

Digital Outcomes and Specialists 3 Framework Agreement Call-Off Contract

This Call-Off Contract for the Digital Outcomes and Specialists 3 Framework Agreement (RM1043.5) includes

[Part A - Order Form](#)

[Part B – Terms and conditions](#)

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The Order Form (Part A), the Terms and Conditions (Part B), and the Schedules (Part C) will become the binding contract after the Further Competition Process has been concluded. Specific details will be added after the award of the Framework Agreement.

The Order Form may include:

- Buyer and Supplier details
- Contract term
- Deliverables
- Location
- Warranties
- Staffing needs
- Staff vetting procedure
- Notice period for termination
- Standards required (including security requirements)
- Charges, invoicing method, payment methods and payment terms
- Additional Buyer terms and conditions
- Business continuity and disaster recovery
- Security
- Governance
- Methodology
- Buyer and Supplier responsibilities

An Order Form (Part A) and Schedules (Part C) are set out below.

During the lifetime of the Framework Agreement, the Call-Off Contract Order Form template will be regularly updated to ensure that it continues to meet user needs.

Part A - Order Form

Buyer	Education & Skills Funding Agency										
Supplier	Contractsonline Limited										
Call-Off Contract Ref.	ESFA-NCS-DOS-2019-1										
Call-Off Contract title	Personalisation 2019										
Call-Off Contract description	Product and feature development for live National Careers Service										
<u>Call-Off Contract period</u>											
Start date	1 October 2019 and is valid for 2 years										
End date	30 September 2021										
(Optional) Maximum Call-Off Contract Extension Period	Any number of occasions up to a maximum of 6 months										
Latest Extension Period End Date	1 st March 2022										
Notice period (prior to the initial Call-Off Contract period) to trigger Call-Off Contract Extension	2 weeks										
<u>Call-Off Contract value</u>	£2,500,000										
Charging method	<table border="1"> <tr> <td>Capped time and materials (CTM)</td><td>✓</td></tr> <tr> <td>Price per story</td><td></td></tr> <tr> <td>Time and materials (T&M)</td><td></td></tr> <tr> <td>Fixed price</td><td></td></tr> <tr> <td>Other pricing method or a combination of pricing methods agreed by the parties</td><td></td></tr> </table>	Capped time and materials (CTM)	✓	Price per story		Time and materials (T&M)		Fixed price		Other pricing method or a combination of pricing methods agreed by the parties	
Capped time and materials (CTM)	✓										
Price per story											
Time and materials (T&M)											
Fixed price											
Other pricing method or a combination of pricing methods agreed by the parties											

Notice period for termination convenience	30 days
Initial SOW package	See schedule 3.1

This Order Form is issued in accordance with the Digital Outcomes and Specialists Framework Agreement (RM1043.5).

Project reference: **DOS-2019-1 Personalisation**
Buyer reference: Personalisation

Order date: TBC
Purchase order: TBC

From: **the Buyer**
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

To: **the Supplier**
Contractsonline Limited
07802 790 619
2nd Floor
The Porter Building
1 Brunel Way
Slough
Berkshire
SL1 1NR
Company number 0541966

Together: **the “Parties”**

Principle contact details

For the Buyer:	Name:	Redacted
	Title:	Lead Product Owner
	Email:	Redacted
	Phone:	Redacted
For the supplier:	Name:	Redacted
	Title:	Director
	Email:	Redacted
	Phone:	Redacted

Data Protection Officers

For the	Name:	Redacted
Buyer:	Title:	Manager, National Careers Service
	Email:	Redacted
	Phone:	Redacted
For the	Name:	Redacted
supplier:	Title:	Director
	Email:	Redacted
	Phone:	Redacted

Buyer contractual requirements

Digital outcomes and specialists services required:	For the provision of outcomes and specialists to deliver personalisation products and features
Warranty period	90 days from the date of Buyer acceptance of release.
Location:	Coventry
Staff vetting procedures:	The level of clearance for this requirement is: BPSS with evidence required
Standards:	GDS compliance, Technical Code of Compliance
Limit on supplier's liability:	125% of value of contract
Insurance:	Minimum insurance period of 6 years following the expiration of this contract; Professional Indemnity cover to be held by the supplier, its agents, subcontractors or consultants engaged in the delivery of this service with a minimum level of indemnity of £1,000,000 for each claim; employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by law.

Supplier's information

Commercially sensitive information:	Subcontractor agreements and associated rates.
Subcontractors/ Partners:	Various with no single Subcontractor materially providing the services.

Call-Off Contract Charges and payment

The method of payment for the Call-Off Contract	BACS
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Charges (GPC or BACS)

Invoice details

Who and where to send invoices to:

Invoice information required – eg PO, project ref, etc.

Invoice frequency

Call-Off Contract value:

Accounts Payable, ASC Purchasing, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

All invoices must include: the Purchase Order number; Contract reference; SOW reference and period / deliverables being invoiced

Monthly

£2,500,000

Call-Off Contract Charges:

Charges will be capped time and materials with applicable caps defined in the Statement of Work.

Charges will be made monthly in arrears, unless the Statement of Work defines milestones and acceptance criteria which drive the raising of charges.

Day rates net of VAT are set out below.

Role / SFIA Grade	3	4	5	6
Solution architect	Redacted	Redacted	Redacted	Redacted
Technical architect	Redacted	Redacted	Redacted	Redacted
Business Analyst	Redacted	Redacted	Redacted	Redacted
Product Owner	Redacted	Redacted	Redacted	Redacted
Content Manager	Redacted	Redacted	Redacted	Redacted
Delivery Manager	Redacted	Redacted	Redacted	Redacted
Data Analyst	Redacted	Redacted	Redacted	Redacted
User interaction / designer	Redacted	Redacted	Redacted	Redacted
User Research	Redacted	Redacted	Redacted	Redacted
Service Designer	Redacted	Redacted	Redacted	Redacted
Developer - full stack	Redacted	Redacted	Redacted	Redacted
Developer - UI	Redacted	Redacted	Redacted	Redacted
Test Analyst	Redacted	Redacted	Redacted	Redacted
Performance Analyst	Redacted	Redacted	Redacted	Redacted

Additional Buyer terms

Warranties, representations and acceptance criteria

The Supplier warrants and undertakes to the Buyer that:

- the principles and acceptance criteria for handing a product or feature over to a live team as set out in Schedule 12 will be complied with

Supplemental requirements in addition to the call-off terms

1. All authorised users of the DfE network and supplier staff engaged in departmental business must adhere to the DfE Policies and Guidance related to the security of DfE data.
2. DfE Data is defined any materials created or handled during the course of the engagement relating directly to the engagement.
3. Supplier staff that are issued with an authorised DfE network account and/or device must follow the directions set within the DfE Information Security Policy Suite, which will be made available on issue of a device or account.
4. Supplier staff that are not issued with an authorised DfE network account and/or device should be issued with IT equipment directly by the supplier.
5. Supplier issued IT equipment must meet the requirements listed within this schedule.
 - 5.1. The supplier will provide written assurance to the ESFA that all their issued equipment meets these requirements, thus removing the need for individual declarations.
 - 5.2. If supplier staff are not issued with IT equipment directly by the supplier, each individual must provide a signed declaration prior to commencing work that their own IT equipment meets these requirements.
 - 5.3. Supplier staff will not be allowed to commence work if they do not provide, or provide an unacceptable, declaration.
6. IT equipment used by supplier staff, either supplied by the supplier or the individual themselves, must:
 - 6.1. Have full disk encryption using either a product that has been certified under the [National Cyber](#)

Security Centre Commercial Product Assurance (CPA) scheme or alternatively a product that

complies to the FIPS 140-2 or equivalent Standard

- 6.1.1 Full disk encryption must be enabled and in use.
- 6.2. Have recognised up-to-date anti-malware¹ software installed, and local firewalls must be active.
 - 6.2.1 The anti-malware tools used should provide both real-time and scheduled scanning capabilities, and these capabilities should be used and combined as appropriate to manage malware risk effectively;
- 6.3. Ensure that DfE data is segregated from non-DfE data on IT equipment, via means such as a disk partition, if information is stored locally.
 - 6.3.1 Personal information, as defined by the DPA2018², must not be held on supplier staff IT equipment unless specifically agreed.
 - 6.3.2 The use of simple separate folders is not acceptable
- 6.4. Ensure that all relevant DfE data (including emails) will be transferred to the Department on expiry of their engagement.
- 6.5. Ensure that all DfE data is securely deleted from their IT equipment after it has been transferred to the department.
 - 6.5.1 Use of simple in-built functions such as the recycle bin is not considered secure.
- 6.6. Ensure that USB devices used for transferring sensitive or personal data are encrypted to the FIPS 140-2 Standard

¹ The term malware is used to refer to a variety of forms of hostile or intrusive software. Malware has many different types and characteristics, and is commonly grouped into categories including: viruses, worms, trojan horses, ransomware, spyware, adware and scareware. Malware can be deployed through any number of points, including: end user devices, email (via attachments and embedded web links), web pages, cloud services, user actions and removable media.

² <http://www.legislation.gov.uk/ukpga/2018/12/section/3/enacted>

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- 6.7. Ensure that all paper data is securely protected whilst in their care.
- 6.8. Ensure that all paper data is securely disposed of when no longer required.
- 7. Supplier staff must be provided with an email address by their supplier and must not use personal email addresses for processing DfE data unless specifically authorised to do so by the DfE.
- 8. Supplier staff that issued with an authorised DfE network account and/or device must ensure that they adhere to the rules regarding the use of the 'out of office assistant' and the Guidance for DfE staff for Handling OFFICIAL Information document providing information on sending information by email.
- 9. Out of office assistant rules
 - 9.1. The 'out of office assistant' should be used when supplier staff are either on leave or away from the office for a few days.
 - 9.2. An out of office message should NOT contain personal information, personal email addresses or request that documents are forwarded to a personal email address.
 - 9.3. Supplier staff must not advise that documents are emailed or forwarded to a personal email address or business address. If there is a business need to email documents containing personal or sensitive information, they must be encrypted by both the sender and recipient.
- 10. In the use of mobile telephones for the provision of the services:
 - 10.1. no DfE data should be stored within mobile telephones other than in email clients
 - 10.2. mobile telephones should have suitable security protections to prevent access to DfE data, as applicable, if they are lost.

**Buyer specific
amendments
to/refinements of
the Call-Off
Contract terms**

Not applicable

Specific terms:

Clause	Minimum number of days held within the Call-Off Contract
6 Warranties, representations and acceptance criteria	Remains thirty (30) Days from date of Buyer acceptance of release
22 Managing Disputes	Remains various shown within the Call-Off Contract terms
23 Termination	Remains Fifteen (15) consecutive Working Days
29 Help at retendering and handover to replacement supplier	Remains Ten (10) Working days
31 Contract Changes	Remains Five (5) Working Days
32 Force Majeure	Remains Fifteen (15) consecutive Calendar Days
34 Liability	Remains various shown within the Call-Off Contract terms

Formation of Contract

- 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
- 1.2 The Parties agree that they have read the Order Form (Part A), the Call-Off Contract terms and conditions (Part B), and the Schedules (Part C), and by signing below agree to be bound by this Call-Off Contract.
- 1.3 In accordance with the Further Competition procedure set out in Section 3 of the Framework Agreement, this Call-Off Contract will be formed when the Buyer acknowledges the receipt of the signed copy of the Order Form from the Supplier (the “call-off effective date”).
- 1.4 The Call-Off Contract outlines the Deliverables of the agreement. The Order Form outlines any amendment of the terms and conditions set out in Part B. The terms and conditions of the Call-Off Contract Order Form will supersede those of the Call-Off Contract standard terms and conditions.

2. Background to the agreement

- (A) The Supplier is a provider of digital outcomes and specialists services and undertook to provide such Services under the terms set out in Framework Agreement number RM1043.5 (the “Framework Agreement”).
- (B) The Buyer served an Order Form for Services to the Supplier on the Order Date stated in the Order Form.
- (C) The parties intend that this Call-Off Contract will not itself oblige the Buyer to buy or the Supplier to supply the Services. Specific instructions and requirements will have contractual effect on the execution of an SOW.

SIGNED:

	Supplier:	Buyer:
Name:	Gurjiv Khehra	Joe Billington
Title:	Director	Deputy Director
Signature:	Redacted	Redacted
Date:	20 September 2019	19 September 2019

Part B – Terms and conditions

1. Call-Off Contract start date, length and methodology

1.1 The Supplier will start providing the Services in accordance with the dates specified in any Statement of Work (SOW).

1.2 Completion dates for Deliverables will be set out in any SOW.

1.3 Unless the Call-Off Contract period has been either increased in accordance with Clause 1.4 or decreased in accordance with Clause 1.5 then the term of the Call-Off Contract will end when the first of these occurs:

- the Call-Off Contract period End Date listed in the Order Form is reached; or
- the final Deliverable, specified in the final SOW, is completed.

1.4 The Buyer can extend the term of the Call-Off Contract by amending the Call-Off Contract End Date where:

- an Extension Period was specified in the Order Form; and
- written notice was given to the Supplier before the expiry of the notice period set out in the Order Form. The notice must state that the Call-Off Contract term will be extended, and must specify the number of whole days of the extension.

After this, the term of the Call-Off Contract will end on the last day of the Extension Period listed in the notice (the “Extension Period End Date”).

1.5 If the Call-Off Contract is terminated early, either during the initial Call-Off Contract period, or during any Extension Period, the term of the Call-Off Contract will end on the termination date.

1.6 The Supplier will plan on using an agile process, starting with user needs. The methodology will be outlined in the SOW. Waterfall methodology will only be used in exceptional circumstances, and where it can be shown to best meet user needs. Projects may need a combination of both waterfall and agile methods, playing to their respective strengths.

2. Supplier Staff

2.1 The Supplier Staff will:

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- fulfil all reasonable requests of the Buyer;
- apply all due skill, care and diligence to the provisions of the Services;
- be appropriately experienced, qualified and trained to supply the Services;
- respond to any enquiries about the Services as soon as reasonably possible;
- complete any necessary vetting procedures specified by the Buyer.

2.2 The Supplier will ensure that Key Staff are assigned to provide the Services for their Working Days (agreed between Supplier and Buyer) and are not removed from the Services during the dates specified in the relevant SOW.

2.3 The Supplier will promptly replace any Key Staff that the Buyer considers unsatisfactory at no extra charge. The Supplier will promptly replace anyone who resigns with someone who is acceptable to the Buyer. If the Supplier cannot provide an acceptable replacement, the Buyer may terminate the Call-Off Contract subject to clause 23.

2.4 Supplier Staff will comply with Buyer requirements for the conduct of staff when on Buyer's premises.

2.5 The Supplier will comply with the Buyer's staff vetting procedures for all or part of the Supplier Staff.

2.6 The Supplier will, on request (and subject to any obligations under the Data Protection Legislation), provide a copy of the contract of employment or engagement (between the Supplier and the Supplier Staff) for every member of Supplier Staff made available to the Buyer.

3. Swap-out

3.1 Supplier Staff providing the Services may only be swapped out with the prior approval of the Buyer.

4. Staff vetting procedures

4.1 All Supplier Staff will need to be cleared to the level determined by the Buyer prior to the commencement of work.

4.2 The Buyer may stipulate differing clearance levels for different roles during the Call-Off Contract period.

4.3 The Supplier will ensure that it complies with any additional staff vetting procedures requested by the Buyer.

5. Due diligence

5.1 Both parties acknowledge that information will be needed to provide the Services throughout the term of the Call-Off Contract and not just during the Further Competition process. Both parties agree to share such information freely.

5.2 Further to Clause 5.1, both Parties agree that when entering into a Call-Off Contract, they:

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

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

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

5.2.4 have entered into the Call-Off Contract relying on its own due diligence

6. Warranties, representations and acceptance criteria

6.1 The Supplier will use the best applicable and available techniques and standards and will perform the Call-Off Contract with all reasonable care, skill and diligence, and according to Good Industry Practice.

6.2 The Supplier warrants that all Supplier Staff assigned to the performance of the Services have the necessary qualifications, skills and experience for the proper performance of the Services.

6.3 The Supplier represents and undertakes to the Buyer that each Deliverable will meet the Buyer's acceptance criteria, as defined in the Call-Off Contract Order Form.

6.4 The Supplier undertakes to maintain any interface and interoperability between third-party software or Services and software or Services developed by the Supplier.

6.5 The Supplier warrants that it has full capacity and authority and all necessary authorisations, consents, licences and permissions to perform the Call-Off Contract.

7. Business continuity and disaster recovery

7.1 If required by the Buyer, the Supplier will ensure a disaster recovery approach is captured in a clear disaster recovery plan. All Supplier Staff must also adhere to the Buyer's business continuity and disaster recovery procedure as required in the delivery of the Services for this project.

8. Payment terms and VAT

8.1 The Buyer will pay the Supplier within 30 days of receipt of a valid invoice submitted in accordance with the Call-Off Contract.

8.2 The Supplier will ensure that each invoice contains the information specified by the Buyer in the Order Form.

8.3 The Call-Off Contract Charges are deemed to include all Charges for payment processing. All Invoices submitted to the Buyer for the Services shall be exclusive of any Management Charge.

8.4 All payments under the Call-Off Contract are inclusive of VAT.

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

9.1 If a Supplier owes money to the Buyer or any Crown body, the Buyer may deduct that sum from the total due to the Supplier.

10. Insurance

The Supplier will maintain the insurances required by the Buyer including those set out in this Clause.

10.1 Subcontractors

10.1.1 The Supplier will ensure that, during the Call-Off Contract, Subcontractors hold third-party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £5,000,000.

10.2 Agents and professional consultants

10.2.1 The Supplier will also ensure that all agents and professional consultants involved in the supply of Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the termination or expiry date to the Call-Off Contract to which the insurance relates.

10.3 Additional or extended insurance

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

10.3.2 The Supplier will provide CCS and the Buyer, the following evidence that they have complied with Clause 10.3.1 above:

- a broker's verification of insurance; or
- receipts in respect of the insurance premium; or
- other satisfactory evidence of payment of the latest premiums due.

10.4 Supplier liabilities

10.4.1 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or the Call-Off Contract.

10.4.2 Without limiting the other provisions of the Call-Off Contract, the Supplier will:

- take all risk control measures relating to the Services as it would be reasonable to expect of a contractor acting in accordance with Good Industry Practice, including the investigation and reports of claims to insurers;
- promptly notify the insurers in writing of any relevant material fact under any insurances of which the Supplier is, or becomes, aware; and
- hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of placing cover representing any of the insurance to which it is a Party.

10.4.3 The Supplier will not do or omit to do anything, which would entitle any insurer to refuse to pay any claim under any of the insurances.

10.5 Indemnity to principals

10.5.1 Where specifically outlined in the Call-Off Contract, the Supplier will ensure that the third-party public and products liability policy will contain an 'indemnity to principals' clause under which the Buyer will be compensated for both of the following claims against the Buyer:

- death or bodily injury; and
- third-party Property damage arising from connection with the Services and for which the Supplier is legally liable.

10.6 Cancelled, suspended, terminated or unrenewed policies

10.6.1 The Supplier will notify CCS and any Buyers as soon as possible if the Supplier becomes aware that any of the insurance policies have been, or are due to be, cancelled, suspended, terminated or not renewed.

10.7 Premium, excess and deductible payments

10.7.1 Where any insurance requires payment of a premium, the Supplier will:

- be liable for the premium; and

- pay such premium promptly.

10.7.2 Where any insurance is subject to an excess or deductible below the Supplier will be liable for it. The Supplier will not be entitled to recover any sum paid for insurance excess or any deductible from CCS or the Buyer.

11. Confidentiality

11.1 Except where disclosure is clearly permitted by the Call-Off Contract, neither Party will disclose the other Party's Confidential Information without the relevant Party's prior written consent.

11.2 Disclosure of Confidential Information is permitted where information:

- must be disclosed to comply with legal obligations placed on the Party making the disclosure
- belongs to the Party making the disclosure (who is not under any obligation of confidentiality) before its disclosure by the information owner
- was obtained from a third party who is not under any obligation of confidentiality, before receiving it from the disclosing Party
- is, or becomes, public knowledge, other than by breach of this Clause or the Call-Off Contract
- is independently developed without access to the other Party's Confidential Information
- is disclosed to obtain confidential legal professional advice.

11.3 The Buyer may disclose the Supplier's Confidential Information:

- to any central government body on the basis that the information may only be further disclosed to central government bodies;
- to the UK Parliament, Scottish Parliament or Welsh or Northern Ireland Assemblies, including their committees;
- if the Buyer (acting reasonably) deems disclosure necessary or appropriate while carrying out its public functions;
- on a confidential basis to exercise its rights or comply with its obligations under the Call-Off Contract; or
- to a proposed transferee, assignee or novatee of, or successor in title to, the Buyer.

11.4 References to disclosure on a confidential basis will mean disclosure subject to a confidentiality agreement or arrangement containing the same terms as those placed on the Buyer under this Clause.

11.5 The Supplier may only disclose the Buyer's Confidential Information to Supplier Staff who are directly involved in the provision of the Services and who need to know the information to provide the Services. The Supplier will ensure that its Supplier Staff will comply with these obligations.

11.6 Either Party may use techniques, ideas or knowledge gained during the Call-Off Contract unless the use of these things results in them disclosing the other Party's Confidential Information where such disclosure is not permitted by the Framework Agreement, or is an infringement of Intellectual Property Rights.

11.7 Information about orders placed by a Buyer (including pricing information and the terms of any Call-Off Contract) may be published by CCS and may be shared with other Buyers. Where Confidential Information is shared with other Buyers, CCS will notify the recipient of the information that its contents are confidential.

12. Conflict of Interest

12.1 The Supplier will take all appropriate steps to ensure that Supplier Staff are not in a position where there is or may be an actual conflict between the financial or personal interests of the Supplier Staff and another Supplier where both are providing the Services to the Buyer under any Call-Off Contract in accordance with the Framework Agreement.

12.2 Any breach of this Clause will be deemed to be a Material Breach.

12.3 A conflict of interest may arise in situations including where a member of the Supplier Staff:

- is related to someone in another Supplier team who both form part of the same team performing the Services under the Framework Agreement;
- has a business interest in another Supplier who is part of the same team performing the Services under the Framework Agreement;
- is providing, or has provided, Services to the Buyer for the discovery phase; or
- has been provided with, or had access to, information which would give the Supplier or an affiliated company an unfair advantage in a Further Competition procedure.

12.4 Where the Supplier identifies a risk of a conflict or potential conflict, they will (before starting work under the Call-Off Contract, unless otherwise agreed with the Buyer) inform the Buyer of such conflicts of interest and how they plan to mitigate the risk. Details of such mitigation arrangements are to be sent to the Buyer as soon as possible. On receiving this notification, the Buyer will, at its sole discretion, notify the Supplier if the mitigation arrangements are acceptable or whether the risk or conflict remains a Material Breach.

13. Intellectual Property Rights

13.1 Unless otherwise specified in the Call-Off Contract:

- the Buyer will not have any right to the Intellectual Property Rights (IPRs) of the Supplier or its licensors, including the Supplier Background IPRs and any IPRs in the Supplier Software.
- the Crown may publish any Deliverable that is software as open source.

- the Supplier will not, without prior written approval from the Buyer, include any Supplier Background IPR or third party IPR in any Deliverable in such a way to prevent its publication;
 - and failure to seek prior approval gives the Buyer right and freedom to use all Deliverables.
- the Supplier will not have any right to the Intellectual Property Rights of the Buyer or its licensors, including:
 - the Buyer Background IPRs;
 - the Project-Specific IPRs;
 - IPRs in the Buyer Data.

13.2 Where either Party acquires, by operation of Law, right to IPRs that is inconsistent with the allocation of rights set out above, it will assign in writing such IPRs as it has acquired to the other Party on the request of the other Party (whenever the request is made).

13.3 Except where necessary for the performance of the Call-Off Contract (and only where the Buyer has given its prior approval), the Supplier will not use or disclose any of the Buyer Background IPRs, Buyer Data or the Project-Specific IPRs to or for the benefit of any third party.

13.4 The Supplier will not include any Supplier Background IPRs or third-party IPRs in any release or Deliverable that is to be assigned to the Buyer under the Call-Off Contract, without approval from the Buyer.

13.5 The Supplier will grant the Buyer (and any replacement Supplier) a perpetual, transferable, sub-licensable, non-exclusive, royalty-free licence to copy, modify, disclose and use the Supplier Background IPRs for any purpose connected with the receipt of the Services that is additional to the rights granted to the Buyer under the Call-Off Contract and to enable the Buyer:

- to receive the Services;
- to make use of the Services provided by the replacement Supplier; and
- to use any Deliverables.

13.6 The Buyer grants the Supplier a non-exclusive, non-assignable, royalty-free licence to use the Buyer Background IPRs, the Buyer Data and the Project-Specific IPRs during the term of the Call-Off Contract for the sole purpose of enabling the Supplier to provide the Services.

13.7 The Buyer gives no warranty as to the suitability of any IPRs licensed to the Supplier hereunder. Any such licence:

- may include the right to grant sub-licences to Subcontractors engaged in providing any of the Services (or part thereof) provided that any such Subcontractor has entered into a confidentiality undertaking with the Supplier on the same terms as in clause 11 (Confidentiality) and that any such subcontracts will be non-transferable and personal to the relevant Subcontractor; and

- is granted solely to the extent necessary for the provision of the Services in accordance with the Call-Off Contract. The Supplier will ensure that the Subcontractors do not use the licensed materials for any other purpose.

13.8 At the end of the term of the Call-Off Contract, the Buyer grants to the Supplier a licence to use the Project-Specific IPRs (excluding any information which is the Buyer's Confidential Information or which is subject to the Data Protection Legislation) on the terms of the Open Government Licence v3.0.

13.9 Subject to the above Clause, the Supplier will ensure that no unlicensed software or open source software (other than the open source software specified by the Buyer) is interfaced with or embedded within any Buyer Software or Deliverable.

13.10 Before using any third-party IPRs related to the supply of the Services, the Supplier will submit to the Buyer for approval, all details of any third-party IPRs the Buyer requests.

13.11 Where the Supplier is granted permission to use third-party IPRs in a request for approval, the Supplier will ensure that the owner of such third-party IPRs grants to the Buyer a licence on the terms informed to the Buyer in the request for approval.

13.12 If the third-party IPR is made available on terms equivalent to the Open Government Licence v3.0, the request for approval will be agreed and the Supplier will buy licences under these terms. If not, and the Buyer rejects the Request for Approval, then the Call-Off Contract will need to be varied in accordance with Clause 30 'Changes to Services'.

13.13 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all losses which it may incur at any time as a result of any claim (whether actual alleged asserted and/or substantiated and including third party claims) that the rights granted to the Buyer in accordance with the Call-Off Contract or the performance by the Supplier of the provision of the Services or the possession or use by the Buyer of the Services or Deliverables delivered by the Supplier, including the publication of any Deliverable that is software as open source, infringes or allegedly infringes a third party's Intellectual Property Rights (an 'IPR Claim').

13.14 Clause 13.13 will not apply if the IPR Claim arises from:

- designs supplied by the Buyer;
- the use of data supplied by the Buyer which is not required to be verified by the Supplier under any provision of the Call-Off Contract; or
- other material provided by the Buyer necessary for the provision of the Services.

13.15 The indemnity given in Clause 13.13 will be uncapped.

13.16 The Buyer will notify the Supplier in writing of the IPR Claim made against the Buyer and the Buyer will not make any admissions which may be prejudicial to the defence or settlement of the IPR Claim. The Supplier will at its own expense conduct all negotiations and any litigation arising in connection with the IPR Claim provided always that the Supplier:

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- consults the Buyer on all substantive issues which arise during the conduct of such litigation and negotiations;
- takes due and proper account of the interests of the Buyer;
- considers and defends the IPR Claim diligently using competent counsel and in such a way as not to bring the reputation of the Buyer into disrepute; and
- does not settle or compromise the IPR Claim without the prior approval of the Buyer (such decision not to be unreasonably withheld or delayed).

13.17 If an IPR Claim is made (or in the reasonable opinion of the Supplier is likely to be made) in connection with the Call-Off Contract, the Supplier will, at the Supplier's own expense and subject to the prompt approval of the Buyer, use its best endeavours to:

- modify the relevant part of the Services or Deliverables without reducing their functionality or performance, or substitute Services or Deliverables of equivalent functionality or performance, to avoid the infringement or the alleged infringement, provided that there is no additional cost or burden to the Buyer;
- buy a licence to use and supply the Services or Deliverables, which are the subject of the alleged infringement, on terms which are acceptable to the Buyer; and
- promptly perform any responsibilities and obligations to do with the Call-Off Contract.

13.18 If an IPR Claim is made (or in the reasonable opinion of the Supplier is likely to be made) against the Supplier, the Supplier will immediately notify the Buyer in writing.

13.19 If the Supplier does not comply with provisions of this Clause within 20 Working Days of receipt of notification by the Supplier from the Buyer under clause 13.16 or receipt of the notification by the Buyer from the Supplier under clause 13.18 (as appropriate), the Buyer may terminate the Call-Off Contract for Material Breach and the Supplier will, on demand, refund the Buyer with all monies paid for the Service or Deliverable that is subject to the IPR Claim.

13.20 The Supplier will have no rights to use any of the Buyer's names, logos or trademarks without the Buyer's prior written approval.

13.21 The Supplier will, as an enduring obligation throughout the term of the Call-Off Contract where any software is used in the provision of the Services or information uploaded, interfaced or exchanged with the CCS or Buyer systems, use software and the most up-to-date antivirus definitions from an industry-accepted antivirus software vendor. It will use the software to check for, contain the spread of, and minimise the impact of Malicious Software (or as otherwise agreed between CCS or the Buyer, and the Supplier).

13.22 If Malicious Software is found, the Supplier will co-operate with the Buyer to reduce the effect of the Malicious Software. If Malicious Software causes loss of operational efficiency or loss or corruption of Buyer Data, the Supplier will use all reasonable endeavours to help the Buyer to mitigate any losses and restore the provision of the Services to the desired operating efficiency as soon as possible.

13.23 Any costs arising from the actions of the Buyer or Supplier taken in compliance with the provisions of the above clause, and clause 20.3, will be dealt with by the Buyer and the Supplier as follows:

- by the Supplier, where the Malicious Software originates from the Supplier Software or the Buyer Data while the Buyer Data was under the control of the Supplier, unless the Supplier can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Buyer when provided to the Supplier.
- by the Buyer if the Malicious Software originates from the Buyer Software or the Buyer Data, while the Buyer Data was under the control of the Buyer.

13.24 All Deliverables that are software shall be created in a format, or able to be converted into a format, which is suitable for publication by the Buyer as open source software, unless otherwise agreed by the Buyer.

13.25 Where Deliverables that are software are written in a format that requires conversion before publication as open source software, the Supplier shall also provide the converted format to the Authority unless the Authority agrees in advance in writing that the converted format is not required.

14. Data Protection and Disclosure

14.1 The Parties will comply with the Data Protection Legislation and agree that the Buyer is the Controller and the Supplier is the Processor. The only processing the Supplier is authorised to do is listed at Schedule 9 unless Law requires otherwise (in which case the Supplier will promptly notify the Buyer of any additional processing if permitted by Law).

14.2 The Supplier will provide all reasonable assistance to the Buyer to prepare any Data Protection Impact Assessment before commencing any processing (including provision of detailed information and assessments in relation to processing operations, risks and measures) and must notify the Buyer immediately if it considers that the Buyer's instructions infringe the Data Protection Legislation.

14.3 The Supplier must have in place Protective Measures, which have been reviewed and approved by the Buyer as appropriate, to guard against a Data Loss Event, which take into account the nature of the data, the harm that might result, the state of technology and the cost of implementing the measures.

14.4 The Supplier will ensure that the Supplier Personnel only process Personal Data in accordance with this Call-Off Contract and take all reasonable steps to ensure the reliability and integrity of Supplier Personnel with access to Personal Data, including by ensuring they:

- ^[L]_[SEP] i) are aware of and comply with the Supplier's obligations under this Clause,^[L]_[SEP]

- ii) are subject to appropriate confidentiality undertakings with the Supplier or relevant Subprocessor^[1]_{SEP}
- iii) are informed of the confidential nature of the Personal Data and don't publish, disclose or divulge it to any third party unless directed by the Buyer or in accordance with this Call-Off Contract^[1]_{SEP}
- iv) are given training in the use, protection and handling of Personal Data

14.5 The Supplier will not transfer Personal Data outside of the European Economic Area unless the prior written consent of the Buyer has been obtained and the following conditions are met:

- i) the Buyer or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Buyer;
- ii) the Data Subject has enforceable rights and effective legal remedies;
- iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Buyer in meeting its obligations); and
- iv) the Supplier complies with any reasonable instructions notified to it in advance by the Buyer with respect to the processing of the Personal Data

14.6 The Supplier will delete or return the Buyer's Personal Data (including copies) if requested in writing by the Buyer at the termination or expiry of this Call-Off Contract, unless required to retain the Personal Data by Law.

14.7 The Supplier will notify the Buyer immediately if it receives any communication from a third party relating to the Parties' obligations under the Data Protection Legislation, or it becomes aware of a Data Loss Event, and will provide the Buyer with full and ongoing assistance in relation to each Party's obligations under the Data Protection Legislation in accordance with any timescales reasonably required by the Buyer.

14.8 The Supplier will maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:

- i) the Buyer determines that the processing is not occasional;

- ii) the Buyer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
- ii) the Buyer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

14.9 Before allowing any Subprocessor to process any Personal Data related to this Call-Off Contract, the Supplier must obtain the prior written consent of the Buyer, and shall remain fully liable for the acts and omissions of any Subprocessor.

14.10 The Buyer may amend this Call-Off Contract on not less than 30 Working Days' notice to the Supplier to ensure that it complies with any guidance issued by the Information Commissioner's Office.

15. Buyer Data

15.1 The Supplier will not remove any proprietary notices relating to the Buyer Data.

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

15.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested and in the format specified by the Buyer.

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

15.5 The Supplier will ensure that any system which holds any Buyer Data complies with the security requirements prescribed by the Buyer.

15.6 The Supplier will ensure that any system on which the Supplier holds any protectively marked Buyer Data will be accredited as specific to the Buyer and will comply with:

- the government security policy framework and information assurance policy;
- guidance issued by the Centre for Protection of National Infrastructure on Risk Management and Accreditation of Information Systems; and
- the relevant government information assurance standard(s).

15.7 Where the duration of the Call-Off Contract exceeds one year, the Supplier will review the accreditation status at least once a year to assess whether material changes have occurred which could alter the original accreditation decision in relation to Buyer Data. If any changes have occurred, the Supplier will re-submit such system for accreditation.

15.8 If at any time the Supplier suspects that the Buyer Data that the Supplier has held, used, or accessed has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will at its own cost comply with any remedial action proposed by the Buyer.

15.9 The Supplier will provide, at the request of CCS or the Buyer, any information relating to the Supplier's compliance with its obligations under the Data Protection Legislation. The Supplier will also ensure that it does not knowingly or negligently fail to do something that places CCS or any Buyer in breach of its obligations of the Data Protection Legislation. This is an absolute obligation and is not qualified by any other provision of the Call-Off Contract.

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

16. Document and source code management repository

16.1 The Supplier will comply with any reasonable instructions given by the Buyer as to where it will store documents and source code, both finished and in progress, during the term of the Call-Off Contract.

16.2 The Supplier will ensure that all items that are uploaded to any repository contain sufficient detail, code annotations and instructions so that a third-party developer with the relevant technical abilities within the applicable role would be able to understand how the item was created and how it works together with the other items in the repository within a reasonable timeframe.

17. Records and audit access

17.1 The Supplier will allow CCS (and CCS's external auditor) to access its information and conduct audits of the Services provided under the Call-Off Contract and the provision of Management Information (subject to reasonable and appropriate confidentiality undertakings).

18. Freedom of Information (FOI) requests

18.1 The Supplier will transfer any Request for Information to the Buyer within 2 Working Days of receipt.

18.2 The Supplier will provide all necessary help reasonably requested by the Buyer to enable the Buyer to respond to the Request for Information within the time for compliance set out in section 10 of the Freedom of Information Act or Regulation 5 of the Environmental Information Regulations.

18.3 To the extent it is permissible and reasonably practical for it to do so, CCS will make reasonable efforts to notify the Supplier when it receives a relevant FoIA or EIR request so that the Supplier may make appropriate representations.

19. Standards and quality

19.1 The Supplier will comply with any standards in the Call-Off Contract and Section 4 (How Services will be delivered) of the Framework Agreement, and with Good Industry Practice.

20. Security

20.1 If requested to do so by the Buyer, the Supplier will, within 5 Working Days of the date of the Call-Off Contract, develop, obtain Buyer's approval of, maintain and observe a Security Management Plan and an Information Security Management System (ISMS) which, after Buyer approval, will apply during the term of the Call-Off Contract. Both the ISMS and the Security Management Plan will comply with the security policy of the Buyer and protect all aspects of the Services, and all processes associated with the delivery of the Services.

20.2 The Supplier will use software and the most up-to-date antivirus definitions available from an industry accepted antivirus software vendor to minimise the impact of Malicious Software.

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

20.4 The Supplier will immediately notify CCS of any breach of security in relation to CCS's Confidential Information (and the Buyer in relation to any breach regarding Buyer Confidential Information). The Supplier will recover such CCS and Buyer Confidential Information however it may be recorded.

20.5 Any system development by the Supplier must also comply with the government's '10 Steps to Cyber Security' guidance, as amended from time to time and currently available at: <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>

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

21. Incorporation of terms

21.1 Upon the execution of a Statement of Work (SOW), the terms and conditions agreed in the SOW will be incorporated into the Call-Off Contract that the terms of the SOW are agreed under.

22. Managing disputes

22.1 When either Party notifies the other of a dispute, both Parties will attempt in good faith to negotiate a settlement as soon as possible.

22.2 Nothing in this prevents a Party from seeking any interim order restraining the other Party from doing any act or compelling the other Party to do any act.

22.3 If the dispute cannot be resolved, either Party will be entitled to refer it to mediation in accordance with the procedures below, unless:

- the Buyer considers that the dispute is not suitable for resolution by mediation;
- the Supplier does not agree to mediation.

22.4 The procedure for mediation is as follows:

- A neutral adviser or mediator will be chosen by agreement between the Parties. If the Parties cannot agree on a mediator within 10 Working Days after a request by one Party to the other, either Party will as soon as possible, apply to the mediation provider or to the Centre for Effective Dispute Resolution (CEDR) to appoint a mediator. This application to CEDR must take place within 12 Working Days from the date of the proposal to appoint a mediator, or within 3 Working Days of notice from the mediator to either Party that they are unable or unwilling to act.
- The Parties will meet with the mediator within 10 Working Days of the mediator's appointment to agree a programme for the exchange of all relevant information and the structure for negotiations to be held. The Parties may at any stage seek help from the mediation provider specified in this clause to provide guidance on a suitable procedure.
- Unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it will be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings.
- If the Parties reach agreement on the resolution of the dispute, the agreement will be recorded in writing and will be binding on the Parties once it is signed by their duly authorised representatives.
- Failing agreement, either Party may invite the mediator to provide a non-binding but informative opinion in writing. Such an opinion will be provided without prejudice and will not be used in evidence in any proceedings relating to the Call-Off Contract without the prior written consent of both Parties.
- If the Parties fail to reach agreement in the structured negotiations within 60 Working Days of the mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

22.5 Either Party may request by written notice that the dispute is referred to expert determination if the dispute relates to:

- any technical aspect of the delivery of the digital services;

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- the underlying technology; or
- is otherwise of a financial or technical nature.

22.6 An expert will be appointed by written agreement between the Parties, but if there's a failure to agree within 10 Working Days, or if the person appointed is unable or unwilling to act, the expert will be appointed on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society).

22.7 The expert will act on the following basis:

- they will act as an expert and not as an arbitrator and will act fairly and impartially;
- the expert's determination will (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;
- the expert will decide the procedure to be followed in the determination and will be requested to make their determination within 30 Working Days of their appointment or as soon as reasonably practicable and the Parties will help and provide the documentation that the expert needs for the determination;
- any amount payable by one Party to another as a result of the expert's determination will be due and payable within 20 Working Days of the expert's determination being notified to the Parties
- the process will be conducted in private and will be confidential;
- the expert will determine how and by whom the costs of the determination, including their fees and expenses, are to be paid.

22.8 Without prejudice to any other rights of the Buyer under the Call-Off Contract, the obligations of the Parties under the Call-Off Contract will not be suspended, ceased or delayed by the reference of a dispute submitted to mediation or expert determination and the Supplier and the Supplier Staff will comply fully with the Requirements of the Call-Off Contract at all times.

23. Termination

23.1 The Buyer will have the right to terminate the Call-Off Contract at any time by giving the notice to the Supplier specified in the Order Form. The Supplier's obligation to provide the Services will end on the date set out in the Buyer's notice.

23.2 The minimum notice period (expressed in Working Days) to be given by the Buyer to terminate under this Clause will be the number of whole days that represent 20% of the total duration of the current SOW to be performed under the Call-Off Contract, up to a maximum of 30 Working Days.

23.3 Partial days will be discounted in the calculation and the duration of the SOW will be calculated in full Working Days.

23.4 The Parties acknowledge and agree that:

- the Buyer's right to terminate under this Clause is reasonable in view of the subject matter of the Call-Off Contract and the nature of the Service being provided.
- the Call-Off Contract Charges paid during the notice period given by the Buyer in accordance with this Clause are a reasonable form of compensation and are deemed to fully cover any avoidable costs or losses incurred by the Supplier which may arise either directly or indirectly as a result of the Buyer exercising the right to terminate under this Clause without cause.
- Subject to clause 34 (Liability), if the Buyer terminates the Call-Off Contract without cause, they will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate such Loss. If the Supplier holds insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of such Loss, with supporting evidence of unavoidable Losses incurred by the Supplier as a result of termination.

23.5 The Buyer will have the right to terminate the Call-Off Contract at any time with immediate effect by written notice to the Supplier if:

- the Supplier commits a Supplier Default and if the Supplier Default cannot, in the opinion of the Buyer, be remedied; or
- the Supplier commits any fraud.

23.6 Either Party may terminate the Call-Off Contract at any time with immediate effect by written notice to the other if:

- the other Party commits a Material Breach of any term of the Call-Off Contract (other than failure to pay any amounts due under the Call-Off Contract) and, if such breach is remediable, fails to remedy that breach within a period of 15 Working Days of being notified in writing to do so;
- an Insolvency Event of the other Party occurs, or the other Party ceases or threatens to cease to carry on the whole or any material part of its business
- a Force Majeure Event occurs for a period of more than 15 consecutive calendar days.

23.7 If a Supplier Insolvency Event occurs, the Buyer is entitled to terminate the Call-Off Contract.

24. Consequences of termination

24.1 If the Buyer contracts with another Supplier, the Supplier will comply with Clause 29.

24.2 The rights and obligations of the Parties in respect of the Call-Off Contract (including any executed SOWs) will automatically terminate upon the expiry or termination of the relevant Call-Off Contract, except those rights and obligations set out in clause 24.6.

24.3 At the end of the Call-Off Contract period (howsoever arising), the Supplier must:

- immediately return to the Buyer:
 - all Buyer Data including all copies of Buyer Software and any other software licensed by the Buyer to the Supplier under the Call-Off Contract;
 - any materials created by the Supplier under the Call-Off Contract where the IPRs are owned by the Buyer;
 - any items that have been on-charged to the Buyer, such as consumables; and
 - all equipment provided to the Supplier. This equipment must be handed back to the Buyer in good working order (allowance will be made for reasonable wear and tear).
- immediately upload any items that are or were due to be uploaded to the repository when the Call-Off Contract was terminated (as specified in Clause 27);
- cease to use the Buyer Data and, at the direction of the Buyer, provide the Buyer and the replacement Supplier with a complete and uncorrupted version of the Buyer Data in electronic form in the formats and on media agreed with the Buyer and the replacement Supplier;
- destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 months after the date of expiry or termination (whichever is the earlier), and provide written confirmation to the Buyer that the data has been destroyed, except where the retention of Buyer Data is required by Law;
- vacate the Buyer premises;
- work with the Buyer on any work in progress and ensure an orderly transition of the Services to the replacement supplier;
- return any sums prepaid for Services which have not been delivered to the Buyer by the date of expiry or termination;
- provide all information requested by the Buyer on the provision of the Services so that:
 - the Buyer is able to understand how the Services have been provided; and
 - the Buyer and the replacement supplier can conduct due diligence.

24.4 Each Party will return all of the other Party's Confidential Information. Each Party will confirm that it does not retain the other Party's Confidential Information except where the information must be retained by the Party as a legal requirement or where the Call-Off Contract states otherwise.

24.5 All licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Services will be terminated at the end of the Call-Off Contract period (howsoever arising) without the need for the Buyer to serve notice except where the Call-Off Contract states otherwise.

- 24.6 Termination or expiry of the Call-Off Contract will not affect:
- any rights, remedies or obligations accrued under the Call-Off Contract prior to termination or expiration;
 - the right of either Party to recover any amount outstanding at the time of such termination or expiry;
 - the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses:
 - 8 - Payment Terms and VAT
 - 9 - Recovery of Sums Due and Right of Set-Off
 - 11 - Confidentiality
 - 12 - Conflict of Interest
 - 13 - Intellectual Property Rights
 - 24 - Consequences of Termination
 - 28 - Staff Transfer
 - 34 - Liability
 - 35 - Waiver and cumulative remedies
 - any other provision of the Framework Agreement or the Call-Off Contract which expressly or by implication is to be performed or observed notwithstanding termination or expiry will survive the termination or expiry of the Call-Off Contract.

25. Supplier's status

25.1 The Supplier is an independent Contractor and no contract of employment or partnership is created between the Supplier and the Buyer. Neither Party is authorised to act in the name of, or on behalf of, the other Party.

26. Notices

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

26.2 The following table sets out the method by which notices may be served under the Call-Off Contract and the respective deemed time and proof of Service:

Delivery type	Deemed delivery time	Proof of Service
Email	9am on the first Working Day after sending	Dispatched in a pdf form to the correct email address without any error message

26.3 The address and email address of each Party will be the address and email address in the Order Form.

27. Exit plan

27.1 The Buyer and the Supplier will agree an exit plan during the Call-Off Contract period to enable the Supplier Deliverables to be transferred to the Buyer ensuring that the Buyer has all the code and documentation required to support and continuously develop the Service with Buyer resource or any third party as the Buyer requires. The Supplier will update this plan whenever there are material changes to the Services. A Statement of Work may be agreed between the Buyer and the Supplier to specifically cover the exit plan.

28. Staff Transfer

28.1 The Parties agree that nothing in the Call-Off Contract or the provision of the Services is expected to give rise to a transfer of employment to which the Employment Regulations apply.

28.2 The Supplier will fully indemnify the Buyer against all Supplier Staff Liabilities which arise as a result of any claims brought against the Buyer due to any act or omission of the Supplier or any Supplier Staff.

28.3 The indemnity given in Clause 28.2 will be uncapped.

29. Help at retendering and handover to replacement supplier

29.1 When requested, the Supplier will (at its own expense where the Call-Off Contract has been terminated before end of term due to Supplier cause) help the Buyer to migrate the Services to a replacement Supplier in line with the exit plan (Clause 27) to ensure continuity of the Services. Such help may include Supplier demonstrations of the existing code and development documents, software licences used and Buyer approval documents. The Supplier will also answer Service and development-related clarification questions.

29.2 Within 10 Working Days of a request by the Buyer, the Supplier will provide any information needed by the Buyer to prepare for any procurement exercise or to facilitate any potential replacement Supplier undertaking due diligence. The exception to this is where such information is deemed to be Commercially Sensitive Information, in which case the Supplier will provide the information in a redacted form.

30. Changes to services

30.1 It is likely that there will be changes to the scope of the Services during the Call-Off Contract period. Agile projects have a scope that will change over time. The detailed scope (eg as defined in user stories) can evolve and change during the Call-Off Contract Period. These changes do not require formal contract changes but do require the Buyer and Supplier to agree these changes.

30.2 Any changes to the high-level scope of the Services must be agreed between the Buyer and Supplier. The Supplier will consider any request by the Buyer to change the scope of the Services, and may agree to such request.

31. Contract changes

31.1 All changes to the Call-Off Contract which cannot be accommodated informally as described in Clause 30 will require a Contract Change Note.

31.2 Either Party may request a contract change by completing and sending a draft Contract Change Note in the form in Schedule 4 of Part C - The Schedules ('the **Contract Change Notice**') to the other Party giving sufficient information to enable the other Party to assess the extent of the change and any additional cost that may be incurred. The Party requesting the contract change will bear the costs of preparation of the Contract Change Notice. Neither Party will unreasonably withhold or delay consent to the other Party's proposed changes to the Call-Off Contract.

31.3 Due to the agile-based delivery methodology recommended by the Framework Agreement, it may not be possible to exactly define the consumption of Services over the duration of the Call-Off Contract in a static Order Form. The Supplier should state the initial value of all Services that are likely to be consumed under the Call-Off Contract.

32. Force Majeure

32.1 Neither Party will be liable to the other Party for any delay in performing, or failure to perform, its obligations under the Call-Off Contract (other than a payment of money) to the extent that such delay or failure is a result of a Force Majeure event. Each Party will use all reasonable endeavours to continue to perform its obligations under the Call-Off Contract for the length of a Force Majeure event. If a Force Majeure event prevents a Party from performing its obligations under the Call-Off Contract for more than 15 consecutive calendar days, the other Party may terminate the Call-Off Contract with immediate effect by notice in writing.

33. Entire agreement

33.1 The Call-Off Contract constitutes the entire agreement between the Parties relating to the matters dealt within it. It supersedes any previous agreement between the Parties relating to such matters.

33.2 Each of the Parties agrees that in entering into the Call-Off Contract it does not rely on, and will have no remedy relating to, any agreement, statement, representation, warranty, understanding or undertaking (whether negligently or innocently made) other than as described in the Call-Off Contract.

33.3 Nothing in this Clause or Clause 34 will exclude any liability for (or remedy relating to) fraudulent misrepresentation or fraud.

34. Liability

34.1 Neither Party excludes or limits its liability for:

- death or personal injury;
- bribery or fraud by it or its employees;
- 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
- liability to the extent it cannot be excluded or limited by Law.

34.2 In respect of the indemnities in Clause 13 (Intellectual Property Rights) and Clause 28 (Staff Transfer) the Supplier's total liability will be unlimited. Buyers are not limited in the number of times they can call on this indemnity.

34.3 Subject to the above, each Party's total aggregate liability relating to all Losses due to a Default in connection with this agreement resulting in direct loss or damage to physical Property (including any technical infrastructure, assets or Equipment) of the other Party, will be limited to the greater of the sum of £500,000 or a sum equal to 200% of the Call-Off Contract Charges paid, due or which would have been payable under the Call-Off Contract in the 6 months immediately preceding the event giving rise to the liability.

- Losses covered by this clause 34.3 that occur in the first 6 months of a Call-Off Contract, will be limited to the greater of the sum of £500,000 or a sum equal to 200% of the estimated Call-Off Contract Charges for the first 6 months of the Call-Off Contract.

34.4 Subject to clause 34.1, in no event will either Party be liable to the other for any:

- loss of profits;
- loss of business;
- loss of revenue;
- loss of or damage to goodwill;
- loss of savings (whether anticipated or otherwise); or
- any indirect, special or consequential loss or damage.

34.5 The Supplier will be liable for the following types of loss which will be regarded as direct and will be recoverable by the Buyer:

- the additional operational or administrative costs and expenses arising from any Material Breach; and/or
- any regulatory losses, fines, expenses or other losses arising from a breach by the Supplier of any Law.

34.6 No enquiry, inspection, approval, sanction, comment, consent, or decision at any time made or given by, or on behalf of, the Buyer to any document or information provided by the Supplier in its provision of the Services, and no failure of the Buyer to discern any defect in, or omission from, any such document or information will exclude or limit the obligation of the Supplier to carry out all the obligations of a professional Supplier employed in a client and Buyer relationship.

34.7 Unless otherwise expressly provided, the obligations of the Buyer under the Call-Off Contract are obligations of the Buyer in its capacity as a Contracting counterparty and nothing in the Call-Off Contract will be an obligation on, or in any other way constrain the Buyer in any other capacity, nor will the exercise by the Buyer of its duties and powers in any other capacity lead to any liability under the Call-Off Contract on the part of the Buyer to the Supplier.

34.8 Any liabilities which are unlimited will not be taken into account for the purposes of establishing whether any limits relating to direct loss or damage to physical Property within this Clause have been reached.

35. Waiver and cumulative remedies

35.1 The rights and remedies provided by this agreement may be waived only in writing by the Buyer or the Supplier representatives in a way that expressly states that a waiver is intended, and such waiver will only be operative regarding the specific circumstances referred to.

35.2 Unless a right or remedy of the Buyer is expressed to be exclusive, the exercise of it by the Buyer is without prejudice to the Buyer's other rights and remedies. Any failure to exercise, or any delay in exercising, a right or remedy by either Party will not constitute a waiver of that right or remedy, or of any other rights or remedies.

36. Fraud

36.1 The Supplier will notify the Buyer if it suspects that any fraud has occurred, or is likely to occur. The exception to this is if while complying with this, it would cause the Supplier or its employees to commit an offence.

36.2 If the Supplier commits any fraud relating to a Framework Agreement, the Call-Off Contract or any other Contract with the government:

- the Buyer may terminate the Call-Off Contract
- CCS may terminate the Framework Agreement
- CCS and/or the Buyer may recover in full from the Supplier whether under Clause 36.3 below or by any other remedy available in law.

36.3 The Supplier will, on demand, compensate CCS and/or the Buyer, in full, for any loss sustained by CCS and/or the Buyer at any time (whether such loss is incurred before or after the making of a demand following the indemnity hereunder) in consequence of any breach of this Clause.

37. Prevention of bribery and corruption

37.1 The Supplier will not commit any Prohibited Act.

37.2 The Buyer and CCS will be entitled to recover in full from the Supplier and the Supplier will, on demand, compensate CCS and/or the Buyer in full from and against:

- the amount of value of any such gift, consideration or commission; and
- any other loss sustained by CCS and/or the Buyer in consequence of any breach of this Clause

38. Legislative change

38.1 The Supplier will neither be relieved of its obligations under the Call-Off Contract nor be entitled to increase the Call-Off Contract prices as the result of a general change in Law or a Specific Change in Law without prior written approval from the Buyer.

39. Publicity, branding, media and official enquiries

39.1 The Supplier will take all reasonable steps to not do anything which may damage the public reputation of the Buyer. The Buyer may terminate the Call-Off Contract for Material Breach where the Supplier, by any act or omission, causes material adverse publicity relating to or affecting the Buyer or the Call-Off Contract. This is true whether or not the act or omission in question was done in connection with the performance by the Supplier of its obligations hereunder.

40. Non Discrimination

40.1 The Supplier will notify CCS and relevant Buyers immediately of any legal proceedings issued against it by any Supplier Staff on the grounds of discrimination.

41. Premises

41.1 Where either Party uses the other Party's premises, such Party is liable for all Loss or damage it causes to the premises. Such Party is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.

41.2 The Supplier will use the Buyer's premises solely for the Call-Off Contract.

41.3 The Supplier will vacate the Buyer's premises upon termination or expiry of the Call-Off Contract.

41.4 This Clause does not create any tenancy or exclusive right of occupation.

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

- ensure the security of the premises;
- comply with Buyer requirements for the conduct of personnel;
- comply with any health and safety measures implemented by the Buyer;
- comply with any instructions from the Buyer on any necessary associated safety measures; and

- notify the Buyer immediately in the event of any incident occurring on the premises where that incident causes any personal injury or damage to Property which could give rise to personal injury.

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

41.7 All Equipment brought onto the Buyer's premises will be at the Supplier's risk. Upon termination or expiry of the Call-Off Contract, the Supplier will remove such Equipment.

42. Equipment

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

42.2 Upon termination or expiry of the Call-Off Contract, the Supplier will remove the Equipment, and any other materials, leaving the premises in a safe and clean condition.

43. Law and jurisdiction

43.1 The Call-Off Contract will be governed by the Laws of England and Wales. Each Party agrees to submit to the exclusive jurisdiction of the courts of England and Wales and for all disputes to be conducted within England and Wales.

44. Defined Terms

'Assurance'	The verification process undertaken by CCS as described in section 5 of the Framework Agreement
'Background IPRs'	For each Party: <ul style="list-style-type: none"> • IPRs owned by that Party before the date of the Call-Off Contract, including IPRs contained in any of the Party's know-how, documentation, processes and procedures; • IPRs created by the Party independently of the Call-Off Contract; and/or • For the Buyer, Crown Copyright which is not available to the Supplier otherwise than under the Call-Off Contract; but excluding IPRs owned by that Party subsisting in Buyer Software or Supplier Software
'Buyer'	A UK public sector body, or Contracting Body, as described in the OJEU Contract Notice, that can execute a competition and a Call-Off Contract within the Framework Agreement
'Buyer Background'	Background IPRs of the Buyer

IPRs'	
'Buyer's Confidential Information'	<p>All Buyer Data and any information that relates to the business, affairs, developments, trade secrets, know-how, personnel, and Suppliers of the Buyer, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above</p> <p>Any other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential')</p>
'Buyer Data'	Data that is owned or managed by the Buyer, including Personal Data gathered for user research, eg recordings of user research sessions and lists of user research participants
'Buyer Software'	Software owned by or licensed to the Buyer (other than under or pursuant to this Call-Off Contract), which is or will be used by the Supplier for the purposes of providing the Services
'Call-Off Contract'	<p>The legally binding agreement (entered into following the provisions of the Framework Agreement) for the provision of Services made between a Buyer and the Supplier</p> <p>This may include the key information summary, Order Form, requirements, Supplier's response, Statement of Work (SOW), Contract Change Notice (CNN) and terms and conditions as set out in the Call-Off Contract Order Form</p>
'Charges'	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under the Call-Off Contract, as set out in the applicable SOW(s), in consideration of the full and proper performance by the Supplier of the Supplier's obligations under the Call-Off Contract and the specific obligations in the applicable SOW
'Commercially Sensitive Information'	Information, which CCS has been notified about, (before the start date of the Framework Agreement) or the Buyer (before the Call-Off Contract start date) with full details of why the Information is deemed to be commercially sensitive
'Comparable Supply'	The supply of services to another customer of the Supplier that are the same or similar to any of the Services
'Confidential Information'	<p>CCS's Confidential Information or the Supplier's Confidential Information, which may include (but is not limited to):</p> <ul style="list-style-type: none"> any information that relates to the business, affairs, developments, trade secrets, know-how,

	<p>personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above</p> <ul style="list-style-type: none"> any other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential')
'Contracting Bodies'	The Buyer and any other person as listed in the OJEU Contract Notice or Regulation 2 of the Public Contracts Regulations 2015, as amended from time to time, including CCS
'Control'	Control as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly
'Controller'	Takes the meaning given in the Data Protection Legislation.
'Crown'	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf
'Data Loss Event'	Any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Call-Off Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Call-Off Contract, including any Personal Data Breach.
'Data Protection Impact Assessment'	An assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data.
'Data Protection Legislation'	All applicable Law about the processing of personal data and privacy (including the GDPR, LED and DPA 2018) and including if applicable legally binding guidance and codes of practice issued by the Information Commissioner.
'Data Protection Officer'	Takes the meaning given in the Data Protection Legislation.
'Data Subject'	Takes the meaning given in the Data Protection Legislation.
'Default'	<ul style="list-style-type: none"> any breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) any other default, act, omission, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff in connection with or in relation to the Framework

	<p>Agreement or this Call-Off Contract</p> <p>Unless otherwise specified in this Call-Off Contract the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer</p>
'Deliverable'	A tangible work product, professional service, outcome or related material or item that is to be achieved or delivered to the Buyer by the Supplier as part of the Services as defined in the Order Form and all subsequent Statement of Work
'Digital Marketplace'	The government marketplace where Services will be bought (https://www.digitalmarketplace.service.gov.uk/)
'DPA 2018'	Data Protection Act 2018.
'Employment Regulations'	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing 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
'Equipment'	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under the Call-Off Contract
'Extension Period'	The period (expressed in Working Days) that the initial Call-Off Contract term is extended by following notice given by the Buyer to the Supplier in accordance with Clause 1.4, such period not to exceed the number of whole days that represent 25% of the initial Call-Off Contract period.
'FoIA'	The Freedom of Information Act 2000 and any subordinate legislation made under the Act occasionally together with any guidance or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
'Force Majeure'	<p>Force Majeure means anything affecting either Party's performance of their obligations arising from any of the following:</p> <ul style="list-style-type: none"> • acts, events, omissions, happenings or non-happenings beyond the reasonable control of the affected Party • riots, war or armed conflict, acts of terrorism,

	<p>nuclear, biological or chemical warfare</p> <ul style="list-style-type: none"> • acts of government, local government or Regulatory Bodies • fire, flood, any disaster and any failure or shortage of power or fuel • an industrial dispute affecting a third party for which a substitute third party is not reasonably available <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> • any industrial dispute relating to the Supplier, its staff, or any other failure in the Supplier's (or a Subcontractor's) supply chain • any event or occurrence which is attributable to the wilful act, neglect or failure to take reasonable precautions against the event or occurrence by the Party concerned
'Framework Agreement'	The Framework Agreement between CCS and the Supplier for the provision of the Services dated 27/09/2018
'Further Competition'	The Further Competition procedure as described in Section 3 (how Services will be bought) of the Framework Agreement.
'GDPR'	The General Data Protection Regulation (Regulation (EU) 2016/679).
'Good Practice' Industry	Standards and procedures conforming to the Law and the application of skill, care and foresight which would be expected from a person or body who has previously been engaged in a similar type of undertaking under similar circumstances. The person or body must adhere to the technology code of practice (https://www.gov.uk/service-manual/technology/code-of-practice.html) and the government service design manual (https://www.gov.uk/service-manual)
'Group'	A company plus any subsidiary or holding company. 'Holding company' and 'Subsidiary' are defined in section 1159 of the Companies Act 2006
'Group of Economic Operators'	A partnership or consortium not (yet) operating through a separate legal entity.
'Holding Company'	As described in section 1159 and Schedule 6 of the Companies Act 2006
'Information'	As described under section 84 of the Freedom of Information Act 2000, as amended from time to time
'Insolvency Event'	<p>may be:</p> <ul style="list-style-type: none"> • a voluntary arrangement • a winding-up petition • the appointment of a receiver or administrator • an unresolved statutory demand

	<ul style="list-style-type: none"> • a Schedule A1 moratorium
'Intellectual Property Rights' or 'IPR'	<p>means:</p> <p>a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, service marks, logos, database rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, design rights (whether registerable or otherwise), Know-How, trade secrets and moral rights and other similar rights or obligations whether registerable or not;</p> <p>b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and</p> <p>c) all other rights whether registerable or not having equivalent or similar effect in any country or jurisdiction (including but not limited to the United Kingdom) and the right to sue for passing off.</p>
'Key Staff'	Means the Supplier Staff named in the SOW as such
'KPI Target'	The acceptable performance level for a key performance indicator (KPI)
'Law'	Any applicable Act of Parliament, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, exercise of the royal prerogative, enforceable community right within the meaning of Section 2 of the European Communities Act 1972, judgment of a relevant court of law, or directives or requirements of any Regulatory Body
'LED'	Law Enforcement Direction (Directive (EU) 2016/680).
'Loss'	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and 'Losses' will be interpreted accordingly
'Lot'	A subdivision of the Services which are the subject of this procurement as described in the OJEU Contract Notice
'Malicious Software'	Any software program or code intended to destroy, or cause any undesired effects. It could be introduced wilfully, negligently or without the Supplier having knowledge of its existence.
'Management Charge'	The sum paid by the Supplier to CCS being an amount of 1.0% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the

	duration of the Framework Agreement and thereafter, until the expiry or termination of any Call-Off Contract
'Management Information'	The Management Information (MI) specified in section 6 of the Framework Agreement
'Management Information Failure' (MI)	<p>If any of the below instances occur, CCS may treat this as an 'MI Failure':</p> <ul style="list-style-type: none"> • there are omissions or errors in the Supplier's submission • the Supplier uses the wrong template • the Supplier's report is late • the Supplier fails to submit a report
'Material Breach' (Framework Agreement)	<p>A breach by the Supplier of the following Clauses in the Framework Agreement:</p> <ul style="list-style-type: none"> • Subcontracting • Non-Discrimination • Conflicts of Interest and Ethical Walls • Warranties and Representations • Provision of Management Information • Management Charge • Prevention of Bribery and Corruption • Safeguarding against Fraud • Data Protection and Disclosure • Intellectual Property Rights and Indemnity • Confidentiality • Official Secrets Act • Audit
'Material Breach' (Call-Off Contract)	A single serious breach of or persistent failure to perform as required in the Call-Off Contract
'OJEU Contract Notice'	The advertisement for this procurement issued in the Official Journal of the European Union
'Order Form'	An order in the form set out in Part A of the Call-Off Contract for Digital Outcome and Specialist Services placed by a Buyer with the Supplier
'Other Contracting Bodies'	All Contracting Bodies, or Buyers, except CCS
'Party'	<ul style="list-style-type: none"> • for the purposes of the Framework Agreement; CCS or the Supplier • for the purposes of the Call-Off Contract; the Supplier or the Buyer, <p>and 'Parties' will be interpreted accordingly</p>
'Personal Data'	Takes the meaning given in the Data Protection Legislation.
'Personal Data Breach'	Takes the meaning given in the Data Protection Legislation.
'Processing'	This has the meaning given to it under the Data Protection Legislation but, for the purposes of this Framework Agreement and Call-Off Contract, it will

	include both manual and automatic processing. 'Process' and 'processed' will be interpreted accordingly.
'Processor'	Takes the meaning given in the Data Protection Legislation.
'Prohibited Act'	<p>To directly or indirectly offer, promise or give any person working for or engaged by a buyer or CCS a financial or other advantage to:</p> <ul style="list-style-type: none"> • induce that person to perform improperly a relevant function or activity • reward that person for improper performance of a relevant function or activity • commit any offence: <ul style="list-style-type: none"> ○ under the Bribery Act 2010 ○ under legislation creating offences concerning Fraud ○ at common Law concerning Fraud ○ committing or attempting or conspiring to commit Fraud
'Project-Specific IPRs'	<ul style="list-style-type: none"> • Intellectual Property Rights in items, including Deliverables, created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of the Call-Off Contract and updates and amendments of these items including (but not limited to) database schema; and/or • Intellectual Property Rights arising as a result of the performance of the Supplier's obligations under the Call-Off Contract; <p>but not including the Supplier Background IPRs</p>
'Property'	The property, other than real property and IPR, issued or made available to the Supplier by the Buyer in connection with a Call-Off Contract
'Protective Measures'	Appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
'Regulations'	The Public Contracts Regulations 2015 (at http://www.legislation.gov.uk/ukxi/2015/102/contents/made) and the Public Contracts (Scotland) Regulations 2012 (at http://www.legislation.gov.uk/ssi/2012/88/made), as amended from time to time

'Regulatory Bodies'	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in the Framework Agreement or the Call-Off Contract
'Release'	The Deliverable for a particular Statement of Work. Its delivery by the Supplier and its acceptance by the Buyer completes the Statement of Work.
'Reporting Date'	The seventh day of each month following the month to which the relevant MI relates. A different date may be chosen if agreed between the Parties
'Request for Information'	A request for information or an apparent request under the Code of Practice on Access to Government Information, FoIA or the Environmental Information Regulations
'Self Audit Certificate'	The certificate in the form as set out in Framework Agreement Schedule 1 - Self Audit Certificate, to be provided to CCS by the Supplier in accordance with Framework Agreement Clause 7.6.
'Services'	Digital outcomes, digital specialists, user research studios or user research participants to be provided by the Supplier under a Call-Off Contract
'Specific Change in Law'	A change in the Law that relates specifically to the business of CCS and which would not affect a Comparable Supply
'Statement of Requirements'	A statement issued by CCS or any Buyer detailing its Services requirements issued in the Call-Off Contract
'Statement of Work' (SOW)	The document outlining the agreed body of works to be undertaken as part of the Call-Off Contract between the Buyer and the Supplier. This may include (but is not limited to) the Statement of Requirements, the Deliverable(s), the completion dates, the charging method. Multiple SOWs can apply to one Call-Off Contract
'Subcontractor'	Each of the Supplier's Subcontractors or any person engaged by the Supplier in connection with the provision of the digital services as may be permitted by Clause 9.18 of the Framework Agreement or the Call-Off Contract
'Subprocessor'	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
'Supplier'	The Supplier of Digital Outcomes and Specialists services who successfully bid for Call-Off Contracts as outlined in the Contract Notice within the Official Journal of the European Union (OJEU Notice). The identifying details of the Supplier to be bound by the terms of the Call-Off Contract are set out in the Order Form.

'Supplier Background IPRs'	Background IPRs of the Supplier
'Supplier Software'	Software which is proprietary to the Supplier and which is or will be used by the Supplier for the purposes of providing the Services
'Supplier Staff'	All persons employed by the Supplier including the Supplier's agents and consultants used in the performance of its obligations under the Framework Agreement or the Call-Off Contract
'Supplier Liabilities Staff'	Any claims, actions, proceedings, orders, demands, complaints, Losses and any awards or compensation reasonably incurred in connection with any claim or investigation related to employment
'Working Day'	Any day other than a Saturday, Sunday or public holiday in England and Wales, from 9am to 5pm unless otherwise agreed with the Buyer and the Supplier in the Call-Off Contract

Part C - The Schedules

Schedule 1 - Requirements

Overview

Summary of the work

This is key feature development for the careers digital service.

This has to fit into existing services, managed by mature teams with established ways of working, technology selections and data standards.

These features are parts of (not the whole of) work planned to personalise the digital journey.

About the work

Why the work is being done

The National Careers Service has a mature digital service which is part of a wider service that includes local careers advisers and central digital assist.

There is also a data sharing service that enables known customers to move across different parts of the service in order to meet their needs.

The digital service is currently a standard service for all customers irrespective of what their needs are. We are looking to enable the digital service to become more personalised to the needs of customers when these are known.

Problem to be solved

We have two specific challenges to meet:

- how best to meet the needs of customers referred to the digital service by careers advisers for specific career management actions?

- how best to use information we have about skills and careers to enable customers to review their career options?

Who the users are and what they need to do As an English citizen (aged 13+) requiring careers advice, I need to:

- Consume accurate and up to date information so that I can make informed career decisions, improving my future economic prospects

- Manage my career effectively, so that I improve my social/economic circumstances

As a careers adviser I need to:

- Have effective careers information/tools so that I can help citizens improve their social and economic circumstances

Any work that's already been done

There is a digital live team running continuous improvement on a service in public beta while migrating from direct.gov to service.gov and a data live team that is managing dataflow services.

We recently completed a digital product via a supplier that was handed over to the live digital team to go through the public beta phase.

We are also in the private beta stage of a data collection service that will be handed from another supplier to the live data team.

Existing team

Deliverables from this contract will be handed to a live team and those teams will undertake some personalisation work. Currently we have:

- a BAU / live digital service team;
- a course directory team in private beta;
- a data sharing team in live service (to become live data team);
- a team preparing for alpha work in future access
- a service design team maintaining the target operating model and experience maps and data standards

These are teams rich in contractors sourced from different service providers, but there is a recruitment process underway to increase permanent staff across the teams.

Current phase

Discovery

Work setup

Address where the work will take place

Cheylesmore House,
Quinton Road
Coventry
CV1 2WT

Working arrangements

We want the team to be co-located with other digital teams on-site in Coventry.

There is also data that needs to be shared across different parts of the customer journey.

There is a regular scrum of scrums to coordinate dependencies. Products have to be constructed on the same azure/sitefinity platform as the wider digital service and supported by a common DevOps team.

This work needs to align to live service standards and technologies and be subject to a handover process to a live team, so will require early engagement.

Security clearance

All staff must be vetted to BPSS standard; and proof of this will be required.

Additional information

Additional terms and conditions

Standard DOS framework and call-off terms and conditions.

Expenses must be pre-agreed and comply with DfE Travel and Subsistence Policy. Any expenses shall be submitted in line with DfE standard T&S policy. Primary work location stated in SoW will not attract expenses. No parking is available on site

Suppliers will be expected to comply with the Departments standards on IT equipment for contractor personnel

Schedule 2 - Supplier's response

	Criterion	Response - with reference to work histories (which can be attached) NB no more than 300 words per answer
A. 1	What is your approach to delivering digital solutions. This must include evidence of successful agile working and how you ensure that user needs are met.	Redacted

A. 2	How do you ensure that digital products delivered are handed over to live support teams for sustainable maintenance and improvement? Requires understanding and evidence of challenges in digital product handovers	Redacted
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A. 3	Detail your approach to designing modern cloud-based solutions. This must include architecture standards and artefacts produced at each stage of a project.	Redacted
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A. 4	Evidence experience of developing complex solutions using the azure platform. This must include consideration s for developing cloud-based solutions and how that would differ from on-premise developments	Redacted
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A. 5	Evidence experience of leveraging data to improve solutions. Must include technical approaches to making data accessible, methods for reporting/ gaining insight and feeding insight into solution improvements	Redacted
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	Criterion	<u>Response - with reference to work histories (which can be attached)</u> <u>NB no more than 300 words per answer</u>
B.1	Team participates fully in client change work. Must include evidence of working with client and third party teams (from other suppliers), participating in collaborative agile ceremonies to improve customer journeys	Redacted

B.2	<p>To flex teams to incorporate specified individuals as required by the buyer (permanent staff or from another contractor). Must include commitment and example of where this has been accommodated before.</p>	Redacted
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B.3	<p>Participation in governance arrangements, including emerging best practice and informing and owning decisions that impact delivery. Must include example of where decisions elsewhere in the service impacts your delivery.</p>	Redacted
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Schedule 3 - Statement of Work (SOW01) – Match skills and careers discovery

Schedule 3.1 SOW Details

Date of SOW:	16/09/2019
Version	V1.0
SOW Reference:	DOS-NCS-PERS-01
Buyer:	Education & Skills Funding Agency
Supplier:	Contractsonline Limited
Release Type(s):	Match Skills to Careers
Phase(s) of Development:	Discovery
Release Completion Date:	22 November 2019
Duration of SOW	Redacted
Charging Method(s) for this Release:	Capped time and materials (CTM)
Total charge for SoW (ex VAT)	£ Redacted
Remaining value of Call-Off Contract Charge (ex VAT)	£ Redacted

3.1.1 The Parties will execute a SOW for each release. Note that any ad-hoc Service requirements are to be treated as individual Releases in their own right (in addition to the releases at the delivery stage); and the Parties should execute a separate SOW in respect of each.

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

Schedule 3.2 Overview

Summary of the work

A discovery phase to understand the problem of providing citizens with personalised support during key points in their careers journey. More specifically exploring the problem of: "How can we make it easier for people to work out the next step in their career based on their current experience, most recent occupation and skill set".

Schedule 3.3 About the work

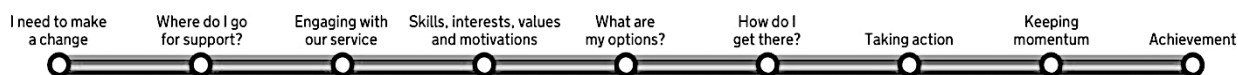
Why the work is being done

In the [Careers Strategy](#) document (December 2017) a stated aim for the National Careers Service is:

We want everyone to get the information they need to understand the job and career opportunities available, and how their knowledge and skills can help them in considering suitable careers.

In order to achieve the policy objectives resulting from the above, the National Careers Service wants to understand what personalised support to provide for step 4 (Skills, interests, values and motivations) and 5 (What are my options?) of the careers journey.

Citizen Careers Journey:



Note: Career Journeys are not linear. Citizens will often dip in and out at various points to meet their specific needs.

Problem to be Solved

New skills are needed regularly as people progress in their careers or switch careers. Geographical and occupational mobility is also increasing. In order to better support these changes, the National Careers Service has identified the following user needs:

a. "To be able to continue to develop myself in my career so that I can progress in my current job or transfer my skills to another job."

b. "I need to establish if I can get the job I want now so that I can work out any skills or qualification gaps I currently have."

For the discovery the problem area to be explored is: "How can we make it easier for people to work out the next step in their career based on their current occupation and skill set".

The work will make use of the service taxonomy, which is a capability that will be delivered during October 2019. The National Careers Service taxonomy is a classification of skills and occupations using the ESCO (European Skills, Competences, Qualifications and Occupations) framework.

The goal of the discovery is to confirm the user need and propose how we can modify the customer journey to make it easier for people to work out the next step in their career based on their current experience, most recent occupation and skill set.

Who are the users and what do they need to do?

The hypotheses that requires testing is:

As a citizen I need to be able to provide my current occupational and general skills so that these can be matched to career options that I may not have thought about and that I may be interested in, which will allow me to make an informed decision about the next steps in my careers journey. I can then explore careers that I'm interested in and obtain the following information:

1. Skills and experience needed for a career i.e. view gaps that I have.
2. Average salary, demand and related information such as relevant courses to acquire the required skills.
3. A skills map which includes skills experience that I have consented to be stored so that the results can be personalised for me.

Any work that's already been done

The service has done the following work before in the area of skills and careers:

1. Skills Health Check

The Skills Health Check (SHC) digital product was developed to allow citizens to assess their skills.

There are 4 assessments covering personal skills and 6 on work activities. Each one can take between 15 and 30 minutes. The citizen must do at least one assessment to get a report. The tool can be accessed at the link below:

<https://nationalcareers.service.gov.uk/skills-assessment>

2. Discover your Skills and Careers

This is a recent product developed during 2018. Citizens can answer a short set of questions so that they can understand their personality traits and then see careers that are suited to their aptitudes.

<https://nationalcareers.service.gov.uk/skills-assessment>

3. Skills and Careers Taxonomy

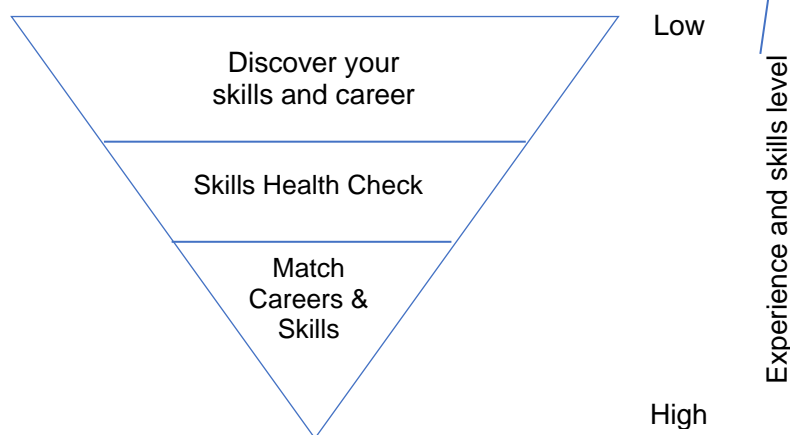
Work has been already done in the taxonomy area. This was:

- A review of job profiles and the use of O*NET undertaken in January 2019
- An evaluation of 24 occupations and skills frameworks – February 2019

An evaluation during March 2019 concluded that ESCO should be used as the basis for the National Careers Services taxonomy.

4. How do the products relate to each other?

The diagram below shows that Match Careers & Skills is intended for those citizens that already have a level of experience and a set of existing skills.



Schedule 3.3 Key Roles

3.3.1 The Parties agree that the Key Role in respect of this Project are detailed in the table below.

3.3.2 Table of Key Staff:

Name	Role

Schedule 3.4 Deliverables

3.4.1 The Deliverables for this Statement of Work are set out in this Schedule 3.4.1 as follows:

The Supplier shall complete the Discovery phase with the following products in order to start the Alpha phase:

- a prioritised list of high level user needs (epics)
- understanding of team and capability required to complete the project
- some rough prototypes (wireframes for options and why dismissed)
- some user personas (gap analysis for NCS personas)
- a list of stakeholders and input from them about existing services
- understanding of existing services, including those run by non-government sources
- understanding of how many of your users will need assisted digital support, and what their user needs are
- a product roadmap
- a product vision
- Plan for Alpha
- a decision to progress to next phase
- proposed options and costs
- UR categorisation from the options proposed and how well met.

For example

User Need	Fully met	Partially met	Not met
1	yes	n/a	n/a

3.4.2 The following table of weekly deliverables and acceptance criteria are set out for guidance purposes only

Ref	Deliverable date	Deliverable description	Acceptance Criteria
1	Week 1	Induction complete and discovery planned	<ol style="list-style-type: none">1. All induction items addressed.2. All key stakeholders identified and their requirements for the service documented.3. Policy priorities identified that are relevant to the project.4. Scope and objectives agreed.5. Sprint goals agreed.6. Sprint plan complete.7. Stakeholder kick-off workshop scheduled and prepared for8. User research library reviewed9. Initial User Research scheduled

2	Week 2	Kick-off stakeholder workshop	<ol style="list-style-type: none"> 1. Workshop held and stakeholders engaged 2. List of people and their roles. 3. Actions from workshop captured 4. Demonstrate understanding of the Service Taxonomy via Q&A with Redacted. 5. Relevant content captured on Confluence. 6. Relevant personas selected from UR library
3	Week 4	Show and Tell	<ol style="list-style-type: none"> 1. Results of review of current assessment tools to identify the 'gap' that the Match Careers and Skills product will fill and to ensure duplication of capabilities is avoided. 2. Initial user research findings shared which cover: <ol style="list-style-type: none"> a. Who are the users and what are their defining characteristics (demographics, motivations, attitudes, behaviours). b. Proportion of users that require assisted digital support. c. Proposed enhancements to personas (or new personas if justified) and their user needs including assisted digital support needs. d. Initial list of user stories with brief narrative. e. As-is journey map showing the current path users take to meet their needs. Show the way users are currently meeting their needs and level of success. 3. Proposed approach – initial thinking to developing a tool. 4. Relevant content captured on Confluence. 5. To be journey map for selected personas

			<ol style="list-style-type: none"> 6. Emerging recommendations for the alpha 7. A list of all the current products and associated technology that the project will have a dependency on.
4	Week 6 (but no later than Week 7)	Show and Tell and final discovery report	<ol style="list-style-type: none"> 1. Clear findings from the discovery presented with their implications for the wider user journey 2. Completed personas and user needs. 3. Recommendations on the hypotheses that will be prototyped and tested in the alpha stage 4. Detailed plan and deliverables for the alpha phase. 5. Draft plan for the beta and go live phases. Including number of sprints and periods of user testing. 6. Proposed team structure for Alpha through to Public Beta and Transition to Live. 7. Costs (estimated) for development and ongoing maintenance and any licenses, hosting and support needed. 8. KPIs identified and a way to measure them in particular uptake of the service. 9. Relevant content captured on Confluence.
5	Week 8	Completion of handover process for a discovery phase	<ol style="list-style-type: none"> 1. All acceptance criteria in table 1 of Schedule 12 confirmed as met

Schedule 3.5 Resource profile

3.5.1 Provision of a team, with:

- extensive experience across agile/digital delivery working collaboratively with blended multi-disciplinary teams
- operate with stakeholders at all levels/professions and a wide range of users often with complex needs.
- deep understanding of GDS standards and assessments embedding and planning these from inception onwards.

3.5.2 Proposed team:

The Supplier shall provide some of its resources across two SoWs under this Call-Off Contract, as set out below. This is for the Discovery phase only and if one SoW is completed ahead of its completion date then these shared resources shall be allocated full-time to the outstanding SoW.

Roles	Responsibilities
Product Management	Product management responsibility across two SoWs: <ul style="list-style-type: none">• DOS-NCS-PERS-01 - Match Skills to Careers• DOS-NCS-PERS-02 - Manage Action Plan for Mediated Sessions
Delivery Management	The Delivery Manager shall be provided by the Buyer unless otherwise agreed.
Service Design	Service Design responsibility across two SoWs: <ul style="list-style-type: none">• DOS-NCS-PERS-01 - Match Skills to Careers• DOS-NCS-PERS-02 - Manage Action Plan for Mediated Sessions
Content Design	Content Design responsibility across two SoWs: <ul style="list-style-type: none">• DOS-NCS-PERS-01 - Match Skills to Careers• DOS-NCS-PERS-02 - Manage Action Plan for Mediated Sessions
Technical Lead	Technical Lead responsibility across two SoWs: <ul style="list-style-type: none">• DOS-NCS-PERS-01 - Match Skills to Careers• DOS-NCS-PERS-02 - Manage Action Plan for Mediated Sessions
UI / UX Design / Prototyping	UI/UX Design responsibility across two SoWs: <ul style="list-style-type: none">• DOS-NCS-PERS-01 - Match Skills to Careers• DOS-NCS-PERS-02 - Manage Action Plan for Mediated

	Sessions
Business Analysis	Business Analysis responsibility across two SoWs: <ul style="list-style-type: none"> DOS-NCS-PERS-01 - Match Skills to Careers DOS-NCS-PERS-02 - Manage Action Plan for Mediated Sessions
User Research	User Research services

3.5.3 Resource provided by National Careers Service:

DevOps Engineer	Establishes the automation pipeline, delivering code through the software development phases. Implements other continuous DevOps practices, such as continuous security and performance testing.
Operations	At leadership and operational delivery level to ensure business readiness and product viability

Schedule 3.6 Work required:

Schedule 3.7 Technical solution

Schedule 3.8 Estimated timeframes

Schedule 3.9 Risks and dependencies

3.9 We have captured risks throughout the discovery/alpha phase and the beta risks are outlined below:

Risk identified	Mitigation response
<p>The Supplier is reliant on the Buyer's DevOps resources to:</p> <ul style="list-style-type: none"> (i) assist the Supplier in the provision of its services; and (ii) provide timely support as needed in achieving the Supplier's Deliverables. 	

<p>The Supplier is reliant on access to the Buyer's staff and its suppliers as necessary to:</p> <ul style="list-style-type: none"> (i) assist the Supplier in the provision of its services; and (ii) provide timely support as needed in achieving the Supplier's Deliverables. 	
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Schedule 3.10 Call off Contract Charges:

Charges set out below are exclusive of VAT.

Job	Rate	No days	Total
Product Management (50%)	£ Redacted	20	£ Redacted
Service Design (50%)	£ Redacted	20	£ Redacted
Content Design (50%)	£ Redacted	20	£ Redacted
Technical Lead (50%)	£ Redacted	20	£ Redacted
Business Analysis (50%)	£ Redacted	20	£ Redacted
UI / UX Design / Prototyping (50%)	£ Redacted	20	£ Redacted
User Researcher	£ Redacted	40	£ Redacted
		Total	£ Redacted

Schedule 3.11 Call-Off Contract Extension Period

Where the Buyer has specified an optional Extension Period in the Order Form, the Parties agree that an Extension Period of up to 25% of the initial Call-Off Contract Period can be added to the term of the Call-Off Contract, to accommodate any changes to the Deliverables, or delay in meeting the Buyer's requirements. The Buyer must give the Supplier the minimum notice specified in the Order Form that an Extension Period is required, set out how long the Extension Period is to be, and obtain prior written approval from the Supplier before applying any Extension Period to the Call-Off Contract period.

Schedule 3.12 Agreement of statement of works

BY SIGNING this SOW, the parties agree to be bound by the terms and conditions set out herein:

For and on behalf of the Supplier:	
Name and title	Gurjiv Khehra / Director
Signature and date	Redacted 20 September 2019

For and on behalf of the departmental Buyer:	
Name and title	
Signature and date	<u>X</u>

Please note that this is the first SOW. If the value of the first SOW is lower than the overall Call-Off Contract value, and subsequent SOW(s) are required to ensure the Services are delivered, they must be raised and signed by the Buyer and the Supplier, with a copy sent to CCS for its records.

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

Schedule 4 - Contract Change Notice (CCN) [No need for this to be signed yet]

Order Form reference for the Call-Off Contract being varied:

BETWEEN:

Buyer Full Name ("the Buyer")

and

Supplier Full Name ("the Supplier")

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

Guidance Note: Insert full details of the change including:

Reason for the change;

Full Details of the proposed change;

Likely impact, if any, of the change on other aspects of the Call-Off Contract;

2. Words and expressions in this Contract Change Notice shall have the meanings given to them in the Call-Off Contract.
3. The Call-Off Contract, including any previous changes shall remain effective and unaltered except as amended by this change.

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

Signature:

 X _____

Date: Click here to enter a date.

Name: Click here to enter text.

Address: Click here to enter text.

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

Signature:

 X _____

Date: Click here to enter a date.

Name: Click here to enter text.

Address: Click here to enter text.





Schedule 5 - Balanced Scorecard

In addition to the Supplier's performance management obligations set out in the Framework Agreement, the Parties may agree to the following Balanced Scorecard & KPIs for this Call-Off Contract (see Balanced Scorecard Model below):

Balanced Scorecard

KPI – Performance to Pay Process		
In accordance with an agreed performance to pay process, suppliers submit the following 'inputs':		
<ul style="list-style-type: none"> *Accurate and complete timesheets in a timely manner; *Accurate and complete Acceptance Certificates in a timely manner; *Accurate and complete Supplier Reports in a timely manner; *Accurate and complete invoices in a timely manner 		
Measurement		
All of the inputs are submitted in accordance with the performance to pay process timescales and contain accurate and complete information.	<ul style="list-style-type: none"> *Inputs are later than prescribed in the performance to pay process but within 5 working days of the prescribed dates. *Inputs are incomplete or inaccurate. 	<ul style="list-style-type: none"> *Inputs are later than 5 working days in the prescribed performance to pay process. *Inputs contain significant errors.
Source: Supplier Reports/ Invoices Owner: To be agreed		

Supplier Name

Performance to Pay 	People - Resourcing 
Partnering 	People - Delivery 

KPI – People (Resourcing)		
Successful recruitment and placement of key resources/ provision of facilities meets the planned deliverables and contractual obligations; the supplier pro-actively manages their resource skills/ state of facilities by identifying issues early and in a timely fashion addressing any deficits.		
Measurement		
*Targets met for all resources/ facilities	*targets met for most (50%+) resources/ facilities through no fault of the Buyer;	*target missed for most resources/ facilities requested through no fault of the Buyer;
Source: Project Managers and Wider Buyer team's verification. Owner: To be agreed		

KPI – Partnering Behaviours and Added Value		
*Supplier promotes positive collaborative working relationships within and across team by acting in a transparent manner. Supplier shows commitment to Buyer goals through adding value over and above the provision of compensated skilled personnel/ facilities.		
Measurement		
<ul style="list-style-type: none"> *No behavioural problems identified. *Buyer workshops attended and positive contributions made. *Added Value recognised by the programme above provision of compensated skilled resource/ facilities 	<ul style="list-style-type: none"> *Some minor behavioural problems. *Supplier only attends some workshops or provides minor contributions. *Supplier adds some value above provision of compensated resource/ facilities but this is not regarded as significant. 	<ul style="list-style-type: none"> *Significant behavioural problems *Supplier contributions are rare or insignificant and shows little interest in working with other suppliers *No added value contributions recognised by Programme.
Source: Collective feedback on suppliers from both Buyer and other supplier staff. Owner: To be agreed		

KPI – People in Place (Delivery)		
All Supplier resources delivering services for the contracts are performing to the expected standard for the skill-set supplied and/or all facilities are to the expected standard.		
Measurement		
<ul style="list-style-type: none"> *No resources are swapped out due to deficiency in skill-set and/or no change of facilities is required. *No problems identified with quality of work/ state of facility *Supplier is making positive team contributions. *Supplier skills/ facilities meet the standards expected. 	<ul style="list-style-type: none"> *Minor issues noted with quality of work/ standard of facilities *Few contributions made within team. 	<ul style="list-style-type: none"> *Resource is swapped out from project due to deficiency in skill-set/ change of facility is required *Persistent issues with quality of work/ facilities noted (maybe minor ones which have persisted from one month to another) *Significant issue with quality of work/ facility noted in a month.
Source: Project Manager and Wider Buyer team Owner: To be agreed		

The purpose of the Balanced Scorecard is to promote contract management activity, through measurement of a Supplier's performance against Key Performance Indicators, which the Buyer and Supplier should agree at the beginning of a Call-Off Contract. The targets and measures listed in the example scorecard (above) are for guidance and should be changed to meet the agreed needs of the Buyer and Supplier.

The recommended process for using the Balanced Scorecard is as follows:

1. The Buyer and Supplier agree a templated Balanced Scorecard together with a performance management plan, which clearly outlines the responsibilities and actions that will be taken if agreed performance levels are not achieved.
2. On a pre-agreed schedule (e.g. monthly), both the Buyer and the Supplier provide a rating on the Supplier's performance
3. Following the initial rating, both Parties meet to review the scores and agree an overall final score for each Key Performance Indicator

4. Following agreement of final scores, the process is repeated as per the agreed schedule

CCS encourages Buyers to share final scores with CCS, so that performance of the Framework Agreement can be monitored. This may be done by emailing scores to: cloud_digital@crowncommercial.gov.uk.

Schedule 6 - Optional Buyer terms and conditions

Schedule 6.1 Buyer's agent

The Buyer (as principal) has authorised [NAME OF AGENT] to act as agent on their behalf. The Buyer (as principal) remains liable for all of the Buyer obligations under this Call-Off Contract entered into on its behalf by its agent.

Schedule 7 - How Services are bought (Further Competition process)

Services are bought under this Call-Off Contract using the Further Competition process set out in Section 3 of the Framework Agreement (How Services will be bought).

Schedule 8 – Deed of guarantee – Not applicable

Schedule 9 - Processing, Personal Data and Data Subjects – Not applicable

Subject matter of the processing:

Any personal data created or processed as part of product and feature development for live National Careers Service

Duration of the processing:

From the commencement date of the contract until the expiry date, which is from 2nd September 2019 until 1st September 2021

Nature and purposes of the processing:

Collection
Recording
Organisation
Structuring
Storage
Use
Disclosure by transmission
Dissemination
Combination
Erasure
Destruction (Manual or Automated)
Retrieval
Consultation

For the purpose of product and feature development for live National Careers Service

Type of Personal Data:

Only as agreed with the buyer as a part of part of a statement of work.

Categories of Data Subject:

Members of the public that are customers of the National Careers Service

Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data:

Upon the Expiry Date of the contract any personal data must be returned to the buyer or destroyed in accordance instructions issued by the buyer.

Schedule 10 – Alternative Clauses – Not applicable

Schedule 11: Joint Controller Agreement – Not applicable

Schedule 12: Principles and acceptance criteria for handover

Context and purpose

This schedule sets out the process and obligations around the handover and acceptance of products and features, so that they can be readily adopted into the live services.

There are two live service teams in the National Careers Service who are responsible for support, maintenance and continuous improvement. Significant feature or product development will be carried out by other teams (development teams) and handed over to allow step changes in service scope of functionality. The two live service teams are:

- Digital live service team (for citizen facing services – directly or indirectly, e.g. careers adviser)
- Data live services (a business to business service for sharing customer data and a course directory service for providers to upload course and apprenticeship training information).

Definitions

In this schedule, references to a Development Team mean the Supplier.

In this contract, references to a Live Service Team mean the Buyer or Agents acting on behalf of the Buyer.

Principles

The products and features adopted by the live teams must be capable of being owned and supported by the Live Service Team. On this basis, the following principles must be applied.

- Even though there may be multiple teams working on digital and data services, this is all part of a single service: the National Careers Service. All products and features developed by the Development Team for the service must fit into that single service;
- New features and developments created by the Development Team must be set in the context of current live service user journeys and must enhance not disrupt that journey, such that journey completion rates are reduced;
- The Development Team must use existing technology platforms and tools for any new features and products. Any technology choices that add to the existing technology stack must be supported by written justification based on evidence and agreed in writing by the service lead architect;
- Collaborative working tools are already in place and must be used so that work in progress is visible and transparent. New collaboration tools must be agreed across all teams and cannot be a unilateral choice by a single team;
- Engagement between the Development Team and Live Service Teams must begin

Digital Outcomes and Specialists 3 Framework Agreement Call-Off Contract

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at the discovery stage, and not wait until just before handover.

- Live Service Teams must support the induction and ways of working for any new Development Teams, so that collaboration can commence from the outset.
- There is a set of cardinal personas to represent the user needs that the service is aiming to meet. Development Teams must use the most appropriate personas that already exist before thinking about creating new personas. Enhancements to the personas must be agreed with the lead User Researcher.
- There are some shared resources in the collaboration tools, such as a User Research Library, which must be reviewed for relevant user research before embarking on new user research initiatives. All user research work and findings must be added to the library to enable the service corporate knowledge to grow and remain useful.

Acceptance criteria

The Live Service Teams will maintain a set of acceptance criteria to support feature and product handover. These will be shared with product and feature Development Teams as they are on-boarded, so that the developments are appropriately informed.

These acceptance criteria are set out as principle guidelines and may be changed from time to time, as agreed by the Parties.

Table 1: Discovery

Ref	Area	Acceptance Criteria	Engages with
D001	Documentation	All relevant artefacts, designs and supporting documentation produced is up to date and available via common / shared collaboration tools.	In conjunction with live service
D002	Ways of working	<ul style="list-style-type: none"> - Onboarding, introductions to counterparts within service. - Current business capability assessment carried out and any dependencies, constraints, risks , issues identified, captured and raised where appropriate. 	
D003	Business / Technical requirements	National Careers Service brand guidelines, GDS Service Manual project phases, cross govt best practice identified, and evidenced through project plans, milestones and objectives.	
D004	Governance/ reporting	<p>Proposed alpha solution to be reviewed and agreed by Lead architect.</p> <p>Create and maintain a log of decisions made along the way.</p>	Design Authority approval
D005	Solution/ Product design	Design proposals, conceptual designs updated and shared with peer group.	

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		High level options, documented and findings shared	
D006	User needs/ requirements	<ul style="list-style-type: none"> - UR approach, prep, identification of user groups (needs), prioritisation approach, UR plan documented and shared with peer groups UR lead. - User needs documented in Confluence and shared with the relevant team authorities. 	
D007	User research/ testing	UR findings, impact on design, product journey, hypothesis testing evidenced and documented in confluence.	
D008	Design/ wireframes	All mock-ups and wireframes to support user research and evidence actual vs expected user journey documented and shared via collaboration tools.	
D009	Third party suppliers(if applicable)	Third party vendors (or support and development of the solution / service) identified and high-level selection criteria determined	
D010	Service design	High level service design and feedback included into design, UR journey maps and wireframes	
D011	Transition to alpha	End of discovery review (inc show and tell) undertaken, decision and reasons to move to Alpha documented along with plan, objectives, selected ideas to test, resource profiles	

Table 2: Alpha

Ref	Area	Acceptance Criteria	Engages with
A001	Documentation	All relevant artefacts, designs and supporting documentation produced is up to date and available via common / shared collaboration tools.	In conjunction with live service
A002	Ways of working	<ul style="list-style-type: none"> - Update and options review sessions - Regular participation in the show and tells - Dependencies, constraints, risks, issues identified, blockers captured and escalated where necessary 	Live service Wider team Portfolio Manager
A003	Business / Technical requirements	- GDS standards / requirements, cross govt best practice evidenced in design prototypes, UR plans, product development and testing.	

		<ul style="list-style-type: none"> - Any variations from GDS design patterns evidenced by user research and shared with GDS design community - Evidence of Data / security assurance requirements included in design / prototypes - Product integrations aspects / criteria identified and reviewed 	
A004	Governance/ reporting	<ul style="list-style-type: none"> - Agile Operational Readiness Review with Live to understand what is required, not included in lite ORR - Log of all decisions made options reviewed and discounted 	Service management
A005	Solution/ Product design	<ul style="list-style-type: none"> - WCAG accessibility principles, constraints realised in relation to the project, any challenges, deviations, exceptions documented and raised with relevant authorities. - Tools / applications for the delivery, management and roll out of the product / service identified / evaluated - Updated designs (conceptual, logical) tested and findings shared with relevant teams. - If any existing applications or data standards affected; then impact assessment carried out and approvals / exemptions documented 	Live service team
A006	User needs/ requirements	<ul style="list-style-type: none"> - UR needs are prioritised (with rationale) and evidenced to inform MVS - UR plan documented and shared with peer groups 	Lead User Researcher
A007	User research/ testing	UR prep, approach, plan documented and available via shared collaboration tools. UR findings, impact on design, user / product journey, hypothesis testing evidenced and documented	Lead User Researcher
A008	Design/ wireframes	<ul style="list-style-type: none"> - Prototypes and its iterations / evolution evidenced (in line with user / business feedback) and shared via collaboration tools. - UR findings relating to design pattern shared with the team (include lead architect, tech lead) 	Live service team
A009	Third party suppliers(if applicable)	Third party vendors evaluation and selection process initiated- completed.	Lead Product Owner

		Any ongoing costs approved prior to contractual agreement	
A010	Service design	Service design interaction documented and feedback / suggestions included (as design standard) inform product design, user journey maps, scope, and implementation	Live service team Lead Service designer
A011	Success & measures	<ul style="list-style-type: none"> - Performance framework and metrics documented. - Performance platform / tools identified 	Live service team performance analyst
A012	Transition to beta	Alpha GDS Assessment prep work and outcomes / feedback documented with any remedial action plan (as per recommendations)	

Table 3: Beta

Ref	Area	Acceptance Criteria	Engages with
B001	Documentation	All relevant artefacts across all project workstreams including supporting documentation produced is up to date and available via common / shared collaboration tools.	In conjunction with live service
B002	Ways of working	<ul style="list-style-type: none"> - update and options review sessions held with Live team - Regular participation in the show and tells. - Dependencies, constraints, risks, issues identified, blockers captured and escalated where necessary 	Live service Wider team Portfolio Manager
B003	Business / Technical requirements	<ul style="list-style-type: none"> - GDS standards/ requirements, cross-government best practice evidenced in design prototypes, UR plans, product development and testing - TCoP and live team code quality standards and practices adhered to - Data/ security assurance requirements adhered to and evidenced - Assessment against business accepted design, coding, architectural, product, quality assurance standards provided and evidenced - Where applicable, business continuity, DR requirements elicited 	In conjunction with live service

		with business and evidence provided to demonstrate how requirements met	
B004	Governance/ reporting	<ul style="list-style-type: none"> - All governance processes including Agile Operational Readiness Review obligations adhered to - Log of all necessary decisions made along the way 	In conjunction with live service
B005	Solution/ Product design	<ul style="list-style-type: none"> - Sustained learning and iteration in the designs from previous (discovery / alpha) phases evidenced - Tools / applications for the delivery, management and roll out of the product procured - Final designs (conceptual, logical, physical) documented and shared via collaboration tools - Impact on existing applications or data standards minimised (if not an improvement) and demonstrated & tested in pre live environments. 	Live service team
B006	User needs/ requirements	<ul style="list-style-type: none"> - UR findings, impact on design, product journey evidenced and documented. - product evaluated against user needs and tested and refined post productions user comments (across user groups identified within the scope of work) 	Lead User Researcher
B007	Design/ wireframes	<ul style="list-style-type: none"> - sustained learning and iteration in the designs from previous (discovery / alpha) phases evidenced - design ideas shared with other govt. services, best practice identified and implemented in the final design and solution - all iterations of design to support user research, evidenced, end to end user journey documented and shared via collaboration tools. 	Lead User Researcher
B008	Third party suppliers(if applicable)	<ul style="list-style-type: none"> - Third party suppliers (e.g. hosting, content provider) selected / onboarded - Requirements (contractual and delivery) locked down, SLA's deliverables agreed, supplier onboarded 	Live service team
B009	Licenses/ subscriptions	<ul style="list-style-type: none"> - all software licences / subscriptions required have been purchased and activated 	Lead Product Owner

		<ul style="list-style-type: none"> - all external SSL certificates and domains have they been purchased and installed - other tools and subscriptions procured 	
B010	Service design	<ul style="list-style-type: none"> - Service design updated and shared - Experience map updated and shared 	Live service team Lead Service designer
B011	Success & measures	<ul style="list-style-type: none"> - performance measurement framework implemented with measures / KPIs set - monitoring in place to identify trends, gaps in performance, assessment against CSFs, original product / business / user / service design requirements - evidence and suggestions from analytics / MI to inform continuous improvement 	Live service team performance analyst
B012		<ul style="list-style-type: none"> - code quality reviewed, assessed against coding standards and evidence provided - code open sourced and common platforms have been utilised. 	
B013	Quality Assurance	<ul style="list-style-type: none"> - test approach has been defined, documented and agreed by Live support team - testing / quality assurance carried out as per requirements / live service standards, testing logs shared and evidence provided of changes and bug fixes - Outstanding issues (tech debt) raised, accepted and signed off by Live team - External testing (ITHC) carried out all risks triaged and identified ownership agreed and dates agreed for remedial actions 	
B014	Integration with live service (if applicable)	<ul style="list-style-type: none"> - Integration plan developed and success measures identified and shared with Live service team - Integration testing carried out in pre live environments, any constraints, issues, impact on existing products / services managed 	
B015	Transition to live	<ul style="list-style-type: none"> - Beta GDS Assessments, Accessibility assessments and Live Assessment feedback documented and remedial actions with status and approach 	

		<p>documented.</p> <ul style="list-style-type: none"> - Formal requests to service desk made and to support product / service - Release and Deployment: implementation steps rehearsed in pre prod environments and impact on downstream systems and any pre-requisites. documented and shared with relevant authorities - ATO and ORR authorised requested / received 	
B016	Communications	Comms plan detailing the execution route (Gov.UK, email, leaflets), timetable, location and audience shared with Live, Marketing team	
B017	Implementation	Service tested in live environment, any bugs identified are triaged with Live service.	