



**Crown
Commercial
Service**

G-Cloud 12 Call-Off Contract

Defence Equipment & Support (DE&S) Business Management Software Solutions (BMSS)

This Call-Off Contract for the G-Cloud 12 Framework Agreement (RM1557.12) includes:

G-Cloud 12 Call-Off Contract	1
Part A: Order Form	2
Schedule 1: Services	12
Schedule 2: Call-Off Contract charges	23
Part B: Terms and conditions	26
Schedule 3: Collaboration agreement	45
Schedule 4: Alternative clauses	46
Schedule 5: Guarantee	47
Schedule 6: Glossary and interpretations	48
Schedule 7: GDPR Information	63
Appendix 1 – Security Aspects Letter	65

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.

Digital Marketplace service ID number	Board Intelligence - 6848 6195 8409 055
Call-Off Contract reference	705112450
Call-Off Contract title	DE&S Business Management Software Service (BMSS)
Call-Off Contract description	DE&S Business Management Software Service (BMSS)
Effective Start date	27 th November 2022
Go-Live Date	1st March 2023
Expiry date	26 th November 2024
Call-Off Contract value	TBC
Charging method	Payment shall be made by the Buyer's e-payment system "CP&F" (via Exostar)
Purchase order number	TBC

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.

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From the Buyer	Defence Equipment and Support NH4, Elm 3B #4342 MoD Abbey Wood Bristol BS34 8JH
To the Supplier	24 Cornhill London EC3V 3ND UK Company number: 4529306
Together the 'Parties'	

Principal contact details

For the Buyer:

Title: Commercial Assistant

Name: [Redacted]

Email: [Redacted]

Phone: [Redacted]

For the Supplier:

Title: Client Development Director

Name: [Redacted]

Email: [Redacted]

Phone: [Redacted]

Call-Off Contract term

Start date	This Call-Off Contract Starts on 27 th November 2022 and is valid for 24 Months
Ending (termination)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 30 days from the date of written notice for Ending without cause (as per clause 18.1).</p> <p>A review point of Security due diligence by both parties will review the Accreditation process, if the requirement changes Board Intelligence Security infrastructure or requires significant costs to the Supplier ('Accreditation Event') then the Supplier may choose to terminate the Call Off Contract by giving the Buyer no less than 30 Days written notice of such Accreditation Event.</p>
Extension period	<p>This Call-off Contract can be extended by the Buyer for 2 periods of 12 months each, by giving the Supplier 4 written notice before its expiry. The extension periods are subject to clauses 1.3 and 1.4 in Part B below.</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.

G-Cloud lot	<p>This Call-Off Contract is for the provision of Services under:</p> <ul style="list-style-type: none"> Lot 2: Cloud software
G-Cloud services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below:</p> <ul style="list-style-type: none"> application security

	<ul style="list-style-type: none"> • collaborative working • creative, design and publishing • electronic document and records management (EDRM) • information and communication technology (ICT) • software development tools
Additional Services	<ul style="list-style-type: none"> • planning • setup and migration • security services • quality assurance and performance testing • training • ongoing support
Location	The Services will be delivered to Defence Equipment and Support, MoD Abbey Wood, Bristol, BS34 8JH
Quality standards	The quality standards required for this Call-Off Contract are in accordance with the Supplier's G-Cloud 12 Cloud Software Service Definition Document.
Technical standards:	The technical standards used as a requirement for this Call-Off Contract are in accordance with the Supplier's G-Cloud 12 Cloud Software Service Definition Document.
Service level agreement:	The service level and availability criteria required for this Call-Off Contract is in accordance with schedule 1 – Services.
Onboarding	<p>The onboarding plan for this Call-Off Contract is to:</p> <ul style="list-style-type: none"> • Provide a 30-day free trial of the Business Management software from the Call-off contract start date. • Setup the environment within 2 weeks of the Call-off Contract Start Date.

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	<ul style="list-style-type: none"> • Create new user accounts within 2 weeks of notification to the Supplier form the Buyer. • Create Board Packs relating to this Call-off contract
<ul style="list-style-type: none"> • Offboarding 	<ul style="list-style-type: none"> • The offboarding plan for this Call-Off Contract is to: • Delete users within 2 weeks of notification to the Supplier form the Buyer. • confirm to the Buyer secure deletion of all Buyer data relating to this Call-off contract at expiry.
Collaboration agreement	Not Applicable
Limit on Parties' liability	<p>The annual total liability of either Party for all Property Defaults will not exceed [Redacted]</p> <p>The annual total liability for Buyer Data Defaults will not exceed [Redacted] or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).The annual total liability for all other Defaults will not exceed the greater of [Redacted] or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p>

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Insurance	<p>The insurance(s) required will be:</p> <ul style="list-style-type: none"> • a minimum insurance period of 6 years following the expiration or Ending of this Call-Off Contract • professional indemnity insurance cover to be held by the Supplier and by any agent, Subcontractor or consultant involved in the supply of the G-Cloud Services. This professional indemnity insurance cover will have a minimum limit of indemnity of [Redacted] for each individual claim or any higher limit the Buyer requires (and as required by Law) • employers' liability insurance with a minimum limit of [Redacted] or any higher minimum limit required by Law
Force majeure	<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 30 consecutive days.</p>
Audit	<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 in accordance with clauses 7.4 to 7.13 of the Framework Agreement.</p>
Buyer's responsibilities	<p>Not Applicable</p>
Buyer's equipment	<p>The Buyer's equipment to be used with this Call-Off Contract includes</p> <ul style="list-style-type: none"> • MODNet Full-Service [Redacted] • [Redacted]

Supplier's information

Subcontractors or partners	<p>The following is a list of the Supplier's Subcontractors or Partners https://www.boardintelligence.com/sub-processors</p> <p>[Include details of any Subcontractors to be used to deliver the Services.]</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.

Payment method	<p>The payment method for this Call-Off Contract is the Buyer's e-payment "CP&F" (Contracting, Purchasing & Finance) system in accordance with the following conditions where "Contractor" shall mean the Supplier and "Authority" shall mean the Buyer.</p> <p>DEFCON 5J 18/11/16 - Unique Identifiers</p> <p>DEFCON 129J 18/11/16 The use of the Electronic Business Delivery Form</p> <p>DEFCON 522 11/21- Payment and Recovery of Sums Dues</p>
Payment profile	The payment profile for this Call-Off Contract is quarterly in arrears.
Invoice details	The Supplier will issue electronic quarterly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.
Who and where to send invoices to	Invoices will be sent via Exostar in accordance with the Payment Method detailed above.
Invoice information required	All invoices must include reference 705112450.
Invoice frequency	Invoice will be sent to the Buyer in accordance with the Call-Off Contract charges at Schedule 2.
Call-Off Contract value	The total value of this Call-Off Contract is £45,360
Call-Off Contract charges	The breakdown of the Charges is in accordance with Schedule 2 – Call-off Contract charges.

Performance of the Service and Deliverables	<p>This Call-Off Contract will include the following Implementation Plan, exit and offboarding plans and milestones:</p> <ul style="list-style-type: none"> • Onboarding at time of go-live • Offboarding at termination of the contract
Guarantee	Not Applicable
Warranties, representations	Not Applicable
Supplemental requirements in addition to the Call-Off terms	Not Applicable
Alternative clauses	Not Applicable
Buyer specific amendments to/refinements of the Call-Off Contract terms	<p>Within the scope of the Call-Off Contract, the Supplier agrees to the following conditions where “Contractor” shall mean the Supplier and “Authority” shall mean the Buyer:</p> <p>DEFCON 507 07/21 - Delivery</p> <p>DEFCON 513 – 07/21 - Value Added Tax</p> <p>DEFCON 515 06/21 - Bankruptcy and Insolvency</p> <p>DEFCON 516 04/12 – Equality</p> <p>DEFCON 524 12/21 - Rejection</p> <p>DEFCON 525 10/98 – Acceptance</p>

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	<p>DEFCON 529 09/97 - Law (English)</p> <p>DEFCON 530 12/14 - Dispute Resolution (English Law)</p> <p>DEFCON 531 09/21 - Disclosure of Information</p> <p>DEFCON 534 06/21 – Subcontracting and Prompt Payment</p> <p>DEFCON 550 02/14 - Child Labour and Employment Law</p> <p>DEFCON 604 06/14 - Progress Reports</p> <p>DEFCON 609 07/21 - Contractor's Records</p> <p>DEFCON 625 06/21 - Co-Operation on Expiry of Contract</p> <p>DEFCON 632 11/21 - Third Party Intellectual Property - Rights and Restrictions</p> <p>DEFCON 642 07/21- Progress Meetings</p> <p>DEFCON 656A – 12/18 -Termination for Convenience – Under £5m</p> <p>DEFCON 658 – 09/21 – Cyber NOTE: Further to DEFCON 658 the Cyber Risk Profile of the Contract is Moderate, as defined in Def Stan 05-138).</p> <p>DEFCON 659A 09/21 - Security Measures</p> <p>DEFCON 660 12/15- Official-Sensitive Security Requirements</p> <p>DEFCON 671 10/22 – Plastic Packaging Tax</p>
Public Services Network (PSN)	Not Applicable
Personal Data and Data Subjects	Confirm whether Annex 1 (and Annex 2, if applicable) of Schedule 7 is being used: Annex 1 is being used.

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.

Signed	Supplier	Buyer
Name	[Redacted]	[Redacted]
Title	[Redacted]	[Redacted]
Signature	[Redacted]	[Redacted]
Date	28/11/22	21 November 2022

Schedule 1: Services

ID	Linked ID	Theme	Requirement	Additional Notes
BMSS001		Key User Requirements	The Business Management Software Solution shall be a "Software as a Service" (SAAS), "Commercial off the Shelf" (COTS) product.	
BMSS002		Key User Requirements	The Supplier shall be responsible for supplying the Business Management Software Solution to meet a Go-Live date of no later than 31/03/2023	Go-Live is defined as Accreditation Achieved and assured against JSP604 policy specified by a Case Officer Authorised Users On boarded Training completed Application accessible on a MODNET device via a web browser
BMSS003		Key User Requirements	The Supplier shall complete a Supplier Assurance Questionnaire (SAQ) answering all questions which relate to the Cyber Risk Profile provided by the Authority to meet Def Stan 05-138	
BMSS004	BMSS012	Key User Requirements	The Supplier shall provide assurance that the contents of the files held on the server are not accessible/viewable by anyone who does not have the appropriate security clearance as detailed in BMSS007	
BMSS005		Key User Requirements	The Supplier shall confirm that data in transit between end user devices and the supplier service must be protected using TLS v1.2 or higher encryption	
BMSS006		Key User Requirements	The Supplier shall ensure that data storage and processing locations must be within the UK	

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BMSS007		Key User Requirements	The Supplier shall ensure that Staff who have access to the data held within the solution are SC cleared.	Those who do not have this clearance will not have access to this information. Understand the wider clearance levels for those who can access the solution would also be useful
BMSS008		Key User Requirements	The Authority shall retain ownership of any file uploaded to the Business Management Software solution	
BMSS009		Key User Requirements	<p>The supplier shall provide a demonstration so the product can be reviewed by the Authority.</p> <p>All suppliers who are down selected will be invited to demonstrate their application and service. The demonstration will support the evaluation of the potential suppliers service definition document as per the G-Cloud 12 criteria. The purpose of the demonstrations is to support the Service Definition Document only, if you do not provide a demonstration this shall not exclude you from the being evaluated against your service definition document. All demonstrations will be a suggested duration of no more than 2 hours per Tender Submission and will be held remotely</p>	
BMSS010		Key User Requirements	The supplier shall provide a free trial period for 30 days so the Authority can confirm access is possible from the secure enviroment.	
BMSS011		Key User Requirements	The supplier shall provide a UK based technical support wrap for queries which require access to the Authorities data for the life of the contract	
BMSS012	BMSS04	Key User Requirements	The Business Management Software Solution shall be assured to hold Official Sensitive (Commercial) and Official Sensitive (Personal) information	

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BMSS0 13		Key User Requirements	The Business Management Software solution shall meet the Web Content Accessibility Guidelines 2.1 Accessibility requirements.	
BMSS0 14		Key User Requirements	The Business Management Software Solution shall be accessible from a [Redacted]	
BMSS0 15		Key User Requirements	The Business Management Software Solution shall be accessible from a Full Service MODNET [Redacted] using a web browser.	
BMSS0 16		Key User Requirements	The Business Management Software Solution shall be accessible from a Full Service MODNET [Redacted] using a supplier provided App.	
BMSS0 17		Key User Requirements	The Business Management Software Solution should only be accessible from a device that has been placed on a allow list.	
BMSS0 18		Key User Requirements	The Business Support Software shall enable the creation and management of Board Packs.	
BMSS0 19		Key User Requirements	The Business Management Software Solution shall enable the sharing of documentation developed by the Authority.	These will enable the back-end team to manage the Board Packs associated to a Authorised User group and the Executive Teams to read/annotate as required.

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BMSS0 20		Key User Requirements	The Business Management Software Solution shall enable uploads from the [Redacted] environment.	Those Authorised Users assigned as administrators should be able to perform routine system administration tasks via appropriate access permissions. Such task should include, but are not limited to: Adding, changing or removing Authorised Users Assigning permission levels for Authorised Users Assigning access rights for Authorised Users Exporting data from the application
BMSS0 21		Key User Requirements	The Business Management Software Solution shall provide the ability to flexibly configure Authorised User access controls and permissions.	
BMSS0 73		Key User Requirements	The Supplier shall provide responses against the NCSC cloud security principles	Definiton in glossary

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BMSS0 74		Key User Requirements	The supplier to provide assurance that MOD Identifiable Information will be protected in line with DEFCON 658	Definition in glossary
BMSS0 75		Key User Requirements	The supplier is to provide 14 user licenses and 5 admin licenses	
BMSS0 76		Software Solution Administratio n	The user/admin licenses should be able to be assigned to different named users as they move in and out of the business	
BMSS0 22		Software Solution Administratio n	The Business Management Software Solution shall support multiple roles which have different access permissions (e.g. Board Member, Board Support, Administrator)	
BMSS0 23		Software Solution Administratio n	The Business Management Software Solution shall enable Authorised Users to be categorised into groups for different boards (e.g. Board Meeting, sub committee meeting Executive Committee etc.).	
BMSS0 24		Software Solution Administratio n	The Business Management Software Solution shall enable an Authorised User to be a member of multiple different groups.	
BMSS0 25		Software Solution Functionality	The Business Management Software Solution shall enable an Authorised User to access in a readable form all relevant documents associated with a meeting.	
BMSS0 26		Software Solution Functionality	The Business Management Software Solution shall enable the management of Board Meeting agendas.	
BMSS0 27		Software Solution Functionality	The Business Management Software Solution shall enable the amendment of Board Packs.	
BMSS0 28		Software Solution Functionality	The Business Management Software Solution shall enable Board Packs to be created in a number of different statuses (e.g. draft, live).	
BMSS0 29		Software Solution Functionality	The Business Management Software Solution shall enable the publishing of draft Board Packs into a Live status.	

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BMSS0 30		Software Solution Functionality	The Business Management Software Solution shall enable a Board Pack to be withdrawn from circulation to Board members.	
BMSS0 31		Software Solution Functionality	The Business Management Software Solution shall enable the access and insertion of documentation and media.	
BMSS0 32		Software Solution Functionality	The Business Management Software Solution shall be able to open documents from within the solution. Examples include PDF and Office 365 document types.	
BMSS0 33		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users to add annotations to Board Packs. These annotations are viewable only by the Authorised User who made the annotation	
BMSS0 34		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users to add annotations to Board Packs. These annotations are viewable by other Authorised users who have access to the Board Pack	
BMSS0 35		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users to save annotation of the Board Packs.	
BMSS0 36		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users to share selected annotations with other Authorised users	
BMSS0 37		Software Solution Functionality	The Business Management Software Solution shall enable annotations added by a Authorised User who has access to Board Packs to remain private when they are not actively shared with anyone.	
BMSS0 38		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users who have access to Board Packs to share annotations with select members of the Board.	
BMSS0 39		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users who have access to Board Packs to collaborate on all documents within the meeting.	
BMSS0 40		Software Solution Functionality	The Business Management Software Solution shall enable Authorised Users who have access to Board Packs to	

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			collaborate on all documents outside the meeting.	
BMSS0 41		Software Solution Functionality	The Business Management Software Solution shall enable a Authorised User to digitally sign a document.	
BMSS0 42		Software Solution Functionality	The Business Management Software Solution shall allow for multiple types of push notification, such as native [Redacted] alerts, alerts within the browser instance and e-mail.	
BMSS0 43		Software Solution Functionality	The Business Management Software Solution shall allow alert settings to be managed by an Authorised User	
BMSS0 44		Software Solution Functionality	The Business Management Software Solution shall create a push notification to a Authorised User when new documents have been uploaded to a meeting they are due to attend.	
BMSS0 45		Software Solution File Types	The Business Management Software Solution shall support multiple file types in native format, including but not limited to: Microsoft Office file formats (*.docx, *.xlsx, *.pptx etc.) PDF Picture file formats (*.jpg, *.png etc.) Audio file formats (*.mp3 etc.) Video file formats (*.mp4, *.avi etc.)	
BMSS0 46		Application Data	The Business Management Software Solution shall enable all data to be exported from the application to another system e.g. MODNET.	
BMSS0 47		Software Solution Data	The Business Management Software Solution shall enable Board Packs to be exported from the application	
BMSS0 48		Software Solution Data	The Business Management Software Solution shall enable all data to be securely deleted from the systems servers in the following, but not limited to the following scenarios: On a request-by-request basis On the exit of the contract	
BMSS0 49		Software Solution Data	The Business Management Software Solution shall enable specified data to be securely deleted from the systems servers in the following, but not limited to scenarios: On a request-by-request basis	

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BMSS0 50		Software Solution Reporting	The Business Management Software Solution shall allow authorised Authorised Users access to standard dashboards and reporting to provide management information showing, but not limited to: Authorised User numbers and types Status of board packs Statistics on which board packs have been viewed	Availability here shall be defined as full functionality of the toolset being available to all Authorised Users, in all locations at agreed performance levels.
BMSS0 51		Service Level Agreement	[Redacted]	
BMSS0 52		Service Level Agreement	[Redacted]	
BMSS0 53		Service Level Agreement	[Redacted]	
BMSS0 54		Service Level Agreement	[Redacted]	
BMSS0 55		Disaster Recovery	The Supplier shall provide a plan for Business Continuity and Disaster Recovery services based upon a minimum of: A Recovery Point Objective (RPO) of 12 hours (100% of service capability and data recovered) applying to the point at which incident or loss occurs. A Recovery Time Objective (RTO) of 24 hours or 7 working hours (whichever is lesser) to restore to the agreed RPO or better.	

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BMSS0 56		Disaster Recovery	The Supplier shall create and maintain a Business Continuity and Disaster Recovery Plan and make this available for review by the Authority throughout the life of the contract.	Points of Contact will be nominated by the Authority during the implementation of the Business Management Software Solution.
BMSS0 57		Disaster Recovery	The Supplier shall conduct and report against at least one successful disaster recovery simulation every Contract Year, against the stated Recovery Point Objective (RPO) and Recovery Time Objective (RTO), described in the Business Continuity and Disaster Recovery Plan.	Points of Contact will be nominated by the Authority during the implementation of the Business Management Software Solution.
BMSS0 58		Disaster Recovery	The Supplier shall maintain a Disaster Recovery capability sufficient to restore the system service to the RPO within the stated RTO .	Based on UK calendar
BMSS0 59		Disaster Recovery	The Supplier shall maintain a capability to securely backup information and enable its restoration in the event of business continuity incidents or disasters including security related incidents and data protection breaches	
BMSS0 60		Disaster Recovery	The Supplier shall inform the Authority about incidents within 1 hour of occurrence (as defined by active monitoring or incident) with notifications delivered via email to the nominated Authority point(s) of contact or mailbox(es).	
BMSS0 61		Disaster Recovery	The Supplier shall inform the Authority about security incidents within 20 minutes of occurrence (as defined by active monitoring or incident) with notifications delivered	

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			via email to the nominated Authority point(s) of contact or mailbox(es).	
BMSS062		Software Solution Availability	The Supplier shall provide the service on a 24 hour basis, 365 days-a-year apart from in planned maintenance periods which has been communicated to the Authority with a minimum of 3 working days notice.	
BMSS063		Software Solution Availability	The Supplier shall provide the service on a 24 hour basis, 365 days-a-year apart from in unplanned maintenance periods	
BMSS064		Software Solution Availability	The Supplier should meet a target of 98% availability excluding planned maintenance periods	
BMSS065		Software Solution Availability	The Supplier shall ensure that all data (including archived material) is accessible 24/7 365 days per year to all Authorised Users except during planned and unplanned maintenance periods.	To include comprehensive data about the services provided
BMSS066		Software Solution Support	The Supplier shall provide a UK based support helpdesk for all Authorised Users with a minimum availability between the hours of 9am and 5pm in accordance with the SLA referred to in BMSS051, Monday to Friday (excluding Bank Holidays) via telephone, email or agreed messaging tools.	
BMSS067		Software Solution Support	The Supplier shall provide a online support facility on 24/7 basis which as a minimum allows Authorised Users to raise incidents, obtain information on major outages and on planned maintenance.	
BMSS068		Contract Management	The Supplier shall agree a schedule with the Authority and attend regular contract management meetings to be held remotely via a virtual meeting group.	
BMSS069		Contract Management	The Supplier shall provide the Authority with monthly service performance reports within 10 Working Days of the end of the preceding month.	

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BMSS0 70		Reporting	<p>The Supplier shall provide the Authority with reports that meet the targets of the Greening Government commitments regarding reducing environmental impacts from ICT and digital services.</p> <p>This is to be provided on a monthly basis, within 10 working days of the end of the preceding month.</p>	
BMSS0 71		Training	<p>The supplier shall produce a on boarding training proposal for agreement with the Authority to ensure that all users of the system are able to use it effectively and independently</p>	
BMSS0 72		Training	<p>The supplier shall produce a top up training proposal (when significant changes are made to the system or new users require to be onboarded) for agreement with the Authority to ensure that all users of the system are able to continue use it effectively and independently</p>	

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:

Limit of Liability Milestone Payment for Accreditation period:

Item	Description	Frequency	Total amount
1	Accreditation	Dependant on supply of actuals	[Redacted]

The above Milestone payment covers the initial accreditation costs up to full accreditation, this is payable at the review of a security due diligence break point by both parties or at full accreditation. The Supplier must provide actuals to the Authority to enable payment. Milestone Payment is to be paid in accordance with Schedule 2 of this Call Off Contract.

Year 1 (27th November 2022– 26th November 2023)

Item	Description	Number of	Frequency	Unit Price £	Total Maximum Price £
1	Manager Users	5	Monthly	[Redacted] per user per month	[Redacted] per user per year [Redacted] per annum for 5 Manager Users
2	Reader Users	14	Monthly	[Redacted] per user per month	[Redacted] per user per year [Redacted] per annum for 14 Reader Users
3	Platform	1 (Mature Governance)	Monthly	[Redacted] per month	[Redacted] per annum

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4	Set up fees	1	Yearly		[Redacted]
Total Maximum Price (ex VAT) £					[Redacted] [Redacted] annum + [Redacted] one off set up fee

Year 2 (27th November 2023 – 26th November 2024)

Item	Description	Number of	Frequency	Unit Price £	Total Maximum Price £
1	Manager Users	5	Monthly	[Redacted] per user per month	[Redacted] per user per year
2	Reader Users	14	Monthly	[Redacted] per user per month	[Redacted] per user per year [Redacted] per annum for 14 Reader Users
3	Platform	1 (Mature Governance)	Monthly	[Redacted] per user per month	[Redacted] per user per year
4	Set up fees	1	Monthly	N/A	N/A
Total Maximum Price (ex VAT) £					[Redacted] per annum

Option Year 1 (27th November 2024 – 26th November 2025)

Item	Description	Number of	Frequency	Unit Price £	Total Maximum Price £
1	Manager Users	5	Monthly	[Redacted] per user per month	[Redacted] per user per year
2	Reader Users	14	Monthly	[Redacted] per user per month	[Redacted] per user per year [Redacted] per annum for 14 Reader Users
3	Platform	1 (Mature Governance)	Monthly	[Redacted] per user per month	[Redacted] per user per year

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4	Set up fees	1	Monthly	N/A	N/A
Total Maximum Price (ex VAT) £					[Redacted] per annum

Option Year 2 (27th November 2025 – 26th November 2026)

Item	Description	Number of	Frequency	Unit Price £	Total Maximum Price £
1	Manager Users	5	Monthly	[Redacted] per user per month	[Redacted] per user per year
2	Reader Users	14	Monthly	[Redacted] per user per month	[Redacted] per user per year [Redacted] per annum for 14 Reader Users
3	Platform	1 (Mature Governance)	Monthly	[Redacted] per user per month	[Redacted] per user per year
4	Set up fees	1	Monthly	N/A	N/A
Total Maximum Price (ex VAT) £					[Redacted] per annum

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 employment contracts and related documents
- 29.2.14 all information required under regulation 11 of TUPE or as reasonably requested by the Buyer
- copies of all relevant

- 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 Applicable

Schedule 4: Alternative clauses

Not Applicable

Schedule 5: Guarantee

Not Applicable

Schedule 6: Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
Accreditation	CyDR defence industry ICT accreditation and risk balance case processes - GOV.UK (www.gov.uk)
Additional Services	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.
Admission Agreement	The agreement to be entered into to enable the Supplier to participate in the relevant Civil Service pension scheme(s).
Application	The response submitted by the Supplier to the Invitation to Tender (known as the Invitation to Apply on the Digital Marketplace).
Allow List	A list which enables specific devices to access specific url(s)
Audit	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
Authorised User	A user who has been granted access to the instance of the system
Authorised User types	The different types of user types who have varying levels of access to the application
Background IPRs	<p>For each Party, IPRs:</p> <ul style="list-style-type: none"> owned by that Party before the date of this Call-Off Contract (as may be enhanced and/or modified but not as a consequence of the Services) including IPRs contained in any of the Party's Know-How, documentation and processes created by the Party independently of this Call-Off Contract, or <p>For the Buyer, Crown Copyright which isn't available to the Supplier otherwise than under this Call-Off Contract, but excluding IPRs owned by that Party in Buyer software or Supplier software.</p>

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Board Meeting	A meeting between board members
Board Packs	The documentation which supporting the board meeting
Buyer	The contracting authority ordering services as set out in the Order Form.
Buyer Data	All data supplied by the Buyer to the Supplier including Personal Data and Service Data that is owned and managed by the Buyer.
Buyer Personal Data	The Personal Data supplied by the Buyer to the Supplier for purposes of, or in connection with, this Call-Off Contract.
Buyer Representative	The representative appointed by the Buyer under this Call-Off Contract.
Buyer Software	Software owned by or licensed to the Buyer (other than under this Agreement), which is or will be used by the Supplier to provide the Services.
Call-Off Contract	This call-off contract entered into following the provisions of the Framework Agreement for the provision of Services made between the Buyer and the Supplier comprising the Order Form, the Call-Off terms and conditions, the Call-Off schedules and the Collaboration Agreement.
CEO Team	The team which supports the creation of board meetings and board packs
Charges	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
Climate Change and Sustainable Strategy	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/973707/20210326_Climate_Change_Sust_Strategy_v1.pdf
Collaboration Agreement	An agreement, substantially in the form set out at Schedule 3, between the Buyer and any combination of the Supplier and contractors, to ensure collaborative working in their delivery of the Buyer's Services and to ensure that the Buyer receives end-to-end services across its IT estate.

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Commercial Off The Shelf Product	Commercially available packages software
Commercially Sensitive Information	Information, which the Buyer has been notified about by the Supplier in writing before the Start date with full details of why the Information is deemed to be commercially sensitive.
Confidential Information	<p>Data, Personal Data and any information, which may include (but isn't limited to) any:</p> <ul style="list-style-type: none"> information about business, affairs, developments, trade secrets, know-how, personnel, and third parties, including all Intellectual Property Rights (IPRs), together with all information derived from any of the above other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked 'confidential').
Control	'Control' as defined in section 1124 and 450 of the Corporation Tax Act 2010. 'Controls' and 'Controlled' will be interpreted accordingly.
Controller	Takes the meaning given in the GDPR.
Crown	The government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies carrying out functions on its behalf.
Cyber Aware	https://www.ncsc.gov.uk/cyberaware/home
Cyber Risk Profile	A Cyber Risk Profile is the outcome of a Risk Assessment, which defines a set of proportionate mitigation requirements based on the level of assessed cyber risk (impact x likelihood) to a MOD contract.
Data Loss Event	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.

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Data Protection Impact Assessment (DPIA)	An assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data.
Data Protection Legislation (DPL)	Data Protection Legislation means: (i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy (iii) all applicable Law about the Processing of Personal Data and privacy including if applicable legally binding guidance and codes of practice issued by the Information Commissioner
Data Subject	Takes the meaning given in the GDPR
Default	<p>Default is any:</p> <ul style="list-style-type: none"> • breach of the obligations of the Supplier (including any fundamental breach or breach of a fundamental term) • other Default, negligence or negligent statement of the Supplier, of its Subcontractors or any Supplier Staff (whether by act or omission), in connection with or in relation to this Call-Off Contract <p>Unless otherwise specified in the Framework Agreement the Supplier is liable to CCS for a Default of the Framework Agreement and in relation to a Default of the Call-Off Contract, the Supplier is liable to the Buyer.</p>
DEFCON 658	Cyber DEFCON 658 - GOV.UK (www.gov.uk)
Defence Digital	MOD IT Department
Defence Equipment & Support	A bespoke trading entity and arm's length body of the Ministry of Defence
DEFSTAN - 05138	https://www.gov.uk/government/publications/cyber-security-for-defence-suppliers-def-stan-05-138
Deliverable(s)	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
DE&S Digital	DE&S IT Department

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

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

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	services which are deliverable by the Supplier under the Collaboration Agreement.
GDPR	General Data Protection Regulation (Regulation (EU) 2016/679)
Go-Live	Go-Live is the date the service begins and is defined as Accreditation Achieved and assured against JSP604.
Good Industry Practice	Standards, practices, methods and process conforming to the Law and the exercise of that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar undertaking in the same or similar circumstances.
Government Procurement Card	The government's preferred method of purchasing and payment for low value goods or services.
Greening Government	https://www.gov.uk/government/collections/greening-government-commitments
Groups	Defined groups of Authorised users who have access to specified sets of board packs
Guarantee	The guarantee described in Schedule 5.
Guidance	Any current UK government guidance on the Public Contracts Regulations 2015. In the event of a conflict between any current UK government guidance and the Crown Commercial Service guidance, current UK government guidance will take precedence.
Implementation Plan	The plan with an outline of processes (including data standards for migration), costs (for example) of implementing the services which may be required as part of Onboarding.
Indicative test	ESI tool completed by contractors on their own behalf at the request of CCS or the Buyer (as applicable) under clause 4.6.
Information	Has the meaning given under section 84 of the Freedom of Information Act 2000.

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Information security management system	The information security management system and process developed by the Supplier in accordance with clause 16.1.
Inside IR35	Contractual engagements which would be determined to be within the scope of the IR35 Intermediaries legislation if assessed using the ESI tool.
Insolvency event	<p>Can be:</p> <ul style="list-style-type: none"> • a voluntary arrangement • a winding-up petition • the appointment of a receiver or administrator • an unresolved statutory demand • a Schedule A1 moratorium
Intellectual Property Rights or IPR	<p>Intellectual Property Rights are:</p> <ul style="list-style-type: none"> • copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information • applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction • all other rights having equivalent or similar effect in any country or jurisdiction
Intermediary	<p>For the purposes of the IR35 rules an intermediary can be:</p> <ul style="list-style-type: none"> • the supplier's own limited company • a service or a personal service company • a partnership <p>It does not apply if you work for a client through a Managed Service Company (MSC) or agency (for example, an employment agency).</p>
[Redacted] App	An application designed to run on an [Redacted] device
IPR claim	As set out in clause 11.5.

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IR35	IR35 is also known as 'Intermediaries legislation'. It's a set of rules that affect tax and National Insurance where a Supplier is contracted to work for a client through an Intermediary.
IR35 assessment	Assessment of employment status using the ESI tool to determine if engagement is Inside or Outside IR35.
ISO27001/2	International standards on how to manage information security
JSP604	Defence networks governance (JSP 604) - GOV.UK (www.gov.uk)
Know-How	All ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the G-Cloud Services but excluding know-how already in the Supplier's or CCS's possession before the Start date.
Law	Any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, 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.
LED	Law Enforcement Directive (EU) 2016/680.
Limited Distribution	A security marking which limits distribution of documentation
Loss	All losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and ' Losses ' will be interpreted accordingly.
Lot	Any of the 3 Lots specified in the ITT and Lots will be construed accordingly.
Maintenance Period	A period of time that an application is taken off line by the supplier to perform maintenance/upgrades. It will be unavailable to a user during this period

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Malicious Software	Any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence.
Management Charge	The sum paid by the Supplier to CCS being an amount of up to 1% but currently set at 0.75% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or End of any Call-Off Contract.
Management Information	The management information specified in Framework Agreement section 6 (What you report to CCS).
Material Breach	Those breaches which have been expressly set out as a Material Breach and any other single serious breach or persistent failure to perform as required under this Call-Off Contract.
Ministry of Justice Code	The Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000.
MODNet	The MOD Corporate Network
MODNet Full Service [Redacted]	The MOD Corporate [Redacted]
[Redacted]	The MOD Corporate Win 10 Device
NCSC Cloud Security Principles	The cloud security principles - NCSC.GOV.UK
New Fair Deal	The revised Fair Deal position in the HM Treasury guidance: "Fair Deal for staff pensions: staff transfer from central government" issued in October 2013 as amended.
Official Sensitive	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf

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OFFICIAL-SENSITIVE COMMERCIAL

Official Sensitive Commercial	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf
Order	An order for G-Cloud Services placed by a contracting body with the Supplier in accordance with the ordering processes.
Order Form	The order form set out in Part A of the Call-Off Contract to be used by a Buyer to order G-Cloud Services.
Ordered G-Cloud Services	G-Cloud Services which are the subject of an order by the Buyer.
Outside IR35	Contractual engagements which would be determined to not be within the scope of the IR35 intermediaries' legislation if assessed using the ESI tool.
Party	The Buyer or the Supplier and 'Parties' will be interpreted accordingly.
Personal Data	Takes the meaning given in the GDPR.
Personal Data Breach	Takes the meaning given in the GDPR.
Planned Maintenance	A period of time which is scheduled and communicated to a user detailing when an application will be offline for maintenance
Processing	Takes the meaning given in the GDPR.
Processor	Takes the meaning given in the GDPR.
Prohibited act	<p>To directly or indirectly offer, promise or give any person working for or engaged by a Buyer or CCS a financial or other advantage to:</p> <ul style="list-style-type: none"> • induce that person to perform improperly a relevant function or activity • reward that person for improper performance of a relevant function or activity • commit any offence: <ul style="list-style-type: none"> ○ under the Bribery Act 2010 ○ under legislation creating offences concerning Fraud ○ at common Law concerning Fraud ○ committing or attempting or conspiring to commit Fraud

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Project Specific IPRs	Any intellectual property rights in items created or arising out of the performance by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of this Call-Off Contract including databases, configurations, code, instructions, technical documentation and schema but not including the Supplier's Background IPRs.
Property	Assets and property including technical infrastructure, IPRs and equipment.
Protective Measures	Appropriate technical and organisational measures which may include: pseudonymisation and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it.
PSN or Public Services Network	The Public Services Network (PSN) is the government's high-performance network which helps public sector organisations work together, reduce duplication and share resources.
Push Notification	A message pushed from an application to a user
Recovery Point Objective	The maximum targeted period during which transactional data is lost from an IT service due to a major incident
Recovery Time Objective	The targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption)
Regulatory body or bodies	Government departments and other bodies which, whether under statute, codes of practice or otherwise, are entitled to investigate or influence the matters dealt with in this Call-Off Contract.
Relevant person	Any employee, agent, servant, or representative of the Buyer, any other public body or person employed by or on behalf of the Buyer, or any other public body.
Relevant Transfer	A transfer of employment to which the employment regulations applies.

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Replacement Services	Any services which are the same as or substantially similar to any of the Services and which the Buyer receives in substitution for any of the services after the expiry or Ending or partial Ending of the Call-Off Contract, whether those services are provided by the Buyer or a third party.
Replacement supplier	Any third-party service provider of replacement services appointed by the Buyer (or where the Buyer is providing replacement Services for its own account, the Buyer).
Securely deleted	Completely removed from the supplier service and complying with ISO27001/2
Security Assurance Questionnaire	A set of questions which relate to how the vendor and associated solution(s) is assured
Security management plan	The Supplier's security management plan developed by the Supplier in accordance with clause 16.1.
Services	The services ordered by the Buyer as set out in the Order Form.
Service data	Data that is owned or managed by the Buyer and used for the G-Cloud Services, including backup data.
Service definition(s)	The definition of the Supplier's G-Cloud Services provided as part of their Application that includes, but isn't limited to, those items listed in Section 2 (Services Offered) of the Framework Agreement.
Service description	The description of the Supplier service offering as published on the Digital Marketplace.
Service Level Agreement	A service-level agreement (SLA) is a commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user. The most common component of an SLA is that the services should be provided to the customer as agreed upon in the contract
Service Personal Data	The Personal Data supplied by a Buyer to the Supplier in the course of the use of the G-Cloud Services for purposes of or in connection with this Call-Off Contract.
Software as a Service	A software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted

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Spend controls	The approval process used by a central government Buyer if it needs to spend money on certain digital or technology services, see https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service
Start date	The Start date of this Call-Off Contract as set out in the Order Form.
Subcontract	Any contract or agreement or proposed agreement between the Supplier and a subcontractor in which the subcontractor agrees to provide to the Supplier the G-Cloud Services or any part thereof or facilities or goods and services necessary for the provision of the G-Cloud Services or any part thereof.
Subcontractor	Any third party engaged by the Supplier under a subcontract (permitted under the Framework Agreement and the Call-Off Contract) and its servants or agents in connection with the provision of G-Cloud Services.
Subprocessor	Any third party appointed to process Personal Data on behalf of the Supplier under this Call-Off Contract.
Supplier	The person, firm or company identified in the Order Form.
Supplier Representative	The representative appointed by the Supplier from time to time in relation to the Call-Off Contract.
Supplier staff	All persons employed by the Supplier together with the Supplier's servants, agents, suppliers and subcontractors used in the performance of its obligations under this Call-Off Contract.
Supplier terms	The relevant G-Cloud Service terms and conditions as set out in the Terms and Conditions document supplied as part of the Supplier's Application.
Term	The term of this Call-Off Contract as set out in the Order Form.
Unplanned Maintenance Period	A period of time which is not scheduled and not communicated to a user detailing when an application will be offline for a number of reasons
Variation	This has the meaning given to it in clause 32 (Variation process).
Web Content Accessibility Guidelines	WCAG https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag

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Working Days	Any day other than a Saturday, Sunday or public holiday in England and Wales.
Year	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]** **[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>The Buyer is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2-15 Framework Agreement Schedule 4 (Where the Party is a Controller and the other Party is Processor) and for the purposes of the Data Protection Legislation, the Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> • Name, gender, remuneration details, post role, staff number, potential performance & assessment • Names of users of the service • Names of Buyer points of contact for financial and administration of the Supplier service
Duration of the Processing	In accordance with this Call off Agreement start and expiry dates
Nature and purposes of the Processing	The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.

OFFICIAL-SENSITIVE COMMERCIAL

	The purpose might include: employment Processing, statutory obligation, recruitment assessment etc
Type of Personal Data	Name, gender, remuneration details, post role, staff number, potential performance & assessment details
Categories of Data Subject	DE&S staff, non-DE&S individuals, non-MOD individuals
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	The Personal Data will be retained for the term of this Call-off Contract and will be destroyed on expiry.

Appendix 1 –

Security Aspects

Letter **[Redacted in Full]**

[Redacted in Full]

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