



# Crown Commercial Service

G-Cloud 12 Call-Off Contract

This Call-Off Contract for the G-Cloud 12 Framework

Agreement (RM1557.12) includes:

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## Part A: Order Form

Buyers must use this template order form as the basis for all call-off contracts and must refrain from accepting a supplier's prepopulated version unless it has been carefully checked against template drafting.

<b>Digital Marketplace service ID number</b>	<b><u>356603672271880</u></b>
<b>Call-Off Contract reference</b>	<b>WP1979</b>
<b>Call-Off Contract title</b>	<b>WP1979 Zendesk Licenses</b>
<b>Call-Off Contract description</b>	<b>Provision of Zendesk licenses for ongoing support for GDS, CDIO, and CDDO live products</b>
<b>Start date</b>	<b>01 July 2021</b>
<b>Expiry date</b>	<b>30 June 2022</b>
<b>Call-Off Contract value</b>	<b>Initial estimated contract value is £402,900 excluding VAT</b>
<b>Charging method</b>	<b>BACS Monthly in arrears</b>
<b>Purchase order number</b>	<b>to follow</b>

This Order Form is issued under the G-Cloud 12 Framework Agreement (RM1557.12).

Buyers can use this Order Form to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any extra terms that materially change the Deliverables offered by the Supplier and defined in the Application.

There are terms in the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with square brackets.

<b>From the Buyer</b>	<b>Buyer's name:</b> Government Digital Service (GDS), Cabinet Office <b>Buyer's email:</b> <u><a href="mailto:commissioning-digital@digital.cabinet-office.gov.uk">commissioning-digital@digital.cabinet-office.gov.uk</a></u> <b>Buyer's main address:</b> Cabinet Office, 1 Horse Guards Road, London, SW1A 2HQ.  <b>GDS:</b> The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS
<b>To the Supplier</b>	<b>Supplier's name:</b> Zendesk, Inc. <b>Supplier's phone:</b> (Redacted) <b>Supplier's address:</b> 30 Eastbourne Terrace, London, W2 6LA and 1019 Market Street, San Francisco, CA 94103  <b>Company number:</b> 07622459
<b>Together the 'Parties'</b>	

#### Principal contact details

##### For the Buyer:

**Job Title:** (Redacted)

**Name:** (Redacted)

**Email:** (Redacted)

**Phone:** (Redacted)

##### For the Supplier:

**Job Title:** (Redacted)

**Name:** (Redacted)

**Email:** (Redacted)

**Phone:** (Redacted)

### Call-Off Contract term

<b>Start date</b>	This Call-Off Contract Starts on <b>01 July 2021</b> and is valid for 12 months.
<b>Ending (termination)</b>	The notice period needed for Ending the Call-Off Contract is at least ninety (90) Working Days from the date of written notice for disputed sums or at least thirty (30) days from the date of written notice for Ending without cause.
<b>Extension period</b>	<p>This Call-Off Contract can be extended by the Buyer, subject to Cabinet Office approvals, for 2 period(s) of up to 12 months each, by giving the Supplier 1 months written notice before its expiry.</p> <p>Extensions which extend the Term beyond 24 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p>

### Buyer contractual details

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

<b>G-Cloud lot</b>	<p>This Call-Off Contract is for the provision of Services under:</p> <ul style="list-style-type: none"><li>• Lot 2: Cloud software</li></ul>
<b>G-Cloud services required</b>	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below:</p> <p>Service ID: 356603672271880</p> <p>Service Description: Zendesk is a simple customer service platform. It's designed for companies that want to create customer relationships that are more meaningful, personal and productive. We start by helping companies to provide great support and then mature with self-service and proactive engagement.</p> <p>Features</p> <ul style="list-style-type: none"><li>• Ticket /Incident Management</li></ul>

	<ul style="list-style-type: none"> <li>• Multi-Channel solution (email, chat, phone, social media)</li> <li>• Reporting - Analytics and Insights</li> <li>• Mobile apps and SDK for in-app development</li> <li>• Self Service Help Centre (Knowledge base and Community Forum)</li> <li>• Multi-language (28) and Multi-brand (unlimited)</li> <li>• Fully Customisable (white label solution)</li> <li>• Industry standard REST APIs, SDK and development framework</li> <li>• Highly secure including SSO, 2-factor authentication, data encryption</li> </ul> <p>Benefits</p> <ul style="list-style-type: none"> <li>• Improve Agent efficiency with a single, multi-channel agent interface</li> <li>• Connect your social channels (Facebook and Twitter).</li> <li>• Take customer calls in Zendesk or via other telephony suppliers.</li> <li>• Reduce support costs and drive sales via Chat.</li> <li>• Streamline support with ticket views, triggers and automations.</li> <li>• Provide 24/7 customer service support.</li> <li>• Use Guide to build powerful self service capability.</li> <li>• Transform your Zendesk to match your brand.</li> <li>• Measure customers' satisfaction and your support team's performance.</li> <li>• Use over 500 apps that sit natively within Zendesk's interface.</li> </ul> <p>Link to Service Description:  <a href="https://www.digitalmarketplace.service.gov.uk/g-cloud/services/356603672271880">https://www.digitalmarketplace.service.gov.uk/g-cloud/services/356603672271880</a>  Link to Service Definition:  <a href="https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/580535/356603672271880-service-definition-document-2020-07-20-1154.pdf">https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/580535/356603672271880-service-definition-document-2020-07-20-1154.pdf</a></p>
<b>Additional Services</b>	Not used.

<b>Location</b>	<p>The Services will be delivered to Cabinet Office, Government Digital Services offices at The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS</p> <p>Subprocessor List: available at:  <a href="https://support.zendesk.com/hc/en-us/articles/360022185294-Sub-processors">https://support.zendesk.com/hc/en-us/articles/360022185294-Sub-processors</a>.</p>
<b>Quality standards</b>	Not used.
<b>Technical standards:</b>	<p>The technical standards required for this Call-Off Contract are The Supplier shall maintain compliance with SOC 2 (Security) Criteria or equivalent.</p> <p>Details can be found at:  <a href="https://socreports.com/white-papers/soc-2-compliance.html">https://socreports.com/white-papers/soc-2-compliance.html</a></p> <p>The named supplier will also adhere to;</p> <p>The Government Technology Code of Practice  <a href="https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice">https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice</a></p> <p>The Government Service Standard (where applicable)  <a href="https://www.gov.uk/service-manual/service-standard">https://www.gov.uk/service-manual/service-standard</a></p>
<b>Security Standards &amp; Requirements</b>	<p>The security clearance level required for personnel working on this contract is Baseline Personnel Security Standard (BPSS), or equivalent, and will include pre-employment identity checks and work history. Supplier requires its employees to undertake security and policy awareness training courses periodically during employment, and has systems in place to check and verify that all employees are tracked for completion of such training courses. The Supplier shall maintain compliance with ISO 27001:2013 and ISO 27018:2014 or relevant subsequent standards should these become superseded, and shall also ensure that any third parties used by it to process the Buyer's data in the course of the service provision and deemed critical to Supplier's ability to provide the service, shall adopt security measures consistent with those implemented by supplier.</p> <p>The Buyer agrees that in providing the Service hereunder the Supplier may process Personal Data, including transferring Personal Data outside of the EEA, as reasonably necessary to provide the Service, provided the Supplier has taken steps to ensure that the Personal Data is adequately protected in compliance with applicable UK and EU data protection</p>

	<p>legislation and regulation during the Term of this Call-Off Contract.</p> <p>The Supplier's security measures applicable to the delivery of the Service are as set out in the Supplier's Master Subscription Agreement.  <a href="https://www.zendesk.com/company/customers-partners/master-subscription-agreement">https://www.zendesk.com/company/customers-partners/master-subscription-agreement</a> Following termination of the Buyer's subscription to the Supplier's Service, Buyer Data will be deleted in accordance with the data deletion policy available at  <a href="https://www.zendesk.com/company/policies-procedures/data-deletion-policy/">https://www.zendesk.com/company/policies-procedures/data-deletion-policy/</a> (as may be amended from time to time). The Buyer acknowledges that the Supplier's obligation to notify of any security incident affecting Buyer Data (for example, corruption, loss, breach of degradation of Buyer Data) shall only apply in the case of confirmed events.</p>
<b>Service level agreement:</b>	The service level and availability criteria required for this Call-Off Contract are found in the Service Description and Service Definition documents.
<b>Onboarding</b>	<p>As per service description;  <a href="https://www.digitalmarketplace.service.gov.uk/g-cloud/services/356603672271880">https://www.digitalmarketplace.service.gov.uk/g-cloud/services/356603672271880</a></p>
<b>Offboarding</b>	<p>As per service description;  <a href="https://www.digitalmarketplace.service.gov.uk/g-cloud/services/660269380631675">https://www.digitalmarketplace.service.gov.uk/g-cloud/services/660269380631675</a></p>
<b>Collaboration agreement</b>	Not used.
<b>Limit on Parties' liability</b>	<p>The annual total liability of either Party for all Property defaults will not exceed £1,000,000. The annual total liability for Buyer Data defaults will not exceed £1,000,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The annual total liability for all other defaults will not exceed the greater of £1,000,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p>

<b>Insurance</b>	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> <li>• a minimum insurance period of six (6) years following the expiration or Ending of this Call-Off Contract</li> <li>• professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law)</li> <li>• employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law</li> <li>• Cyber and Data Protection insurance cover</li> </ul>
<b>Force majeure</b>	<p>A Party may End this Call-Off Contract if the Other Party is affected by a Force Majeure Event that lasts for more than fifteen (15) consecutive days.</p>
<b>Audit</b>	<p>The following Framework Agreement audit provisions will be incorporated under clause 2.1 of this Call-Off Contract to enable the Buyer to carry out audits:</p> <p>Under no circumstances will Buyer be permitted accompanied-access to multi-tenanted areas of Supplier's data processing facilities or to any area, including servers, where data of Supplier's other customers is located or stored.</p> <p>Notwithstanding anything to the contrary in the Call-Off Contract and/or the Framework Agreement, the Buyer expressly agrees that all audit procedures shall be as follows:</p> <p>Unless Supplier has delivered to Buyer an independent audit report of its security environment pursuant to Independent Service Organization Control Report SOC 2 Type 2, Security (a "SOC2 Report"), Buyer shall have the right to review and audit networks, systems and applications, not more than once per year, during mutually agreeable times at normal business hours.</p> <p>Audits shall be conducted by Buyer or a professional, objective, external party audit or reasonably agreed to by Supplier, at Buyer's expense. Such audit shall be limited to discussions and follow-up exchanges with Supplier's data security personnel and limited to the exchange of information which would be required to prepare a SOC 2 Report. Access to systems or facilities where Buyer Data is stored or processed will not be permitted as a result of any such audit. All information provided to Buyer in connection with such audits shall be confidential information and not disclosed by</p>



	<p>Buyer or used other than in connection with its assessment of the Service.</p> <p>The audit rights described herein shall not apply provided Supplier has delivered an SOC 2 Report with a measurement date less than 12 months old. The above-described audit rights shall continue for twelve (12) Months after the expiry of the Call-Off Contract term or following termination of this Call-Off Contract.</p>
<b>Buyer's responsibilities</b>	<p>The Buyer acknowledges that Buyer Data can be exported by the Buyer at any time in accordance with the capabilities of the Service and Buyer's Service plan, such export to be in either XML or CSV format.</p>
<b>Buyer's equipment</b>	<p>There will not be any Buyer's equipment used with this Call-Off Contract.</p>

#### Supplier's information

<b>Subcontractors or partners</b>	<p>The following is a list of the Suppliers Subcontractors or partners uses to deliver the Services:  <a href="https://support.zendesk.com/hc/en-us/articles/360022185294-Sub-processors-and-Subcontractors">https://support.zendesk.com/hc/en-us/articles/360022185294-Sub-processors-and-Subcontractors</a> as at 5</p> <p>July 2021 (but which is subject to change from time to time during the Term). The Buyer agrees that in providing the Service hereunder the Supplier may transfer Personal Data to such Subcontractors and Partners (some of whom are located outside of the EEA), and such Subcontractors and Partners may process the Personal Data, as reasonable necessary to provide the Service, provided the Supplier and its Subcontractors and</p> <p>Partners have taken steps to ensure that the Personal Data is adequately protected in compliance with applicable UK and EU data protection legislation and regulations.</p>
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#### Call-Off Contract charges and payment

The Call-Off Contract charges and payment details are in the table below. See Schedule 2 for a full breakdown.

<b>Payment method</b>	The payment method for this Call-Off Contract is BACS Monthly in arrears to:  <b>(Redacted)</b>
<b>Payment profile</b>	The payment profile for this Call-Off Contract is BACS Monthly in arrears.  Service Order Form  Zendesk ID: 356603672271880
<b>Invoice details</b>	The Supplier will issue valid electronic invoices monthly in arrears. The Buyer will pay the Supplier within thirty (30) days of receipt of a valid invoice.
<b>Who and where to send invoices to</b>	Invoices should be sent by email to: <b>(Redacted)</b> and also to <b>(Redacted)</b> and <b>(Redacted)</b> which is at the Cabinet Office, PO Box 405, SSCL, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ
<b>Invoice information required</b>	All Invoices must include the WP number and Purchase Order Number.  Each invoice shall be accompanied by a breakdown of the deliverables and services, quantity thereof, applicable unit charges and total charge for the invoice period, in sufficient detail to enable the Customer to validate the invoice.
<b>Invoice frequency</b>	Invoices will be sent to the Buyer Monthly in arrears.
<b>Call-Off Contract value</b>	Initial estimated contract value is <b>402,900 excluding VAT</b> .
<b>Call-Off Contract charges</b>	The breakdown of the Charges is shown in Schedule 2.

#### Additional Buyer terms

<b>Performance of the Service and Deliverables</b>	<b>(Redacted)</b>
<b>Guarantee</b>	Not used.

<b>Warranties, representations</b>	In addition to the incorporated Framework Agreement clause 4.1, the Supplier warrants and represents to the Buyer that there are no additional warranties and representations.
<b>Supplemental requirements in addition to the Call-Off terms</b>	Please refer to Schedule 6, "Data Protection Legislation" on page 33.
<b>Alternative clauses</b>	Not used.
<b>Buyer specific amendments to/refinements of the Call-Off Contract terms</b>	Within the scope of the Call-Off Contract, the Supplier will if applicable and pre-agreed with Cabinet Office comply with the Cabinet Office Travel & Subsistence Policy at Schedule 8.
<b>Public Services Network (PSN)</b>	Not used.
<b>Personal Data and Data Subjects</b>	Confirm whether Annex 1 (and Annex 2, if applicable) of Schedule 7 is being used: Annex 1

1. Formation of contract
  - 1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.
  - 1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.
  - 1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.
  - 1.4 In cases of any ambiguity or conflict, the terms and conditions of the Call-Off Contract (Part B) and Order Form (Part A) will supersede those of the Supplier Terms and Conditions as per the order of precedence set out in clause 8.3 of the Framework Agreement.
2. Background to the agreement
  - 2.1 The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.12.
  - 2.2 The Buyer provided an Order Form for Services to the Supplier.

<b>Signed</b>	<b>Supplier: Zendesk Inc</b>	<b>Buyer: Cabinet Office- GDS</b>
<b>Name</b>		
<b>Title</b>		
<b>Signature</b>		
<b>Date</b>		

### **Schedule 1: Services**

Services agreed between the Buyer and Supplier, are G-Cloud Services the Supplier is capable of providing through the Digital Marketplace. These Services are:

Service ID: 356603672271880

Service Description:

Zendesk is a simple customer service platform. It's designed for companies that want to create customer relationships that are more meaningful, personal and productive. We start by helping companies to provide great support and then mature with self-service and proactive engagement.

### **Features**

- Ticket /Incident Management
- Multi-Channel solution (email, chat, phone, social media)
- Reporting - Analytics and Insights
- Mobile apps and SDK for in-app development
- Self Service Help Centre (Knowledge base and Community Forum)
- Multi-language (28) and Multi-brand (unlimited)
- Fully Customisable (white label solution)
- Industry standard REST APIs, SDK and development framework
- Highly secure including SSO, 2-factor authentication, data encryption

### **Benefits**

- Improve Agent efficiency with a single, multi-channel agent interface
- Connect your social channels (Facebook and Twitter).
- Take customer calls in Zendesk or via other telephony suppliers.
- Reduce support costs and drive sales via Chat.
- Streamline support with ticket views, triggers and automations.

- Provide 24/7 customer service support.
- Use Guide to build powerful self service capability.
- Transform your Zendesk to match your brand.
- Measure customers' satisfaction and your support team's performance.
- Use over 500 apps that sit natively within Zendesk's interface.

Link to Service Description:

<https://www.digitalmarketplace.service.gov.uk/g-cloud/services/356603672271880>

Link to Service Definition:

<https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/580535/356603672271880-service-definition-document-2020-07-20-1154.pdf>

## **Schedule 2: Call-Off Contract charges**

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

425 licences (Support Enterprise Subscription) x £79 per licence per month= £402,900 excluding VAT

## Part B: Terms and conditions

1. Call-Off Contract Start date and length
  - 1.1 The Supplier must start providing the Services on the date specified in the Order Form.
  - 1.2 This Call-Off Contract will expire on the Expiry Date in the Order Form. It will be for up to 24 months from the Start date unless Ended earlier under clause 18 or extended by the Buyer under clause 1.3.
  - 1.3 The Buyer can extend this Call-Off Contract, with written notice to the Supplier, by the period in the Order Form, provided that this is within the maximum permitted under the Framework Agreement of 2 periods of up to 12 months each.
  - 1.4 The Parties must comply with the requirements under clauses 21.3 to 21.8 if the Buyer reserves the right in the Order Form to extend the contract beyond 24 months.
2. Incorporation of terms
  - 2.1 The following Framework Agreement clauses (including clauses and defined terms referenced by them) as modified under clause 2.2 are incorporated as separate Call-Off Contract obligations and apply between the Supplier and the Buyer:
    - 4.1 (Warranties and representations)
    - 4.2 to 4.7 (Liability)
    - 4.11 to 4.12 (IR35)
    - 5.4 to 5.5 (Force majeure)
    - 5.8 (Continuing rights)
    - 5.9 to 5.11 (Change of control)
    - 5.12 (Fraud)
    - 5.13 (Notice of fraud)
    - 7.1 to 7.2 (Transparency)
    - 8.3 (Order of precedence)
    - 8.6 (Relationship)
    - 8.9 to 8.11 (Entire agreement)
    - 8.12 (Law and jurisdiction)
    - 8.13 to 8.14 (Legislative change)
    - 8.15 to 8.19 (Bribery and corruption)
    - 8.20 to 8.29 (Freedom of Information Act)
    - 8.30 to 8.31 (Promoting tax compliance)
    - 8.32 to 8.33 (Official Secrets Act)
    - 8.34 to 8.37 (Transfer and subcontracting)
    - 8.40 to 8.43 (Complaints handling and resolution)
    - 8.44 to 8.50 (Conflicts of interest and ethical walls)
    - 8.51 to 8.53 (Publicity and branding)
    - 8.54 to 8.56 (Equality and diversity)
    - 8.59 to 8.60 (Data protection)
    - 8.64 to 8.65 (Severability)
    - 8.66 to 8.69 (Managing disputes and Mediation)
    - 8.80 to 8.88 (Confidentiality)
    - 8.89 to 8.90 (Waiver and cumulative remedies)
    - 8.91 to 8.101 (Corporate Social Responsibility)

- paragraphs 1 to 10 of the Framework Agreement glossary and interpretation
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

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

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

2.2.2 a reference to 'CCS' will be a reference to 'the Buyer'

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

2.3 The Parties acknowledge that they are required to complete the applicable Annexes contained in Schedule 4 (Processing Data) of the Framework Agreement for the purposes of this Call-Off Contract. The applicable Annexes being reproduced at Schedule 7 of this Call-Off Contract.

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

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

### 3. Supply of services

3.1 The Supplier agrees to supply the G-Cloud Services and any Additional Services under the terms of the Call-Off Contract and the Supplier's Application.

3.2 The Supplier undertakes that each G-Cloud Service will meet the Buyer's acceptance criteria, as defined in the Order Form.

### 4. Supplier staff

4.1 The Supplier Staff must:

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

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

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

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

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

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

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

- 4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.
- 4.5 The Buyer may End this Call-Off Contract for Material Breach as per clause 18.5 hereunder if the Supplier is delivering the Services Inside IR35.
- 4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14-digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.
- 4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.
- 4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.
- 5. Due diligence
  - 5.1 Both Parties agree that when entering into a Call-Off Contract they:
    - 5.1.1 have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party
    - 5.1.2 are confident that they can fulfil their obligations according to the Call-Off Contract terms
    - 5.1.3 have raised all due diligence questions before signing the Call-Off Contract
    - 5.1.4 have entered into the Call-Off Contract relying on its own due diligence
- 6. Business continuity and disaster recovery
  - 6.1 The Supplier will have a clear business continuity and disaster recovery plan in their service descriptions.
  - 6.2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier when required.
  - 6.3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.
- 7. Payment, VAT and Call-Off Contract charges
  - 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
  - 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.



- 7.3 The Call-Off Contract Charges include all Charges for payment Processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate Rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money properly invoiced under the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed portion of the amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with the response.
- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.
- 8. Recovery of sums due and right of set-off
  - 8.1 If a Supplier owes money to the Buyer, the Buyer may deduct that sum from the Call-Off Contract Charges.
- 9. Insurance
  - 9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.
  - 9.2 The Supplier will ensure that:
    - 9.2.1 during this Call-Off Contract, Subcontractors hold third party public and products liability insurance of the same amounts that the Supplier would be legally liable to

pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000

- 9.2.2 the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
- 9.2.3 all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.2.4 all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.
- 9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:
  - 9.4.1 a broker's verification of insurance
  - 9.4.2 receipts for the insurance premium
  - 9.4.3 evidence of payment of the latest premiums due
- 9.5 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or this Call-Off Contract and the Supplier will:
  - 9.5.1 take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers
  - 9.5.2 promptly notify the insurers in writing of any relevant material fact under any Insurances
  - 9.5.3 hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance
- 9.6 The Supplier will not do or omit to do anything, which would destroy or impair the legal validity of the insurance.
- 9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.
- 9.8 The Supplier will be liable for the payment of any:
  - 9.8.1 premiums, which it will pay promptly
  - 9.8.2 excess or deductibles and will not be entitled to recover this from the Buyer

10. Confidentiality
  - 10.1 Subject to clause 24.1 the Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.80 to 8.88. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.
11. Intellectual Property Rights
  - 11.1 Unless otherwise specified in this Call-Off Contract, a Party will not acquire any right, title or interest in or to the Intellectual Property Rights (IPRs) of the other Party or its Licensors.
  - 11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.
  - 11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.
  - 11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.
  - 11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:
    - 11.5.1 rights granted to the Buyer under this Call-Off Contract
    - 11.5.2 Supplier's performance of the Services
    - 11.5.3 use by the Buyer of the Services
  - 11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:
    - 11.6.1 modify the relevant part of the Services without reducing its functionality or performance
    - 11.6.2 substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
    - 11.6.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
  - 11.7 Clause 11.5 will not apply if the IPR Claim is from:
    - 11.7.2 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract

11.7.3 other material provided by the Buyer necessary for the Services

11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12. Protection of information

12.1 The Supplier must:

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

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

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

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

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

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

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

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

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

13. Buyer data

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

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

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

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

- 13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
- 13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
- 13.6.1 the principles in the Security Policy Framework:  
<https://www.gov.uk/government/publications/security-policy-framework> and the Government Security Classification policy:  
<https://www.gov.uk/government/publications/government-security-classifications>
- 13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management:  
<https://www.cpni.gov.uk/content/adopt-risk-management-approach> and Protection of Sensitive Information and Assets:  
<https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
- 13.6.3 the National Cyber Security Centre's (NCSC) information risk management guidance:  
<https://www.ncsc.gov.uk/collection/risk-management-collection>
- 13.6.4 government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint:  
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- 13.6.5 the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance:  
<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
- 13.6.6 buyer requirements in respect of AI ethical standards.
- 13.7 The Buyer will specify any security requirements for this project in the Order Form.
- 13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.
- 13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

- 14. Standards and quality
  - 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
  - 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:  
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
  - 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.
  - 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the services have the relevant PSN compliance certification.
  - 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.
- 15. Open source
  - 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.
  - 15.2 If software needs to be converted before publication as open source, the Supplier must also provide the converted format unless otherwise agreed by the Buyer.
- 16. Security
  - 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.
  - 16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.
  - 16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.
  - 16.4 Responsibility for costs will be at the:

- 16.4.1 Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided
- 16.4.2 Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control
- 16.5 The Supplier will immediately notify the Buyer of any breach of security of Buyer's Confidential Information (and the Buyer of any Buyer Confidential Information breach). Where the breach occurred because of a Supplier Default, the Supplier will recover the Buyer's Confidential Information however it may be recorded.
- 16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance:  
<https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>
- 16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or equivalent) required for the Services before the Start date.
- 17. Guarantee
  - 17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start date:
    - 17.1.1 an executed Guarantee in the form at Schedule 5
    - 17.1.2 a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee
- 18. Ending the Call-Off Contract
  - 18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier, unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.
  - 18.2 The Parties agree that the:
    - 18.2.1 Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided
    - 18.2.2 Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses
  - 18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its

unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.

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

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

18.4.2 any fraud

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

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

18.5.2 an Insolvency Event of the other Party happens

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

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

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

19. Consequences of suspension, ending and expiry

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

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

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

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

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

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

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



- 7 (Payment, VAT and Call-Off Contract charges)
- 8 (Recovery of sums due and right of set-off)
- 9 (Insurance)
- 10 (Confidentiality)
- 11 (Intellectual property rights)
- 12 (Protection of information)
- 13 (Buyer data)
- 19 (Consequences of suspension, ending and expiry)
- 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability)
- 8.44 to 8.50 (Conflicts of interest and ethical walls)
- 8.89 to 8.90 (Waiver and cumulative remedies)

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

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

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

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

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

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

19.5.5 work with the Buyer on any ongoing work

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

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

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

20. Notices

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

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

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

## 21. Exit plan

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

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

21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start date.

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

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

21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:

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

21.6.2 there will be no adverse impact on service continuity

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

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

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

- 21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:
  - 21.8.1 the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier
  - 21.8.2 the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer
  - 21.8.3 the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
  - 21.8.4 the testing and assurance strategy for exported Buyer Data
  - 21.8.5 if relevant, TUPE-related activity to comply with the TUPE regulations
  - 21.8.6 any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition
- 22. Handover to replacement supplier
  - 22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:
    - 22.1.1 data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control
    - 22.1.2 other information reasonably requested by the Buyer
  - 22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.
  - 22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.
- 23. Force majeure
  - 23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than the number of consecutive days set out in the Order Form, the other Party may End this Call-Off Contract with immediate effect by written notice.

24. Liability
- 24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:
- 24.1.1 Property: for all Defaults by either party resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party, will not exceed the amount in the Order Form
- 24.1.2 Buyer Data: for all Defaults by the Supplier resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data, will not exceed the amount in the Order Form
- 24.1.3 Other Defaults: for all other Defaults by either party, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form.
25. Premises
- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.
- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.
- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.
- 25.4 This clause does not create a tenancy or exclusive right of occupation.
- 25.5 While on the Buyer's premises, the Supplier will:
- 25.5.1 comply with any security requirements at the premises and not do anything to weaken the security of the premises
- 25.5.2 comply with Buyer requirements for the conduct of personnel
- 25.5.3 comply with any health and safety measures implemented by the Buyer
- 25.5.4 immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury
- 25.6 The Supplier will ensure that its health and safety policy statement (as required by the Health and Safety at Work etc Act 1974) is made available to the Buyer on request.

26. Equipment

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

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

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

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

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

28. Environmental requirements

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

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

29. The Employment Regulations (TUPE)

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

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

- 29.2.1 the activities they perform
- 29.2.2 age
- 29.2.3 start date
- 29.2.4 place of work
- 29.2.5 notice period
- 29.2.6 redundancy payment entitlement
- 29.2.7 salary, benefits and pension entitlements
- 29.2.8 employment status
- 29.2.9 identity of employer

- 29.2.10 working arrangements
- 29.2.11 outstanding liabilities
- 29.2.12 sickness absence
- 29.2.13 copies of all relevant employment contracts and related documents
- 29.2.14 all information required under regulation 11 of TUPE or as reasonably requested by the Buyer

29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.

29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.

29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their representatives.

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

29.6.1 its failure to comply with the provisions of this clause

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

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

29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.

30. Additional G-Cloud services

30.1 The Buyer may require the Supplier to provide Additional Services. The Buyer doesn't have to buy any Additional Services from the Supplier and can buy services that are the same as or similar to the Additional Services from any third party.

30.2 If reasonably requested to do so by the Buyer in the Order Form, the Supplier must provide and monitor performance of the Additional Services using an Implementation Plan.

31. Collaboration

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

- 31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:
  - 31.2.1 work proactively and in good faith with each of the Buyer's contractors
  - 31.2.2 co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services
- 32. Variation process
  - 32.1 The Buyer can request in writing a change to this Call-Off Contract if it isn't a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.
  - 32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.
  - 32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation, or End this Call-Off Contract by giving 30 days notice to the Supplier.
- 33. Data Protection Legislation (GDPR)
  - 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clauses 8.59 and 8.60 of the Framework Agreement are incorporated into this Call-Off Contract. For reference, the appropriate GDPR templates which are required to be completed in accordance with clauses 8.59 and 8.60 are reproduced in this Call-Off Contract document at schedule 7.

**Schedule 3: Collaboration agreement- Not used**

**Schedule 4: Alternative clauses- Not used**

**Schedule 5: Guarantee- Not used**

**Schedule 6: Glossary and interpretations**

In this Call-Off Contract the following expressions mean:

Expression	Meaning
<b>Additional Services</b>	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Section 2 (Services Offered) which a Buyer may request.
<b>Admission Agreement</b>	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
<b>Application</b>	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Digital Marketplace).
<b>Audit</b>	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
<b>Background IPRs</b>	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"><li>• owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes</li><li>• created by the Party independently of this Call-Off Contract, or</li></ul> <p>For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.</p>
<b>Buyer</b>	The contracting authority ordering services as set out in the Order Form.



<b>Buyer Data</b>	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
<b>Buyer Personal Data</b>	The Personal Data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
<b>Buyer Representative</b>	The representative appointed by the Buyer under this Call-Off Contract.
<b>Buyer Software</b>	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.
<b>Call-Off Contract</b>	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form, the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
<b>Charges</b>	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
<b>Collaboration Agreement</b>	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.
<b>Commercially Sensitive Information</b>	Information, which the Buyer has been notified about by the Supplier in writing before the Start date with full details of why the Information is deemed to be commercially sensitive.
<b>Confidential Information</b>	<p>Data, Personal Data and any information, which may include (but isn't limited to) any:</p> <ul style="list-style-type: none"> <li>information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above</li> <li>other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').</li> </ul>

<b>Control</b>	<p>'Control' as defined in section 1124 and 450 of the Corporation Tax</p> <p>Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.</p>
<b>Controller</b>	Takes the meaning given in the GDPR.
<b>Crown</b>	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
<b>Data Loss Event</b>	Event that results, or may result, in unauthorised access to Personal Data held by the Processor under this Framework Agreement and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach.
<b>Data Protection Impact Assessment (DPIA)</b>	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
<b>Data Protection Legislation (DPL)</b>	<p>Data Protection Legislation means:</p> <ul style="list-style-type: none"> <li>(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time</li> <li>(ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy</li> <li>(iii) all applicable Law about the Processing of Personal Data and privacy including if applicable legally binding guidance and codes of practice issued by the Information Commissioner</li> </ul>
<b>Data Subject</b>	Takes the meaning given in the GDPR
<b>Default</b>	<p>Default is any:</p> <ul style="list-style-type: none"> <li>• breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term)</li> <li>• other Default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract</li> </ul> <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework</p>

	Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.
<b>Deliverable(s)</b>	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
<b>Digital Marketplace</b>	The government marketplace where Services are available for Buyers to buy. ( <a href="https://www.digitalmarketplace.service.gov.uk/">https://www.digitalmarketplace.service.gov.uk/</a> )
<b>DPA 2018</b>	Data Protection Act 2018.
<b>Employment Regulations</b>	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE') which implements the Acquired Rights Directive.
<b>End</b>	Means to terminate; and Ended and Ending are construed accordingly.
<b>Environmental Information Regulations or EIR</b>	The Environmental Information Regulations 2004 together with any guidance or codes of practice issued by the Information Commissioner or relevant government department about the regulations.
<b>Equipment</b>	The Supplier's hardware, computer and telecoms devices, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from CCS or the Buyer) in the performance of its obligations under this Call-Off Contract.
<b>ESI Reference Number</b>	The 14 digit ESI reference number from the summary of the outcome screen of the ESI tool.
<b>Employment Status Indicator test tool or ESI tool</b>	The HMRC Employment Status Indicator test tool. The most up-to-date version must be used. At the time of drafting the tool may be found here: <a href="https://www.gov.uk/guidance/check-employment-status-for-tax">https://www.gov.uk/guidance/check-employment-status-for-tax</a>
<b>Expiry Date</b>	The expiry date of this Call-Off Contract in the Order Form.

<b>Force Majeure</b>	<p>A force Majeure event means anything affecting either Party's performance of their obligations arising from any:</p> <ul style="list-style-type: none"> <li>• acts, events or omissions beyond the reasonable control of the affected Party</li> <li>• riots, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare</li> <li>• acts of government, local government or Regulatory Bodies</li> <li>• fire, flood or disaster and any failure or shortage of power or fuel</li> <li>• industrial dispute affecting a third party for which a substitute third party isn't reasonably available</li> </ul> <p>The following do not constitute a Force Majeure event:</p> <ul style="list-style-type: none"> <li>• any industrial dispute about the Supplier, its staff, or failure in the Supplier's (or a Subcontractor's) supply chain</li> <li>• any event which is attributable to the wilful act, neglect or failure to take reasonable precautions by the Party seeking to rely on Force Majeure</li> <li>• the event was foreseeable by the Party seeking to rely on Force Majeure at the time this Call-Off Contract was entered into</li> <li>• any event which is attributable to the Party seeking to rely on Force Majeure and its failure to comply with its own business continuity and disaster recovery plans</li> </ul>
<b>Former Supplier</b>	A supplier supplying services to the Buyer before the Start date that are the same as or substantially similar to the Services. This also includes any Subcontractor or the Supplier (or any subcontractor of the Subcontractor).
<b>Framework Agreement</b>	The clauses of framework agreement RM1557.12 together with the Framework Schedules.
<b>Fraud</b>	Any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts in relation to this Call-Off Contract or defrauding or attempting to defraud or conspiring to defraud the Crown.
<b>Freedom of Information Act or FoIA</b>	The Freedom of Information Act 2000 and any subordinate legislation made under the Act together with any guidance or codes of practice issued by the Information Commissioner or relevant government department in relation to the legislation.
<b>G-Cloud Services</b>	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service

	Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.
<b>GDPR</b>	General Data Protection Regulation (Regulation (EU) 2016/679)
<b>Good Industry Practice</b>	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
<b>Government Procurement Card</b>	The government's preferred method of purchasing and payment for low value goods or services.
<b>Guarantee</b>	The guarantee described in Schedule 5.
<b>Guidance</b>	Any current UK government guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK government guidance and the Crown Commercial Service guidance, current UK government guidance will take precedence.
<b>Implementation Plan</b>	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.
<b>Indicative test</b>	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
<b>Information</b>	Has the meaning given under section 84 of the Freedom of Information Act 2000.
<b>Information security management system</b>	The information security management system and process developed by the Supplier in accordance with clause 16.1.
<b>Inside IR35</b>	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.

<b>Insolvency event</b>	<p>Can be:</p> <ul style="list-style-type: none"> <li>• a voluntary arrangement</li> <li>• a winding-up petition</li> <li>• the appointment of a receiver or administrator</li> <li>• an unresolved statutory demand</li> <li>• a Schedule A1 moratorium</li> </ul>
<b>Intellectual Property Rights or IPR</b>	<p>Intellectual Property Rights are:</p> <ul style="list-style-type: none"> <li>• copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information</li> <li>• 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</li> <li>• all other rights having equivalent or similar effect in any country or jurisdiction</li> </ul>
<b>Intermediary</b>	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> <li>• the supplier's own limited company</li> <li>• a service or a personal service company</li> <li>• a partnership</li> </ul> <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
<b>IPR claim</b>	As set out in clause 11.5.
<b>IR35</b>	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
<b>IR35 assessment</b>	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
<b>Know-How</b>	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start date.

<b>Law</b>	Any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply.
<b>LED</b>	Law Enforcement Directive (EU) 2016/680.
<b>Loss</b>	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 ' <b>Losses</b> ' will be interpreted accordingly.
<b>Lot</b>	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
<b>Malicious Software</b>	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
<b>Management Charge</b>	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
<b>Management Information</b>	The management information specified in Framework Agreement section 6 (What you report to CCS).
<b>Material Breach</b>	Those breaches which have been expressly set out as a Material Breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
<b>Ministry of Justice Code</b>	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.

<b>New Fair Deal</b>	The revised Fair Deal position in the HM Treasury guidance: “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 as amended.
<b>Order</b>	An order for G-Cloud Services placed by a contracting body with the Supplier in accordance with the ordering processes.
<b>Order Form</b>	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
<b>Ordered G-Cloud Services</b>	G-Cloud Services which are the subject of an order by the Buyer.
<b>Outside IR35</b>	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries legislation if assessed using the ESI tool.
<b>Party</b>	The Buyer or the Supplier and ‘Parties’ will be interpreted accordingly.
<b>Personal Data</b>	Takes the meaning given in the GDPR.
<b>Personal Data Breach</b>	Takes the meaning given in the GDPR.
<b>Processing</b>	Takes the meaning given in the GDPR
<b>Processor</b>	Takes the meaning given in the GDPR.
<b>Prohibited act</b>	<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"> <li>● induce that person to perform improperly a relevant function or activity</li> <li>● reward that person for improper performance of a relevant function or activity</li> <li>● commit any offence: <ul style="list-style-type: none"> <li>○ under the Bribery Act 2010</li> <li>○ under legislation creating offences concerning Fraud</li> <li>○ at common Law concerning Fraud</li> <li>○ committing or attempting or conspiring to commit Fraud</li> </ul> </li> </ul>



<b>Project Specific IPRs</b>	Any intellectual property rights in items created or arising out of the performance by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract including databases, configurations, code, instructions, technical documentation and schema but not including the Supplier's Background IPRs.
<b>Property</b>	Assets and property including technical infrastructure, IPRs and equipment.
<b>Protective Measures</b>	Appropriate technical and organisational measures which may include: pseudonymisation and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
<b>PSN or Public Services Network</b>	The Public Services Network (PSN) is the government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
<b>Regulatory body or bodies</b>	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in this Call-Off Contract.
<b>Relevant person</b>	Any employee, agent, servant, or representative of the Buyer, any other public body or person employed by or on behalf of the Buyer, or any other public body.
<b>Relevant Transfer</b>	A transfer of employment to which the employment regulations applies.
<b>Replacement Services</b>	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
<b>Replacement supplier</b>	Any third-party service provider of replacement services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).

<b>Security management plan</b>	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
<b>Services</b>	The services ordered by the Buyer as set out in the Order Form.
<b>Service data</b>	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
<b>Service definition(s)</b>	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
<b>Service description</b>	The description of the Supplier service offering as published on the Digital Marketplace.
<b>Service Personal Data</b>	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
<b>Spend controls</b>	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see <a href="https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service">https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</a>
<b>Start date</b>	The Start date of this Call-Off Contract as set out in the Order Form.
<b>Subcontract</b>	Any contract or agreement or proposed agreement between the Supplier and a subcontractor in which the subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
<b>Subcontractor</b>	Any third party engaged by the Supplier under a subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
<b>Subprocessor</b>	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.

<b>Supplier</b>	The person, firm or company identified in the Order Form.
<b>Supplier Representative</b>	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
<b>Supplier staff</b>	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and subcontractors used in the performance of its obligations under this Call-Off Contract.
<b>Supplier terms</b>	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
<b>Term</b>	The term of this Call-Off Contract as set out in the Order Form.
<b>Variation</b>	This has the meaning given to it in clause 32 (Variation process).
<b>Working Days</b>	Any day other than a Saturday, Sunday or public holiday in England and Wales.
<b>Year</b>	A contract year.

## Schedule 7: GDPR Information

This schedule reproduces the annexes to the GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract.

### Annex 1: Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Buyer at its absolute discretion.

- 1.1 The contact details of the Buyer's Data Protection Officer are: **(Redacted)**
- 1.2 The contact details of the Supplier's Data Protection Officer are: **(Redacted)**
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

Descriptions	Details
Identity of Controller for each Category of Personal Data	<p><b>The Buyer is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2-15 Framework Agreement Schedule 4 (Where the Party is a Controller and the other Party is Processor) and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"><li>• contact details (e.g names, email addresses etc)</li><li>• profiles of support analysts and requestors</li><li>• personal details within the ticket</li><li>• IP addresses<ul style="list-style-type: none"><li>• Data described here: <a href="https://support.zendesk.com/hc/en-us/articles/1260802401770-Default-Data-Types-Captured-by-the-Services-">https://support.zendesk.com/hc/en-us/articles/1260802401770-Default-Data-Types-Captured-by-the-Services-</a></li></ul></li></ul> <p><b>The Parties are Independent Controllers of Personal Data</b></p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"><li>• Business contact details of Supplier Personnel for which the Supplier is the Controller</li><li>• Business contact details of any directors, officers, employees, agents, consultants</li></ul>

	and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer's duties under the Contract) for which the Buyer is the Controller
Duration of the Processing	For the duration of the contract.
Nature and purposes of the Processing	The nature and purpose of the processing is to provide a communication circuit between the GOV.UK user and GDS user support agents.
Type of Personal Data	Names, email addresses, email content
Categories of Data Subject	Contract suppliers and Staff
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	At the end of contract all relevant personal data (where applicable) to be securely disposed of by the supplier within 12 months or as described by the supplier in its Data Deletion Policy available here: <a href="https://support.zendesk.com/hc/en-us/articles/360022185214">https://support.zendesk.com/hc/en-us/articles/360022185214</a> .
Subprocessors	<p>Processor will process Personal Data in accordance with Controller's documented instructions as set out in the Framework Agreement and this Call-Off Contract or as otherwise necessary to provide the Service, except where required otherwise by applicable laws (and provided such laws do not conflict with applicable data protection law); in such case, Processor shall inform Controller of that legal requirement upon becoming aware of the same (except where prohibited by applicable laws).</p> <p>Notwithstanding anything to the contrary in this Call-Off Contract or the Framework Agreement, Controller hereby confirms its general written authorisation for Processor's use of the sub-processors listed at <a href="https://help.zendesk.com/hc/en-us/articles/229138187-Subprocessors-and-Subcontractors">https://help.zendesk.com/hc/en-us/articles/229138187-Subprocessors-and-Subcontractors</a> ("Sub-processors") in accordance with Article 28 of the GDPR to assist it in providing the Service and processing Personal Data provided that such Sub-processors:</p> <p>(i) agree to act only on Processor's instructions when processing the Personal Data (which instructions shall be consistent with Controller's processing instructions to Processor); and</p> <p>(ii) agree to protect the Personal Data to a standard consistent with the security measures implemented by Controller.</p> <p>Processor agrees and warrants to remain liable to Controller for the subcontracted processing services of any of its direct or indirect Sub-processors. Processor shall maintain an</p>

	<p>up-to-date list of the names and location of all Sub-processors used for the processing of Personal Data under this Call-Off Contract at <a href="https://help.zendesk.com/hc/en-us/articles/229138187-Subprocessors-and-Subcontractors">https://help.zendesk.com/hc/en-us/articles/229138187-Subprocessors-and-Subcontractors</a> and also available upon request to <a href="mailto:privacy@zendesk.com">privacy@zendesk.com</a>. Processor shall update the list on its website of any Sub-processor to be appointed at least 30 days prior to the date on which the Sub-processor shall commence processing Personal Data. Controller may sign up to receive email notifications of any such changes. The details of the sign-up process are as detailed in the aforementioned URL.</p> <p>In the event that Controller objects to the processing of its Personal Data by any newly appointed Sub-processor as described in the paragraph above, it shall inform Processor within 30 days following the update of its online policy above. In such event, Processor will either (a) instruct the Sub-processor to cease any further processing of Controller's Personal Data, in which event this Call-Off Contract shall continue unaffected, or (b) allow Controller to terminate this Call-Off Contract immediately and provide it with a pro rata reimbursement of any sums paid in advance for Services to be provided but not yet received by Controller as of the effective date of termination.</p> <p>Controller acknowledges that Processor and its Sub-processors may maintain data processing operations in countries that are outside of the EEA and Switzerland. As such, Processor and its Sub-processors may Process Personal Data in non-EEA and non-Swiss countries. This will apply even where Controller has agreed with Processor to host Personal Data in the EEA in accordance with Zendesk's Regional Data Hosting Policy (available here: <a href="https://support.zendesk.com/hc/en-us/articles/360022185194-Regional-Data-Hosting-Policy">https://support.zendesk.com/hc/en-us/articles/360022185194-Regional-Data-Hosting-Policy</a>) if such non-EEA Processing is necessary to provide support-related or other services requested by Controller.</p> <p><b>(A) Binding Corporate Rules</b></p> <p>Where Processor Processes or permits any Sub-processor within the Processor group to process Personal Data outside the EEA or Switzerland, Processor shall comply in full with the requirements of Processor's Binding Corporate Rules (available at <a href="https://d1eipm3vz40hy0.cloudfront.net/pdf/ZENDESK-BCR-Controller-Policy.pdf">https://d1eipm3vz40hy0.cloudfront.net/pdf/ZENDESK-BCR-Controller-Policy.pdf</a> and <a href="https://d1eipm3vz40hy0.cloudfront.net/pdf/ZENDESK%20-%20BCR%20Processor%20Policy.pdf">https://d1eipm3vz40hy0.cloudfront.net/pdf/ZENDESK%20-%20BCR%20Processor%20Policy.pdf</a>) in order to provide adequate protections for the Personal Data that it Processes on behalf of Controller.</p>
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	<p>(B) Standard Contractual Clauses</p> <p>Where Processor processes or permits any Sub-processing entity outside the Processor group to Process Personal Data outside of the EEA, Processor shall comply with the EU Commission's "Controller-to-Processor Model Clauses" (annexed to EU Commission Decision 2010/87/EU) (the "Clauses") subject to the following provisions:</p> <p>(i) When used below, the terms "data exporter" and "data importer" shall have the meaning given to them in the Clauses.</p> <p>(ii) Audit of Technical and Organisational Measures. The parties agree that the audits described in Clauses 5(f) and 12(2) shall be conducted in accordance with the provisions of this Call-Off Contract.</p> <p>(iii) Sub-processors.</p> <p>Data exporter provides a general consent to data importer, pursuant to Clause 11, to engage onward sub-processors. Such consent is conditional on data importer's compliance with the sub-processing conditions set forth in Section 4 of this DPA. In accordance with the provisions of Clause 5(h), data exporter agrees that new Sub-processors may be appointed by data importer in accordance with the provision of Section 4.2 of this DPA and acknowledges and accepts that data exporter has the objection rights documented in this Annex.</p> <p>(iv) Obligation of data importer to provide any onward Sub-processor Agreement in accordance with Clause 5(j) to data exporter.</p> <p>The Parties agree that upon the request of data exporter, data importer shall provide all relevant information evidencing compliance with Clause 5(j). Should the information provided by data importer be insufficient to demonstrate data importer's compliance with Clause 5(j) then data importer may provide a version of the onward sub-processor agreement with commercially sensitive and/or confidential information removed. Any such information shall be considered Confidential Information.</p> <p>(v) Liability. Pursuant to the provisions of Clause 6, any claims brought under the Clauses shall be subject to the terms and conditions set forth in this Call-Off Contract. In no event shall any party limit its liability with respect to any data subject rights under these Clauses.</p> <p>Nothing in the interpretations is intended to vary or modify the Clauses or conflict with either Party's rights or responsibilities under the Clauses and, in the event of any conflict between the interpretations herein and the Clauses, the Clauses shall prevail to the extent of such conflict.</p>
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**Annex 2: Joint Controller Agreement- Not used**

## **Cabinet Office T&S Policy**

All expenses must be agreed in advance with the Cabinet Office, and all claims should be in line with the Cabinet Office expenses policy. All claims should be supported by receipts, and as a general rule the lowest cost travel option should be chosen.

Supplier organisations must also comply with the following:

### **1) Travel rates**

Cabinet Office will reimburse any essential and necessary travel related expenses that you incur through carrying out work on behalf of the Department. We will pay for all excess costs you incur travelling on official business. Official travel is defined as a journey that you:

- have to make in the performance of your duties
- make to or from a place you have to attend in the performance of your duties.

This will include travel between offices if you have more than one base. It excludes daily commuting to and from your normal place of work under this contract.

The lowest cost of travel should be chosen for your journey. Specific rules apply to chosen mode of travel.

### **Rail Travel**

All rail travel must either be booked at standard or economy class, or at the lowest fare (even if this is 1<sup>st</sup> Class). Anytime or open tickets should only be booked when this is either the lowest fare, or there is a clear business justification.

### **Air Travel**

All air travel must be booked at standard or economy class, and on lowest fare. If the flight has a flying time of over 5 hours, Premium Economy or Business Class (if Premium Economy is not available) on lowest fare, is acceptable.

### **Taxis**

You may use a taxi for official business travel only when:

- you are outside of normal working hours (before 6am and after 9pm)
- no other suitable method of public transport is available, and
- travel by private vehicle or self-drive hire car is not possible and/or is not cost effective, and either:
  - you are transporting heavy luggage or official business equipment, or
  - the saving of official time is important and can be justified on cost grounds.

All taxi fares should be receipted.

### **Hire a self-drive car**

We will refund the costs of a self-drive car, if:

- this is cheaper and /or more appropriate than using public transport, and
- you have a current driving licence.

You should hire the least expensive and smallest car necessary for your official journey, and be able to demonstrate value has been achieved through the hire decision.

If you use the hire car for any private travel or if you transport any non-official passengers you must pay for your own petrol and make sure that you have your own private fully comprehensive insurance cover

### **Personal Mileage Allowance**

Claims submitted for travel should be based on actual costs incurred and capped at the rates for civil servants.

The standard rate payable for most official business travel is the - Public transport rate – Car 26p per mile, Motor cycle or motor bike 24p per mile, Bicycle 20p per mile.

Where travel by public transport is impossible or more expensive than using your own car, the cost of hiring a car was more expensive than using your own vehicle or you have to drive the car you own due to a disability the first 10,000 miles in a tax year are paid at 40p, over this the rate is 25p.

## 2) Subsistence rates

UK Lodging rate for rented accommodation  
Ceiling - £37 per night.

UK Hotel accommodation rate  
Ceiling for bed and breakfast:

UK

£150 - London (from centre out to the M25 motorway ring road)

£110 - Major cities (Aberdeen, Birmingham, Belfast, Bristol, Cardiff, Coventry, Edinburgh, Glasgow, Harlow, Leeds, Liverpool, Manchester, Middlesbrough, Newcastle, Oxford, Portsmouth, Reading, Sheffield, York)

£100 - Elsewhere

International

£170 - Tier 1, New York, Washington DC, Muscat-Ruwi, Oslo, Geneva, Ottawa, Strasbourg, Tbilisi, Stockholm, Paris, Belgium, Brussels, Amman

£130 - Tier 2, Elsewhere.

If the cost of breakfast is not included in the accommodation charge a separate payment may be made. The room and breakfast costs overall should remain within the above ceiling. If breakfast cannot be taken because of an early start, a separate breakfast allowance may be paid.

UK Meal allowance

If working more than 5 miles away from your normal place of work you are entitled to claim for:

one meal if away for over 5 hours

two meals if away for 10 to 12 hours

three meals if away for over 12 hours

The ceilings within which you may claim are:

£5 - breakfast

£5 - lunch

£18 - dinner

£23 - combined lunch and dinner

These costs cover food and drink and must be supported by receipts.

Modest expenditure on alcoholic/soft drinks is permissible but if a meal is provided by a third party then a claim solely for alcoholic/soft drinks must not exceed £4 and should be supported by receipts.

UK Personal Incidental Hotel Expenses - £5 per night

This payment is flat rate. It may be claimed to cover out-of-pocket personal expenses (for example laundry, tips, phone calls home) incurred during overnight stays in an hotel or residential training course accommodation. The payment may not be made in conjunction with the flat rate payment for staying with friends or relatives.

UK Staying with friends or relatives rate - £25 per day

This is a flat-rate payment and takes account of all aspects of a 24 hour stay: for example,

accommodation, meals, phone calls home and transport between temporary office and place of temporary residence. It may not be claimed in conjunction with the payment for Personal Incidental Expenses.

#### Overseas rates

Overseas subsistence for hotels, meals and local home to office travel

A separate rate is set for each country to cover meals, accommodation and hotel to office travel. Travel from the airport to hotel will be reimbursed separately. Please discuss with Cabinet Office before travelling to agree rates.

Overseas staying with relatives or friends rate

If you stay with friends or relatives overseas you will receive the residual element of the subsistence allowance payable for the country. It may not be claimed in conjunction with Overseas Personal Incidental Expenses.

Overseas personal incidental hotel expenses

days 1 to 4 = £5 per day

day 5 onwards = £10 per day

This is a flat rate. It may not be claimed in conjunction with the payment for staying with relatives or friends overseas.