer within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Customer. This process shall be repeated until the Parties have agreed versions of each Transparency Report.
- 1.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Customer at the frequency referred to in Annex 1 of this Call Off Schedule 13 below.
- 1.4 Any Dispute in connection with the preparation and/or approval of Transparency Reports shall be resolved in accordance with the Dispute Resolution Procedure.
- 1.5 The requirements in this Schedule 13 are in addition to any other reporting requirements in this Call Off Contract.

ANNEX 1: LIST OF TRANSPARENCY REPORTS

CALL OFF SCHEDULE 15: ALTERNATIVE AND/OR ADDITIONAL CLAUSES

General Data Protection Regulations (GDPR)

Annex A - Schedule of Processing, Personal Data and Data Subjects

The Supplier shall only process in accordance with the instructions as advised below and comply with any further written instructions with respect to processing by the Contracting Authority. Any such further written processing instructions required by the Contracting Authority shall be incorporated into this Schedule and shall be the subject of a formal amendment to this Contract.

4. The contact details of the Contracting Authority Data Protection Officer are:
Elizabeth Pacey – dataprotection@acas.org
5. The contact details of the Suppliers Data Protection Officer are: Snowber Baig
- Legal@empire-groupuk.com
6. The Supplier shall comply with any further written instructions with respect to processing by the Contracting Authority.

Any such further instructions shall be incorporated into this Schedule

Description	Details
Subject matter of the processing	Written Translation and Face to Face and Telephone Interpretation Services
Duration of the processing	As per contract start and end dates
Nature and purposes of the processing	The nature of the processing storage of recording and written translation scripts.
Type of Personal Data	Name, address, date of birth, telephone number, ethnicity, disability, email address.
Categories of Data Subject	Staff (including volunteers, agents, and temporary workers), Contracting Authority / clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc
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	No data to be retained after submitted to Acas it must be destroyed and evidence of destruction to be provided.

Annex 2

The Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.

CS20183-RM1092-Call-off-order-form-Acas-Language-services-Final-v3 - signed by supplier

Final Audit Report

2021-01-12

Created:	2021-01-11
By:	Cedric Tasheira (ctasheira@acas.org.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAe-u4oUYbEaoxrAviTaoayQALV_ISkh8U

"CS20183-RM1092-Call-off-order-form-Acas-Language-services-Final-v3 - signed by supplier" History

-  Document created by Cedric Tasheira (ctasheira@acas.org.uk)
2021-01-11 - 11:57:49 AM GMT- IP address: 86.53.126.68
-  Document emailed to Tony Cooper (acooper@acas.org.uk) for signature
2021-01-11 - 12:04:29 PM GMT
-  Email viewed by Tony Cooper (acooper@acas.org.uk)
2021-01-11 - 1:52:12 PM GMT- IP address: 104.47.5.254
-  Document e-signed by Tony Cooper (acooper@acas.org.uk)
Signature Date: 2021-01-12 - 9:16:48 AM GMT - Time Source: server- IP address: 86.53.126.68
-  Agreement completed.
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