



## Call-Off Contract

**Framework Number:** ITC11445 – Reseller and Associated Services  
**Request Form Number:** ITC11445/253\_ICT12448

**THIS CALL-OFF CONTRACT** is made Monday 05/12/2016

### **BETWEEN:**

- (1) Transport for London (“**Contracting Body**”); and
- (2) Insight Direct (UK) Ltd registered in England and Wales with registration number 2579852 and whose registered office is at: The Technology Building, Insight Campus, Terry Street, Sheffield, South Yorkshire S9 2BU.

### **RECITALS:**

A. The Contracting Body and the Service Provider have entered into an agreement dated August 2014 which sets out the framework for the Service Provider to provide certain Deliverables to the Contracting Body or the Contracting Body (“**the Framework Agreement**”).

B. The Contracting Body wishes the Service Provider to provide the specific Deliverables described in this Call-Off Contract pursuant to the terms of the Framework Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Deliverables on those terms and conditions set out in the Call-Off Contract.

### **THE PARTIES AGREE THAT:**

#### **1. CALL-OFF CONTRACT**

1.1 The terms and conditions of the Framework Agreement shall be incorporated into this Call-Off Contract.

1.2 In this Call-Off Contract the words and expressions defined in the Framework Agreement shall, except where inconsistent with the context requires otherwise, have the meanings given in the Framework Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.



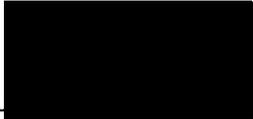
## 5. CALL-OFF CO-ORDINATOR /COMMERCIAL MANAGER AND KEY PERSONNEL

The Contracting Body's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

### SIGNED

For and on behalf of Insight Direct (UK) Ltd

Signature:   
Name:   
Title:   
Date: 6<sup>th</sup> December 2016

### SIGNED

For and on behalf of Greater London Authority (GLA)

Signature:   
Name:   
Title:   
Date: 8 December 2016



## Attachment 1

### Deliverables to be provided and associated information

#### 1. Requirement

OpenIQ Pty Ltd will provide a range of technical services (development, support and maintenance) for the following systems on the Greater London Authority (GLA) estate:

<b>System name</b>	<b>Purpose</b>
London Development Database (LDD)	A London borough facing system that contains a list of planning applications that have been approved in London.
London Land Commission Register (LLCR)	A public facing system that provides information about all publicly owned land in London
Questions Database	A public facing system that contains information on question the Mayor of London has been asked by London Assembly Members
Mayor's Question Time Timer	An internal system that allocates and monitors time that Assembly political parties can use during Committee meetings.
CONNECT	The GLA's internal staff directory
Strategic Housing Land Availability Assessment System (SHLAA)	A London borough facing system for identifying land in London that can potentially be used for building residential dwellings.
Election Management System (EMS)	An internally facing system for carrying out a number of administrative functions related to the Mayoral and Assembly Elections for London.

In addition to the technical support provided by OpenIQ Pty Ltd, 50 days of consultancy will be purchased.

#### 2. Timetable

Commencement date: 1<sup>st</sup> November 2016

Call-Off Term: 1 November 2016 to 31 October 2019



Attachment 2

Service Provider’s Proposal

1. Charges

Insight Direct (UK) Ltd will provide the following to the GLA

Product Detail	Daily Cost
OpenIQ will deliver remote development and support services on an hourly basis.	██████████

50 days to be purchased upfront.

Total charge for 3 years:

50x ██████████

Open IQ Service Level Outline

Open IQ is committed to supporting and maintaining the web applications we built for the GLA, along with the other systems built by other suppliers for which we are now responsible. Open IQ delivers web applications to the GLA as buildable source code and the applications are managed by the Live Team with the Technology Group Help Desk providing 1st line support. On a time and materials basis Open IQ can provide 2nd and 3rd line advice, guidance and general information on all the systems we support, as well as general technical knowledge as requested. Indeed as the key GLA contact is ██████████ all support is provided by the application developer, ensuring the most knowledgeable and efficient resolution to any issue that may arise. Open IQ has a working relationship with many of the key GLA Technology Group staff and will answer any and all technical enquiries where we have relevant technical knowledge.

As a small development and consulting company Open IQ has operated a streamlined support agreement with the GLA since 2005. This offers the GLA a fixed rate support arrangement where Open IQ can be called upon as required within the following guidelines:

██████████ will be the first point of contact for any support call, providing the highest possible expertise to the GLA under the support agreement

- All 2nd and 3rd line advice, guidance and general information will be provided to the best of our ability under the agreement, whether related to Open IQ applications, 3rd party applications or general hardware or software issues.
- Any bug fixes will be provided as soon as possible under the agreement and planned into a suitable release in coordination with the GLA.
- Any enhancements can be specified and planned under the agreement with a service quote provided if requested.