



Crown Commercial Service

G-Cloud 12 Call-Off Contract

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

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Part A: Order Form

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

Digital Marketplace service ID number	486096991020921
Call-Off Contract reference	7F 2021 C031 E Recruitment System N/S

	Annual Subscription Fee years two, three and four on anniversary of signed contract - £ [REDACTED]
Purchase order number	A purchase order number will be provided by The Constabulary within 5 working days of contract signature

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.

From the Buyer	Pauline McIntosh Head of Resourcing Joint Human Resources [REDACTED] [REDACTED]
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To the Supplier	Oleeo Ltd 020 8946 9876 Supplier's address: 5-7 Bridgeworks , The Crescent Wimbledon London SW19 8DR England Company number: 03813540
Together the 'Parties'	

Principal contact details

For the Buyer:

Title: Head of Resourcing

Name: [REDACTED]

[REDACTED]
[REDACTED]

For the Supplier:

Title: UK Sales Director

Name: [REDACTED]

[REDACTED]
[REDACTED]

Call-Off Contract term

Start date	This Call-Off Contract Starts on 18 th November 2021 and is valid for initial 24 months
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	[The date and number of days or months is subject to clause 1.2 in Part B below.]
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>
Extension period	<p>This Call-off Contract can be extended by the Buyer for 2 period(s) of up to 12 months each, by giving the Supplier 3 months 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> <p>The extension period after 24 months should not exceed the maximum permitted under the Framework Agreement which is 2 periods of up to 12 months each.</p> <p>https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service</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
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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"> ● Implementation and Ongoing Maintenance and Support of Oleeo's e-Recruitment Solution Oleeo for Police (including associated resources) ● Solution Tailoring through Configuration to deliver the solution as per the SOW listed under Schedule 1 ● Chosen HR Integration (where relevant) ● Training as itemised ● Any additional listed optional items taken up ● Ongoing Software support and maintenance
Additional Services	<p>The Additional Services to be provided by the Supplier includes any further requested integrations and consultancy</p>
Location	<p>The Services will be delivered to the buyers addresses as set out below:</p> <p>As this is a cloud-based solution, the data will be hosted in two geographically separate co-location facilities contracted for by Oleeo. Both locations are in the UK.</p> <p>Oleo's main hosting site is at the Equinix Powergate/ LD9 facility in West London http://www.equinix.co.uk/locations/united-kingdom-colocation/london-data-centers/ld9/.</p> <p>This site contains equipment to run all required primary services at a minimum of 100% expected capacity.</p> <p>Equinix secondary hosting facility:</p> <p>https://www.equinix.co.uk/data-centers/europe-colocation/united-kingdom-colocation/london-data-centers/ld7</p> <p>This site provides: active supporting facilities (reporting, development, asynchronous processes); secure, remote real-time storage and backup; and disaster recovery. It includes equipment capable of hosting a minimum of 25% of expected capacity during a disaster scenario, however critical equipment, and any equipment that has an estimated purchase lead time over 7 days, is provisioned at 100%. Oleo plan to be able to provide 100% capacity at this site within 7-days of the original disaster event.</p>

Quality standards	<p>The quality standards required for this Call-Off Contract are: The Supplier shall at all times ensure that the ordered G Cloud Services conform to NCSC 14 Cloud Principles. Unless otherwise agreed with the Buyer</p> <p>[Provide information as detailed in the relevant Service Description, and you should only use those quality standards that were used as a requirement or acceptance criteria.]</p>
Technical standards:	<p>The technical standards agreed for this Call-Off Contract are included in:</p> <p>Section 14 'Technical Requirements' within Oleeo's Service definition document:</p> <p>https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/92517/486096991020921-service-definition-document-2020-07-20-1432.pdf</p>
Service level agreement:	<p>The service level and availability criteria required for this Call-Off Contract are:</p> <p>Oleeo Working Hours : Helpdesk Support 8a.m. – 6p.m. Monday – Friday excl. Public Holidays</p> <p>End User Support: 10 hours a day x 5 days a week.</p> <p>Each day, a member of the 1st Line Client Support team is assigned to review new support cases. Within 1 working hour of the case being logged the team member will review the case, assign an internal priority and should they not be able to resolve the case immediately, add a note to set the client's expectation advising when they will next be updated. The 1st Line Client Support team will then take cases from the open case list in order of priority and then age. Change Requests are automatically assigned to the Client's Change Request team. They will take responsibility for updating documentation. Most calls are dealt with immediately; all queries are responded to within 1 working hour.</p>

	<p>Candidate Support: 10 hours a day x 5 days a week.</p> <p>Oleeo's candidate support team responds to candidate queries. Candidates can contact Oleeo support via the contact form found in the Help Centre. Clients normally request Oleeo provide a 2 day service level to candidates</p> <p>Technical Support: 10 hours a day x 5 days a week.</p> <p>Technical support is available through the help desk. A member of the Client Support team will respond within 1 working hour during specified hours. All queries that cannot be resolved immediately are recorded in Oleeo's internal ticketing system.</p> <p>Acknowledgement and Resolution Timeframes:</p> <p>Oleeo aims to acknowledge all service requests and attempt resolution within an hour. Should a resolution not be immediately achievable, the following target service levels will apply depending on the priority of the fault:</p> <p>Target times for fault acknowledgement and resolution start</p> <p>Priority Response Times</p> <p>1 If not recoverable immediately, start to develop a solution within 4 hours</p> <p>2 If not recoverable immediately, start to develop a solution within 8 hours</p> <p>3 If not recoverable immediately, start to develop a solution within 24 hours</p> <p>4 If not recoverable immediately, start to develop a solution within 72 hours</p> <p>*See Schedule 6 of Oleeo's terms and conditions for an explanation of the prioritisation process.</p> <p>Oleeo shall ensure that the System, during any calendar month from the Go Live Date, is available to Client Users and Candidates for more than 99.9% of the total possible uptime during that month (excluding any scheduled downtime which is necessary to effect any essential modifications or maintenance to the server).</p>
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Onboarding	<p>The onboarding plan for this Call-Off Contract is as outlined below</p> <p>Provisional Dates for onboarding this Call Off contract are as outlined below:</p> <ul style="list-style-type: none"> • Call Off Contract Signature Date 18th November 2021 • Provision of Purchase Order number from The Buyer within 5 working days of Contract Signature Date • Oleeo Internal Project Kick Off (Oleo Team only) w/c 4th January 2022 • Initial Client Meeting/Conference Call (Official Client Kick Off w/c 10th January 2022 • Commencement of User Acceptance Testing (UAT) Provisional Date: 17th May 2022 • Provision Solution Go Live –1st July 2022. <p><u>Dates are indicative to be confirmed further to kick off.</u></p>
Offboarding	<p>The off-boarding plan for this Call-Off Contract is based around the Oleeo for Police in-built data export facility allowing the Buyer to export customer data (via csv) at the end of any contract term at no additional cost.</p> <p>Oleo will support the generation of a final data export with a ½ hour training phone call with a suitably qualified HR or IT professional, prior to the export being needed, also at no additional cost.</p> <ul style="list-style-type: none"> • Should any client want any additional exit services in terms of migration of service to their new solution, Oleo Consultants are available to offer advice and support on a time and materials basis
Collaboration agreement	Not Applicable

Limit on Parties' liability	<p>The annual total liability of either Party for all Property defaults will not exceed £250,000</p> <p>The annual total liability for Buyer Data defaults will not exceed £250,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p> <p>The annual total liability for all other defaults will not exceed the greater of £250,000 or 125% of the Charges payable by the Buyer to the Supplier during the Call-Off Contract Term (whichever is the greater).</p>
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 £1,000,000 for each individual claim or any higher limit the Buyer requires (and as required by Law) • employers' liability insurance with a minimum limit of £5,000,000 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 15 consecutive days.</p> <p>[This section relates to clause 23.1 in Part B below.]</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. 7.4, 7.6, 7.7,7.8,7.9,7.10,7.11 and 7.13</p> <p>7.8 shall read</p>

	<p>7.8 The Buyer will use reasonable endeavours to ensure that the Audit does not unreasonably disrupt the Supplier, but the Supplier accepts that control over the conduct of Audits carried out by the auditors is outside of The Buyer's control.</p> <p>7.11 shall read</p> <p>7.11 The Supplier will reimburse the Buyer its reasonable Audit costs if it reveals:</p> <ul style="list-style-type: none"> • a Material Breach
Buyer's responsibilities	<p>The Buyer is responsible for:</p> <ul style="list-style-type: none"> • Providing Oleeo with all necessary co-operation in relation to the agreement and all necessary access to such information as may be required by Oleeo in order to render the Services, including but not limited to Client Data, Specification information, security access information and software interfaces to the website; • Comply with all applicable laws and regulations with respect to its activities under the agreement; • Provide Oleeo with a completed Post Implementation Review in the form provided by Oleeo within 30 days of Go Live; • Provide Oleeo with a completed client satisfaction survey in the form provided by Oleeo within 15 Business Days of the end of each calendar quarter; • Carry out all Client responsibilities set out in the agreement or in any of the schedules included within the Terms and Conditions (attached separately) in a timely and efficient manner. In the event of any delays in the Client's provision of such assistance as agreed by the parties, Oleeo may adjust any timetable or formerly agreed delivery schedule as reasonably necessary; • Ensure Client System Users have access to the minimum browser requirements to access the E-recruitment system; <ul style="list-style-type: none"> • Individuals undertaking the Self Configuration Training (where taken) have suitable experience and will be supporting the system on a regular basis.

Buyer's equipment	<p>The Buyer's equipment to be used with this Call-Off Contract includes:</p> <p>A recruiter should be able to use a supported browser to process applications unless components within the application process require specific browser restrictions which are communicated to the Buyer in advance.</p> <p>The user must be able to access the Oleeo application over https and JavaScript and cookies must be enabled for the browser.</p> <p>Oleeo supports all users of browsers as defined by GDS browser support at https://www.gov.uk/service-manual/technology/designing-for-different-browsers-and-devices.</p>
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Supplier's information

Subcontractors or partners	<p>The following is a list of the Supplier's Subcontractors or Partners:</p> <p>Equinix (Primary data hosting facility as outlined within Section 14 of our services description)</p> <p>https://www.equinix.co.uk/locations/united-kingdom-colocation/london-data-centers/ld9/</p> <p>Equinix secondary hosting facility:</p> <p>https://www.equinix.co.uk/data-centers/europe-colocation/united-kingdom-colocation/london-data-centers/ld7</p> <p>All data centres used are ISO27001:2103 accredited.</p> <p>Additional subcontractors that may be used dependant on additional optional functionality selected include:</p> <ul style="list-style-type: none"> • Daxtra (for CV parsing); Daxtra are ISO27001:2103 accredited. <p>Wave (intelligent job posting)</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	The payment method for this Call-Off Contract is BACS.
Payment profile	<p>One off implementation costs are to be split as follows - £</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Ongoing subscription fees are due annually in advance on creation of the environment for Norfolk & Suffolk Police's solution.</p> <p>Second year ongoing subscription fees are due 12 months after the first year's subscription fee invoice is issued.</p> <p>Extension payments to reflect the same thereafter.</p>
Invoice details	The Supplier will issue electronic invoices in line with the Payment Profile showing breakdown of all charges including any variable transaction charges (where applicable). 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 to [REDACTED]
Invoice information required	All invoices must include the purchase order number as provided by the authority and project reference.
Invoice frequency	Invoice will be sent to the Buyer In line with the Payment Profile

Call-Off Contract value	The total value of this Call-Off Contract is [REDACTED] for the first two years.																																							
Call-Off Contract charges	<p>The breakdown of the Charges is as embedded below. Further options are available as detailed in table 1.</p> <p>Table 1</p> <div> Summary Pricing Table 1 29 7 21.xlsx</div> <p>Summary below:</p> <table><tr><th>Pricing Element (Software, Support, Implementation)</th><th>Oleeo Pricing Software per Annum</th><th>Oleeo Pricing (Implementation) One Off Cost</th></tr><tr><td>Core Implementation</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Additional Brand</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Software and Implementation for Auto Anonymisation</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Training</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Training (Level 1,2 and 3 Config training)</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Licences, based on 6,901 full time employees (FTEs) as of 28/07/21</td><td></td><td>[REDACTED]</td></tr><tr><td>For the initial 2 years of the contract, Oleeo will not charge additional Licences assuming FTEs remain under 7,500.</td><td>[REDACTED]</td><td></td></tr><tr><td>Number of Users Recruitment Team Users (Hiring managers number required but doesn't affect price)</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Software - Talent Insights</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Software/Integration Vetting – Core Vet –</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Candidate Support</td><td>[REDACTED]</td><td>[REDACTED]</td></tr><tr><td>Single Sign On Configuration and Support</td><td>[REDACTED]</td><td>[REDACTED]</td></tr></table>	Pricing Element (Software, Support, Implementation)	Oleeo Pricing Software per Annum	Oleeo Pricing (Implementation) One Off Cost	Core Implementation	[REDACTED]	[REDACTED]	Additional Brand	[REDACTED]	[REDACTED]	Software and Implementation for Auto Anonymisation	[REDACTED]	[REDACTED]	Training	[REDACTED]	[REDACTED]	Training (Level 1,2 and 3 Config training)	[REDACTED]	[REDACTED]	Licences, based on 6,901 full time employees (FTEs) as of 28/07/21		[REDACTED]	For the initial 2 years of the contract, Oleeo will not charge additional Licences assuming FTEs remain under 7,500.	[REDACTED]		Number of Users Recruitment Team Users (Hiring managers number required but doesn't affect price)	[REDACTED]	[REDACTED]	Software - Talent Insights	[REDACTED]	[REDACTED]	Software/Integration Vetting – Core Vet –	[REDACTED]	[REDACTED]	Candidate Support	[REDACTED]	[REDACTED]	Single Sign On Configuration and Support	[REDACTED]	[REDACTED]
Pricing Element (Software, Support, Implementation)	Oleeo Pricing Software per Annum	Oleeo Pricing (Implementation) One Off Cost																																						
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Software - Talent Insights	[REDACTED]	[REDACTED]																																						
Software/Integration Vetting – Core Vet –	[REDACTED]	[REDACTED]																																						
Candidate Support	[REDACTED]	[REDACTED]																																						
Single Sign On Configuration and Support	[REDACTED]	[REDACTED]																																						

Software – Standard job posting	■	■
HRIS integration (added to scope in July 2021). Export of 150 fields from Oleeo to N&S HRIS, following Oleeo standard methodology.	■	■
HRIS integration (added to scope in July 2021). Import of 50 fields from N&S HRIS to Oleeo following Oleeo standard methodology.	■	■
Subtotal items required	■	■
20% Oleeo reduction based on Self-configuration implementation methodology	■	■
Total for Items required	■	■
Costs for Year 1	■	■
Costs for Year 2	■	■

Ongoing subscription fees are based on a minimum 24-month term. Should a client choose to terminate (for convenience) prior to the full contracted term the full fee applicable across the initial term will be payable.

Table 1 - Optional Items are listed below:

Items below have been identified as potentially required over the duration of the contract. These will only be charged should N&S decide they actually need these items.

Pricing Element (Software, Support, Implementation)	Oleeo Pricing Software per Annum	Oleeo Pricing (Implementation) One Off Cost	Notes
Software – Job Posting - Intelligent Attraction	■	■	Software Module Offered FOC (please note this does not include the advertising spend paid to Oleeo)
AA Accessibility & Compliance checking		■	Oleeo recommendation: this is not necessary, Oleeo will deliver AA compliant interfaces as part of the standard implementation. Very few organisations purchased the additional Accessibility check.
Additional Supported Users (with access to Oleeo)	■	■	Additional £■ per month per supported user (though 3 may be sufficient)

	telephone Helpdesk)			
	SMS			Oleoo use a 3rd Party provider (Bulk SMS) for the provision of SMS services. This fee includes an administration fee to cover the initial account set up & SMS credit purchase as well as ongoing review of credit usage. Credits can be purchased directly from Bulk SMS at a reduced rate. https://www.bulksms.com/pricing/
	Additional Configuration	0		Optional budget provisioned in case N&S require additional configuration over the duration of the contract.
	PEQF – ARU (Anglia Ruskin University)			See detail below “PEQF Scope, potential solutions and costs”
	Cost for Oleoo resource where N&S Carry out Pen Testing	n/a	recomm ended	Where N&S choose to engage an independent security consultant (3rd Party) to run a Pen Test, scope & timing must be agreed with Oleoo in advance. Oleoo will address and cover the costs of issues classified as Critical and High, in the exception where Oleoo are not in agreement that the issues are significant (as discussed dependant on the Security Consultant engaged, items are sometimes flagged as Critical /high where in reality it can be agreed by both parties that this is not the case). If any support of the testing is required from Oleoo then these costs are charged at standard time and materials. (We recommend allocating [REDACTED] for this purpose, this typically lands at [REDACTED])
<p><u>Detail of the suggested PEQF automation options</u></p> <p>The below details the requirement, scope, potential solutions and costs attached to the potential automation of the PEQF process for N&S.</p> <p>A statement of the requirement with a supporting high-level process scope of the solution.</p> <p>In order to help automate the PEQF process, Oleoo will build an automated solution designed to capture PEQF information online and then automate data exchange with Anglia Ruskin University (ARU). The purpose of the integration is to ensure all candidate information (relative to PEQF) is collected online, including attachments, in the most efficient and effective way possible.</p> <p>The proposed solution including some element of technical specification Statement of Work: (Now under optional items within the SOW & pricing)</p>				

Oleeeo, with co-operation from Norfolk & Suffolk Police and ARU, will implement one of the following options (or a variation leveraging Oleeeo's existing configuration and standard integration methodology, as documented in the "HR and Payroll integration file transfer" document) depending on detailed analysis of the specific considerations that will define the final agreed solution:

Option 1 – Secure File Transfer

- Online forms designed to capture candidate information (meeting the national requirement)
- Automate data exchange between Oleeeo and ARU using standard Oleeeo methodology (please refer to the "HR and Payroll integration file transfer" document).
- Export data to a secure server for ARU to pick it up (circa 130 data fields and up to 9 attachments per candidate – max.10MB maximum per attachment)
- Import "response data" (delivered by ARU in the Oleeeo hosted server) back into the Oleeeo system (circa 5 fields, eg status update + error handling).
- Hosting and management of the Oleeeo hosted server designed to receive data from Oleeeo and ARU.

Option 2 – Qualification gateway

Oleeeo will provide ARU with an access enabling them to carry out the tasks currently managed by BCH on their system:

ARU can be given limited access to the Oleeeo platform for locked down areas of candidate profile log in to enable

- a) download of qualification certificates/documents (via print book) and
- b) update of the candidate status

No changes to the Oleeeo solution will be required other than the creation of the ARU access.

Option 3 – Secure link

- Candidates start their application within the Oleeeo platform and at an agreed point, an export of data is sent to ARU (following Oleeeo's flat file exchange methodology) – up to 130 fields
- A Secure link is sent by ARU to candidates to enable them to upload qualification documents within ARU's platform
- A file is sent back from ARU to Oleeeo receiving the outcome of the checks to enable status update (following Oleeeo's flat file exchange methodology) – up to 5 fields

Each party is responsible for their side of the integration.

Please refer to the technical specifications ("HR and Payroll integration file transfer") for further technical details.

Assumptions:

- Up to 10MB per attachment per candidate
- We expect the 2 way integration not to exceed 2000 applications per annum
- To enable all parties to fulfil their side of the chosen integration in line with the anticipated solution Go Live, a decision will be made on which integration option will be taken by the agreed specification start date (currently estimated to be week commencing 24th January, assuming kick off date is week commencing 4th Jan). Where a decision is made after this date, for either Options 1 or 3, the chosen integration option will be delivered as a Phase 2 item after Go Live. Oleeeo anticipate the work to take 8 weeks, but will schedule the work based on availability of all parties at that time
- N&S can choose to Go Live with Option 2 and subsequently, at any time during the contract, decide to move to integration Option 1 or 3. This will then be handled as a Change request and resources will be allocated in line with current availability at the time of the request. The price for this integration will remain fixed for 14 months from the start of the agreement start date.

Due diligence expectations of Oleeo (might just be a build on what's already in the contract framework eg. certifications, pen test plus resolution and prioritisation of any findings)

See technical specification ("HR and Payroll integration file transfer" document).

Pen Testing:

- Oleeo side: Oleeo's Pen testing of the integration environment does fall within the scope of our annual Pen test, the results of which N&S had a copy sent through a few months ago (still relevant as the annual Pen test takes place in Jan/Feb each year).
- N&S side: Where N&S choose to engage an independent security consultant (3rd Party) to run a Pen Test, scope & timing must be agreed with Oleeo in advance. Oleeo will address and cover the costs of issues classified as Critical and High, in the exception where Oleeo are not in agreement that the issues are significant (as discussed dependant on the Security Consultant engaged, items are sometimes flagged as critical / high where in reality it can be agreed by both parties that this is not the case). If any support of the testing is required from Oleeo then these costs are charged at standard time and materials.

Cost and payment arrangements

	One off implementation costs Implementation	Annual running costs
Option 1		
Option 2		
Option 3 (estimated based on assumptions to date)		

50% implementation to be charged on signature of the order

50% implementation on go-live of the integration

1/12th of the yearly running costs to be charged every month, starting from the order signature

Delivery, scheduling and timing

Deadline for decision

See assumptions above for detail of deadline for any PEQF integration to be delivered as part of the original build.

Who will go first?

Furthermore, we expect the build to take 8 weeks from the Oleeo side

(Assuming, of course, availability from other stakeholders).

N&S to discuss with BCH, and confirm back to Oleeo when BCH plan on going live.

- If BCH PEQF solution is ready before the N&S/Oleo kick off meeting, then N&S will copy their solution.
- Alternatively, N&S will implement the solution first (and BCH will copy it).

Ongoing definition work defined in outline

N&S to clarify the issue related to "bad data".

BCH mentioned an issue related to bad data, which N&S/Oleo understand to be down to discrepancies (eg format, nature...) between data to be sent by Oleeo and data received by ARU, leading to data requiring reformatting.

If this is the case, this particular issue will be resolved during implementation, as a key part of the process focuses on ensuring data between both parties (Oleeeo and ARU) is mapped to ensure compatibility.

Oleeeo Standard Integration methodology “HR and Payroll integration file transfer” document”



HRandPayrollIntegrat
ionFileTransfer update

Further to the initial implementation, any ongoing change requests, integrations or additional Oleeeo services offered would be carried out on a time and materials basis based on Oleeeo's daily rates as outlined below.

Oleeeo Daily rates table (see note for negotiated flat rate during implementation overflow during implementation on page in Additional Buyers Items page 17):

Project Manager	£ [REDACTED]	Consultancy and Design	£ [REDACTED]
Configuration	£ [REDACTED]	Technical Consultant carrying out system development	£ [REDACTED]
Testing	£ [REDACTED]	Training	£ [REDACTED]
Business Systems Analyst	£ [REDACTED]	Technical Director	£ [REDACTED]
		Strategy Director	£ [REDACTED]

Additional Buyer terms

Performance of the Service and Deliverables	<p>This Call-Off Contract will include the following Implementation Plan, exit and offboarding plans and milestones: Provisional Dates for onboarding this Call Off contract are as outlined below:</p> <ul style="list-style-type: none"> • Call Off Contract Signature Date 18th November 2021 • Provision of Purchase Order number from The Buyer within 5 working days of Contract Signature Date • Oleeeo Internal Project Kick Off (Oleeeo Team only) w/c 4th January 2022 • Initial Client Meeting/Conference Call (Official Client Kick Off w/c 10th January 2022 • Commencement of User Acceptance Testing (UAT)
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Provisional Date: 17th May 2022

- Provision Solution Go Live –1st July 2022.

Dates are indicative to be confirmed further to kick off.

Furthermore, "The supplier shall guarantee that all configuration carried out by Oleoo will be delivered to specification, and will have all relevant Security and Software patches/updates applied as part of UAT and prior to Go Live; including the resolution of all technical faults identified at category 1,2 and 3. This will be governed by a pre-live Business Readiness Review between the parties to assess all resolution criteria for known defects has been met, therefore enabling formal sign-off and approval by the client that the implementation can proceed"

Should the Client wish for UAT testing and Go-Live dates to be at dates beyond those set as provisional in the contract that:

- i. Provision of Oleoo resources to the implementation (55.4 man days) will not reduce and will remain constant for the duration of the implementation

Breakdown of Oleoo resources allocated to implementation (55.4 man days):

PM	Configuration	QC	Training
9.6	31.4	6.7	7.0

- ii. There are no financial 'penalties' as such for us wishing to set UAT & Go Live dates beyond provisional dates

- iii. During Implementation, Oleoo would only charge additional implementation fees should the volume of resources deployed exceed the budget allocated to the implementation.

Should the project exceed the 55.4 man days allocated resources, Oleoo offers a contingency of up to [REDACTED] worth of resources to be used by N&S (at standard day rates, to be used during the implementation phase only)

Should the project run over and above the £[REDACTED]K contingency, additional resources would be charged at a flat rate of [REDACTED] per day (during implementation only).

After implementation, N&S will be able to purchase configuration bundles at a [REDACTED] discount (to be purchased and used during the 6 months period following Go-Live)

Bundles are below (as listed on GCloud 12)

Configuration Bundles - All bundles include associated QC & PM time

- 5 days £[REDACTED]
- 10 days £[REDACTED]
- 15 days £[REDACTED]

The [REDACTED]% discount is included in prices above

Guarantee	N/A
Warranties, representations	N/A
Supplemental requirements in addition to the Call-Off terms	N/A
Alternative clauses	N/A
Buyer specific amendments to/refinements of the Call-Off Contract terms	<p>Within the scope of the Call-Off Contract, The Buyer and Supplier agree the following amendments to the Call-Off Contract terms.</p> <p>Clause 11.2 should be replaced in its entirety with the following:</p> <p>‘Subject to clauses 18.5-18.7, the Supplier grants to the Buyer a non-exclusive, non-transferable, royalty-free licence, for the term of the Call-Off Contract to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer’s ordinary business activities.’</p> <p>Clause 11.3 should be replaced in its entirety with the following:</p> <p>‘The Supplier shall exercise its reasonable endeavours to obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, but to the extent it is unable to do so, it shall notify the Buyer of the same and endeavour to provide a workaround (e.g. by paying a fee which it can pass on to the Buyer or by obtaining a licence elsewhere).</p> <p>The following words should be inserted under Clause 15 instead of existing clauses 15.1 and 15.2: ‘Open Source is not applicable to this Call-Off Contract.’</p> <p>Clause 16.1 should be replaced in its entirety with the following:</p> <p>‘If requested to do so by the Buyer, before entering into this Call-Off Contract, the Supplier shall, within 15 Working Days of the date of this Call-Off Contract, develop a Security Management Plan and an Information Security Management</p>

	System. 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.'
Public Services Network (PSN)	N/A
Personal Data and Data Subjects	Annex 1 of Schedule 7 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	Charles Hipps	Peter Jasper
Title	CEO	ACO NORFOLK
Signature		
Date		

Schedule 1: Services (SOW)

Please refer to the agreed Statement of Requirements (Full document embedded at the end of this schedule 1) – Contents extracted below:

1. Off the Shelf deliverables

The following references templates and functionality built “off the shelf” in the Standard Oleeo Police solution. This pre-configured solution was built by Oleeo in conjunction with our Police force clients, over the last 16 years.

This pre-configured platform is designed to support the build process and guide N&S Police by sharing common best practice across similar organisations.

The assumption is that N&S will leverage Oleeo's Best practice solution with minimal changes. The N&S team will be trained on Self-configuration interfaces to level 3, enabling them to implement changes themselves.

The solution will be enriched to include all requirements (see section 2).

Product - ATS

- a. Opportunity Creation Form
 - 1 vacancy form. This will contain information necessary for the candidates to know what the opportunity is about plus internal information required for reporting for all different role types
- b. Standard Approval feature
- a. External Opportunity Portal - 1 vacancy portal with up to 5 criteria and keyword search. Branding will closely match your career sites.
- a. Optional location proximity search using Google Maps. This requires N&S Police google account to be setup with billing (*not provided by Oleeo*)
 - a. Internal Mobility Portal
 - 1 internal opportunity portal with up to 5 criteria and keyword search
 - Optional location proximity search using Google Maps. This requires an N&S Police google account to be setup with billing (*not provided by Oleeo*)
- f. Internal Redeployee Portal
 - 1 internal redeployee opportunity portal with up to 5 criteria and keyword search
- g. Branded Front End
 - 1 x N&S Police branding of the front end candidate facing site will mirror your career site (Company logo, font, colours, and imagery).
- h. Application Forms
 - 1 Application Feedback Form
 - 1 Police Community Support Officer (PCSO) Application Form
 - 1 Police officers & Uniformed Staff Application
 - 1 Police Staff Application Form
 - 1 Events application form.
 - 1 Talent bank application form.
 - 1 Candidate withdraw form
- i. Application workflow
 - 1 Police officers & Uniformed Staff application workflow, built in line with the national police application form
 - 1 Police Staff & Volunteer hire application workflow
 - Both workflows provide built in flexibility with screening, interview, offer and onboarding stages

- Automated candidate communication emails/messages
- j. Candidate Evaluation forms
- 1 Application Screening
 - 1 Assessment / Interview Feedback
 - 1 Assessments Centre feedback
 - 1 Asylum & Immigration Form
 - 1 Business Interest Outcome
 - 1 Certificate of Satisfaction Form
 - 1 Contract Information
 - 1 DBS
 - 1 Deferral Form
 - 1 Document Storage
 - 1 Driving Licence Form
 - 1 Drugs Test Appeal Feedback
 - 1 Familiarisation Event Feedback
 - 1 Firearms Check Form
 - 1 Fitness/Drugs/Biometric Outcomes
 - 1 Hiring Manager Comments
 - 1 Hiring Manager Decision Form
 - 1 Interview Feedback
 - 1 Police Staff - Assessment Only Feedback
 - 1 Police Staff - Interview Feedback
 - 1 Programme Suitability Interview Feedback
 - 1 PSD Feedback
 - 1 Reasonable Adjustments
 - 1 Recruitment Paperwork Form
 - 1 Reject Reasons
 - 1 Safer Recruitment
 - 1 Shortlisting Feedback
 - 1 Soft Eligibility Checks
 - 1 Tattoos Form
- k. Candidate Profile Summary Sheets (Print Books)
- 1 vacancy summary sheet displaying key information as required which can also be used to be stored against N&S Police internal document storage as part of the personnel record in lieu of an HR System.
- l. Offers
- 1 Offer form
 - 1 Offer approval workflow
 - 1 Verbal offer decline form
 - 1 Basic offer letter
 - 1 Offer decision form
 - 1 Rescind offer form
 - 1 Offer renege form
- m. E- Offers – Ability to accept offer online (Authority's template contract and letters to be built separately, costs apply)
- a. Onboarding
- 1 Candidate pre-employment form
 - 1 Onboarding checklist form
 - 1 Uniform Fitting Form
 - 1 Vetting Allocation
 - 1 Vetting Result
 - 1 References Form
- o. Agency Portal
- Portal to allow approved agencies to add qualified talent to your opportunities

- Setup of max 10 agencies with 2 agency users each (No limit to the number of agencies/agency users added by N&S Police Police)

p. User Profiles

Appropriate user profiles to manage all your recruitment and administration activities (example from base)

- Talent Acquisition Team
- Talent Acquisition Team Manager
- Hiring Manager
- Superuser
- Stage 1 Approver - ECT
- Stage 2 Approver - Finance
- Stage 3 Approver - HR Business Partner
- Vetting Team
- Occupational Health Unit
- Integration User
- Analyst Profile (Read Only)
- Positive Action
- New User via SSO
- Professional Standards Department
- Business Interest
- PCDA TAT
- Workforce Planning
- Biometrics/Forensics
- Uniform Store
- OPCC

q. Language

- Front end: English
- Back end: English

Product - EVENT

a. Event Creation Form

- 1 form to create events. Contains information necessary for the candidates to know what the event is about plus internal information required for reporting

b. Event Opportunity Portal

- Event search portal with up to 5 criteria and keyword search
- Optional location proximity search using Google Maps. This requires N&S Police google account to be setup with billing (not provided by Oleeo)

c. Branded Event Solution

- 1 x Branding of the front end candidate facing site will mirror your career sites (Company logo, font, colours, imagery)

d. Event Registration/RSVP Forms (Candidate)

- 1 Pre-registration form
- 1 Onsite online registration form
- 1 Onsite offline registration form

e. Post Event Survey

- 1 candidate survey form for reporting and evaluation

f. Event Workflows

- 1 standard intelligent workflow catering to open and invite only events (pre-registration + register on-site)
- Mobile check-in functionality
- Offline check-in functionality

- Automated waitlist administration
- Automated candidate communication emails
- g. Event Attendee Feedback Forms
 - 1 multiple instance initial screen feedback form
 - 1 multiple instance interview feedback form
- h. Mobile App
 - View events, view registrants, mark attendance, voting and comments, structured feedback
 - Kiosk mode (candidate self-check in with QR code capability)
- i. Event Calendar
 - Calendar for all recruiters to have visibility across all events
 - Events automatically added to calendar on event creation
- j. Reporting / Statistics Module
- a. User Profiles
 - Appropriate user profiles to manage all your event and administration activities (Events Participant, Events Recruiter, Sys Admin)
- l. Language
 - Front end: English
 - Back end: English

Product - INTERVIEW

Complete Interview scheduling solution

- Included in the Event and Recruit products by default
- Interview and Assessment centre scheduling
- Ad-hoc scheduling
- Candidate self-scheduling
- Calendar notifications

Product - ENGAGE

- a. Talent Bank Creation Form
 - 1 form to create talent banks. Contains information necessary required for reporting
- b. Talent Bank Opportunity Portal
 - 1 talent bank opportunity portal
- c. Talent Bank Update Form (Candidate)
 - 1 form for candidates to update their details
- d. Talent Bank Workflow
 - 1 workflow to engage with and track talent
- e. Talent Bank Touchpoint Form
 - 1 form to engage and capture touchpoint interactions with candidates
- f. Talent Engagement Engine
 - Ability to market smart and relevant content to candidates based on their preferences, navigation, and profile e.g. Diversity or other minority groups targeting
- g. Police uplift program (stats from College of Policing)

- The licence cost of access to this data is covered by the College of Policing already and as such, no cost to N&S Police. N&S Police must adhere to certain data integrity standards (e.g. list values) in order to participate.

CASA /AIMS Export file

- Export file CASA to introduce new police officers into SEARCH.

2) Additional Configuration and services (specific to N&S Police)

The elements below will be delivered over and above the off the shelf solution described in section 1.

Core Implementation

As per G Cloud Framework

The Core Solution implementation fee covers your chosen off the shelf sector solution with all associated 'Core' features as per the product tables and implementation to get you up & running without fuss:

- Initial Project Kick Off
- On-site System Training & Configuration Workbook Workshop
- Configuration post workshop
- System Branding (1 brand already included in the definition of the Off the Shelf solution above)
- Associated UAT & Project Management
- 1 day additional System Training pre-UAT

Additional Brand

1 additional brand and search engine portal to differentiate (could be used to offer separate portals for Norfolk and Suffolk jobs etc.)

Note: we will deliver 2 brands in total.

Software and Implementation for Auto Anonymisation

Automation of the anonymisation process

End user training

2 days additional training for the recruitment team.

Training (Level 1,2 and 3 Configuration training)

4 days super user Training

Licences

6,901 full time employees (FTEs) as of 31/03/20

Unlimited licences for the 6,901 FTEs and 3 Supported Users (access to telephone helpdesk + Super User Training)

Note:

- N&S Police expect 16,000 applications a year, Oleeo offers 25,000 applications a year (after which a fee of £[REDACTED] a year for every 1,000 additional applications will apply)
- For the initial 2 years of the contract, Oleeo will not charge additional Licences assuming FTEs remain under 7,500.

Software - Talent Insights

1 licence for Talent Insights, analytics tool

Software/Integration Vetting – Core Vet

Comprehensive approach: capture the data as part of the application form and then pass this through to Core Vet as an integration and for the results to be recorded in the system.

Oleeo standard Candidate Support - Included

Single Sign On Configuration and Support - Standard Oleeo SSO included

Software – Standard job posting

Choice of integration with an aggregator (Idibu or Broadbean) to automate posting of jobs to additional job boards.. Individual posting costs (cost per post per job board) are not included.

PEQF form

N&S Police confirmed they would partner with ARU (Anglia Ruskin University) to manage PEQF. Oleeo will replicate the PEQF

form built on the BCH system to collect the relevant information.

Software – Integration Data export

Export of up to 150 fields from Oleeo to N&S HRIS following Oleeo's standard methodology

Software – Integration Data import

Import of up to 50 fields from N&S HRIS to Oleeo following Oleeo's standard methodology

Schedule 1 SOW



Oleeo Police SOW -
Norfolk and Suffolk Po

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:

URN	Pricing Element (Software, Support, Implementation)	Comments	Required / Not required / Optional N&S Constabulary Comments	Oleeo Pricing Software per Annum	Oleeo Pricing (Implementation) One Off Cost	Oleeo Notes
1	Core Implementation	As per G Cloud/Framework	Required		£	<p>As per G Cloud Framework The Core Solution implementation fee covers your chosen off the shelf sector solution with all associated 'Core' features as per the product tables and implementation to get you up & running without fuss:</p> <ul style="list-style-type: none"> • Initial Project Kick Off • On-site System Training & Configuration Workbook Workshop • Configuration post workshop • System Branding (Based on 1 branded search engine for both forces, where Norfolk & Suffolk Police require separately branded search engines, additional branding fees will apply) • Associated UAT & Project Management • 1 days additional System Training pre-UAT <p>The Solutions can be further configured/customised where your processes require it, or to allow for multiple brands, multiple workflows,</p>
2	Additional Brand	The ability to have 2 separate branded portals	Required		£	
3	Software and Implementation for Auto Anonymisation	The ability to anonymise applications is core but do you want the system to fully automate this?	Required Price separately	£		Please note that as standard N&S C are able to manual bulk process the Anonymisation of Applicant/Candidate Data
4	Training	Additional training (1 day already included within the standard implementation)	Required Recruitment Team training only. Then internally train-the-trainer internally. Timings of	N/A	£	2 days additional training for recruitment team.

			delivery key.			
5	Training (Level 1,2 and 3 Config training)	Oleeo's new approach to implementation requires our clients to be fully trained on self-configuration on tools (level 3 training)	Required Level 3	N/A	£ [REDACTED]	4 days Inc 1,2&3 Level Config delivered remotely
6	Licences, based on full time employees (FTEs) as of 29/07/21	This is to cover PO, PCSO, Police Staff, Specials etc	Required 6,901 FTEs	£ [REDACTED]	N/A	Includes 3 Supported Users with access to Oleeo's helpdesk N&S Police expect 16,000 applications a year, Oleeo offers 25,000 applications a year (after which a fee of £ [REDACTED] a year for every 1,000 additional applications will apply) For the initial 2 years of the contract, Oleeo will not charge additional Licences assuming FTEs remain under 7,500.
7	Number of Users Recruitment Team Users (Hiring managers number required but doesn't affect price)	Users with access to the Oleeo ATS	Required - 25 recruiters - 60 hiring managers Oleeo offers Unlimited users within the current FTE (up to 5,605 licences)	0		Included within Annual Software subscription fee
8	Software - Talent Insights	1 licence for Talent Insights, analytics tool	Required	£ [REDACTED]	£ [REDACTED]	per year per user for access to Insights Diversity Dashboards. Would suggest 1 user would suffice. This is heavily discounted from the list price of £ [REDACTED]

9	Software/Integration Vetting – Core Vet –	2 options one is to simply provide the URL at the relevant point via the communication centre and then for results to be recorded in the system. A more comprehensive approach is to capture the data as part of the application form and then pass this through to Corevet as an integration and for the results to be recorded in the system Which one is more likely required?	Required Oleeo included the comprehensive approach			Option 2(Comprehensive) - £■■■■ MRR for the license (£■■■■ per annum) & £■■■■ per annum (■■■■ of license cost) for ongoing support There is as separate Option (Option 1) which has no software cost but will require £■■■■ Implementation and £■■■■ per Annum Support Costs remembering Option 1 will require applicants to rekey all the Corevet E form data (Thus could lengthen the end to end process and makes for a poorer candidate experience).
10	Candidate Support	The ability for Oleeo to manage via email candidate application queries, all other issues will be passed to N&S Police.	Required		N/A	Offered by Oleeo
11	Single Sign On Configuration and Support	Using standard Oleeo methodology	Required			
12	Software – Standard job posting	Use of an aggregator (Idibu/Broadbean) to	Required This item could be replaced	£0	£■■■■	Please note this does not include the advertising spend paid directly to each job board

		post jobs directly to job boards. Choose this or Intelligent Attraction for Job Posting	by Intelligent Attraction (item 13)			
	HRIS one way integration (Data Export)	1-way successful candidate export to HRIS. Based on Oleeo standard integration methodology attached, for up to 150 fields.	Required			
	HRIS one way integration (Data Import)	HRIS integration (added to scope in July 2021). Import of 50 fields from N&S HRIS to Oleeo following Oleeo standard methodology.	Required			
	Subtotal items required					
	20% Oleeo reduction based on Self-configuration implementation methodology	The assumption is that N&S will leverage Oleeo's Best practice solution with minimal changes. The N&S team will be trained on Self-				

		configuration interfaces to level 3, enabling them to implement changes themselves.				
	Total for Items required					
	Monthly Recurring Revenue					

Optional Items

Pricing Element (Software, Support, Implementation)	Comments	Required / Not required / Optional N&S Constabulary Comments	Oleeo Pricing Software per Annum	Oleeo Pricing (Implementation) One Off Cost	Oleeo Notes
Software – Job Posting - Intelligent Attraction	Posting vacancies onto pay for performance job board aggregators – Indeed plus 23+ others.	Optional Please pick Intelligent Attraction or Idibu/Broadbean integration for job posting	0		Software Module Offered FOC (£ MRR Waived) (please note this does not include the advertising spend paid to Oleeo)
AA Accessibility & Compliance checking	As standard (out of the box) we deliver candidate front end already certified. However, during configuration changes may be made that impact this – do you want us to recheck it or will this be done internally?	Optional: AA compliant as now. Provide extra costings – if extra style sheet required, colour used etc.		£	Oleeo recommendation: this is not necessary, Oleeo will deliver AA compliant interfaces as part of the standard implementation. Very few organisations purchased the additional Accessibility check.



PEQF scope and
potential solutions.doc

Oleeo Standard Integration methodology “HR and Payroll integration file transfer” document”



HRandPayrollIntegrat
ionFileTransfer update

Pricing taken from RFI Market Testing Questionnaire (embedded below) – updated to include HRIS integrations, optional PEQF integrations, optional configuration, as well as an update in FTE’s numbers provided as communicated by N&S Police.



RFI Market testing
Questionnaire update

Further to the initial implementation, any ongoing change requests, integrations or additional Oleeo services offered would be carried out on a time and materials basis based on Oleeo’s daily rates as outlined below.

Oleeo Daily rates table:

Daily Rates- as per GCloud Entry – **Please note these rates are not the governing rate for this contract.**

Project Manager	██████	Consultancy and Design	██████
Configuration	██████	Technical Consultant carrying out system development	██████
Testing	██████	Training	██████
Business Systems Analyst	██████	Technical Director	██████
		Strategy Director	██████

Part B: Terms and conditions

1. Call-Off Contract Start date and length

- 1.1 The Supplier must start providing the Services on the date specified in the Order Form.
- 1.2 This Call-Off Contract will expire on the Expiry Date in the Order Form. It will be for up to 24 months from the Start date unless Ended earlier under clause 18 or extended by the Buyer under clause 1.3.
- 1.3 The Buyer can extend this Call-Off Contract, with written notice to the Supplier, by the period in the Order Form, provided that this is within the maximum permitted under the Framework Agreement of 2 periods of up to 12 months each.
- 1.4 The Parties must comply with the requirements under clauses 21.3 to 21.8 if the Buyer reserves the right in the Order Form to extend the contract beyond 24 months.

2. Incorporation of terms

- 2.1 The following Framework Agreement clauses (including clauses and defined terms referenced by them) as modified under clause 2.2 are incorporated as separate Call-Off Contract obligations and apply between the Supplier and the Buyer:

- 4.1 (Warranties and representations)
- 4.2 to 4.7 (Liability)
- 4.11 to 4.12 (IR35)
- 5.4 to 5.5 (Force majeure)
- 5.8 (Continuing rights)
- 5.9 to 5.11 (Change of control)
- 5.12 (Fraud)
- 5.13 (Notice of fraud)
- 7.1 to 7.2 (Transparency)
- 8.3 (Order of precedence)
- 8.6 (Relationship)
- 8.9 to 8.11 (Entire agreement)
- 8.12 (Law and jurisdiction)
- 8.13 to 8.14 (Legislative change)
- 8.15 to 8.19 (Bribery and corruption)
- 8.20 to 8.29 (Freedom of Information Act)
- 8.30 to 8.31 (Promoting tax compliance)
- 8.32 to 8.33 (Official Secrets Act)
- 8.34 to 8.37 (Transfer and subcontracting)
- 8.40 to 8.43 (Complaints handling and resolution)
- 8.44 to 8.50 (Conflicts of interest and ethical walls)
- 8.51 to 8.53 (Publicity and branding)
- 8.54 to 8.56 (Equality and diversity)
- 8.59 to 8.60 (Data protection)
- 8.64 to 8.65 (Severability)
- 8.66 to 8.69 (Managing disputes and Mediation)
- 8.80 to 8.88 (Confidentiality)

- 8.89 to 8.90 (Waiver and cumulative remedies)
- 8.91 to 8.101 (Corporate Social Responsibility)
- paragraphs 1 to 10 of the Framework Agreement glossary and interpretation
- any audit provisions from the Framework Agreement set out by the Buyer in the Order Form

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

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

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

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

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

3. Supply of services

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

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

4. Supplier staff

4.1 The Supplier Staff must:

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

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

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

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

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

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

- 4.3 The Supplier may substitute any Supplier Staff as long as they have the equivalent experience and qualifications to the substituted staff member.
- 4.4 The Buyer may conduct IR35 Assessments using the ESI tool to assess whether the Supplier's engagement under the Call-Off Contract is Inside or Outside IR35.
- 4.5 The Buyer may End this Call-Off Contract for Material Breach as per clause 18.5 hereunder if the Supplier is delivering the Services Inside IR35.
- 4.6 The Buyer may need the Supplier to complete an Indicative Test using the ESI tool before the Start date or at any time during the provision of Services to provide a preliminary view of whether the Services are being delivered Inside or Outside IR35. If the Supplier has completed the Indicative Test, it must download and provide a copy of the PDF with the 14-digit ESI reference number from the summary outcome screen and promptly provide a copy to the Buyer.
- 4.7 If the Indicative Test indicates the delivery of the Services could potentially be Inside IR35, the Supplier must provide the Buyer with all relevant information needed to enable the Buyer to conduct its own IR35 Assessment.
- 4.8 If it is determined by the Buyer that the Supplier is Outside IR35, the Buyer will provide the ESI reference number and a copy of the PDF to the Supplier.

5. Due diligence

- 5.1 Both Parties agree that when entering into a Call-Off Contract they:
 - 5.1.1 have made their own enquiries and are satisfied by the accuracy of any information supplied by the other Party
 - 5.1.2 are confident that they can fulfil their obligations according to the Call-Off Contract terms
 - 5.1.3 have raised all due diligence questions before signing the Call-Off Contract
 - 5.1.4 have entered into the Call-Off Contract relying on its own due diligence

6. Business continuity and disaster recovery

- 6.1 The Supplier will have a clear business continuity and disaster recovery plan in their service descriptions.
- 6.2 The Supplier's business continuity and disaster recovery services are part of the Services and will be performed by the Supplier when required.
- 6.3 If requested by the Buyer prior to entering into this Call-Off Contract, the Supplier must ensure that its business continuity and disaster recovery plan is consistent with the Buyer's own plans.

7. Payment, VAT and Call-Off Contract charges

- 7.1 The Buyer must pay the Charges following clauses 7.2 to 7.11 for the Supplier's delivery of the Services.
- 7.2 The Buyer will pay the Supplier within the number of days specified in the Order Form on receipt of a valid invoice.
- 7.3 The Call-Off Contract Charges include all Charges for payment Processing. All invoices submitted to the Buyer for the Services will be exclusive of any Management Charge.
- 7.4 If specified in the Order Form, the Supplier will accept payment for G-Cloud Services by the Government Procurement Card (GPC). The Supplier will be liable to pay any merchant fee levied for using the GPC and must not recover this charge from the Buyer.
- 7.5 The Supplier must ensure that each invoice contains a detailed breakdown of the G-Cloud Services supplied. The Buyer may request the Supplier provides further documentation to substantiate the invoice.
- 7.6 If the Supplier enters into a Subcontract it must ensure that a provision is included in each Subcontract which specifies that payment must be made to the Subcontractor within 30 days of receipt of a valid invoice.
- 7.7 All Charges payable by the Buyer to the Supplier will include VAT at the appropriate Rate.
- 7.8 The Supplier must add VAT to the Charges at the appropriate rate with visibility of the amount as a separate line item.
- 7.9 The Supplier will indemnify the Buyer on demand against any liability arising from the Supplier's failure to account for or to pay any VAT on payments made to the Supplier under this Call-Off Contract. The Supplier must pay all sums to the Buyer at least 5 Working Days before the date on which the tax or other liability is payable by the Buyer.
- 7.10 The Supplier must not suspend the supply of the G-Cloud Services unless the Supplier is entitled to End this Call-Off Contract under clause 18.6 for Buyer's failure to pay undisputed sums of money. Interest will be payable by the Buyer on the late payment of any undisputed sums of money properly invoiced under the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.11 If there's an invoice dispute, the Buyer must pay the undisputed portion of the amount and return the invoice within 10 Working Days of the invoice date. The Buyer will provide a covering statement with proposed amendments and the reason for any non-payment. The Supplier must notify the Buyer within 10 Working Days of receipt of the returned invoice if it accepts the amendments. If it does then the Supplier must provide a replacement valid invoice with the response.
- 7.12 Due to the nature of G-Cloud Services it isn't possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Contract. The Supplier agrees that the Buyer's volumes indicated in the Order Form are indicative only.

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

- 8.1 If a Supplier owes money to the Buyer, the Buyer may deduct that sum from the Call-Off Contract Charges.

9. Insurance

- 9.1 The Supplier will maintain the insurances required by the Buyer including those in this clause.
- 9.2 The Supplier will ensure that:
 - 9.2.1 during this Call-Off Contract, Subcontractors hold third party public and products liability insurance of the same amounts that the Supplier would be legally liable to pay as damages, including the claimant's costs and expenses, for accidental death or bodily injury and loss of or damage to Property, to a minimum of £1,000,000
 - 9.2.2 the third-party public and products liability insurance contains an 'indemnity to principals' clause for the Buyer's benefit
 - 9.2.3 all agents and professional consultants involved in the Services hold professional indemnity insurance to a minimum indemnity of £1,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
 - 9.2.4 all agents and professional consultants involved in the Services hold employers liability insurance (except where exempt under Law) to a minimum indemnity of £5,000,000 for each individual claim during the Call-Off Contract, and for 6 years after the End or Expiry Date
- 9.3 If requested by the Buyer, the Supplier will obtain additional insurance policies, or extend existing policies bought under the Framework Agreement.
- 9.4 If requested by the Buyer, the Supplier will provide the following to show compliance with this clause:
 - 9.4.1 a broker's verification of insurance
 - 9.4.2 receipts for the insurance premium
 - 9.4.3 evidence of payment of the latest premiums due
- 9.5 Insurance will not relieve the Supplier of any liabilities under the Framework Agreement or this Call-Off Contract and the Supplier will:
 - 9.5.1 take all risk control measures using Good Industry Practice, including the investigation and reports of claims to insurers
 - 9.5.2 promptly notify the insurers in writing of any relevant material fact under any Insurances
 - 9.5.3 hold all insurance policies and require any broker arranging the insurance to hold any insurance slips and other evidence of insurance
- 9.6 The Supplier will not do or omit to do anything, which would destroy or impair the legal validity of the insurance.

9.7 The Supplier will notify CCS and the Buyer as soon as possible if any insurance policies have been, or are due to be, cancelled, suspended, Ended or not renewed.

9.8 The Supplier will be liable for the payment of any:

9.8.1 premiums, which it will pay promptly

9.8.2 excess or deductibles and will not be entitled to recover this from the Buyer

10. Confidentiality

10.1 Subject to clause 24.1 the Supplier must during and after the Term keep the Buyer fully indemnified against all Losses, damages, costs or expenses and other liabilities (including legal fees) arising from any breach of the Supplier's obligations under the Data Protection Legislation or under incorporated Framework Agreement clauses 8.80 to 8.88. The indemnity doesn't apply to the extent that the Supplier breach is due to a Buyer's instruction.

11. Intellectual Property Rights

11.1 Unless otherwise specified in this Call-Off Contract, a Party will not acquire any right, title or interest in or to the Intellectual Property Rights (IPRs) of the other Party or its Licensors.

11.2 The Supplier grants the Buyer a non-exclusive, transferable, perpetual, irrevocable, royalty-free licence to use the Project Specific IPRs and any Background IPRs embedded within the Project Specific IPRs for the Buyer's ordinary business activities.

11.3 The Supplier must obtain the grant of any third-party IPRs and Background IPRs so the Buyer can enjoy full use of the Project Specific IPRs, including the Buyer's right to publish the IPR as open source.

11.4 The Supplier must promptly inform the Buyer if it can't comply with the clause above and the Supplier must not use third-party IPRs or Background IPRs in relation to the Project Specific IPRs if it can't obtain the grant of a licence acceptable to the Buyer.

11.5 The Supplier will, on written demand, fully indemnify the Buyer and the Crown for all Losses which it may incur at any time from any claim of infringement or alleged infringement of a third party's IPRs because of the:

11.5.1 rights granted to the Buyer under this Call-Off Contract

11.5.2 Supplier's performance of the Services

11.5.3 use by the Buyer of the Services

11.6 If an IPR Claim is made, or is likely to be made, the Supplier will immediately notify the Buyer in writing and must at its own expense after written approval from the Buyer, either:

11.6.1 modify the relevant part of the Services without reducing its functionality or performance

- 11.6.2 substitute Services of equivalent functionality and performance, to avoid the infringement or the alleged infringement, as long as there is no additional cost or burden to the Buyer
- 11.6.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.7 Clause 11.5 will not apply if the IPR Claim is from:
 - 11.7.2 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
 - 11.7.3 other material provided by the Buyer necessary for the Services
- 11.8 If the Supplier does not comply with clauses 11.2 to 11.6, the Buyer may End this Call-Off Contract for Material Breach. The Supplier will, on demand, refund the Buyer all the money paid for the affected Services.

12. Protection of information

- 12.1 The Supplier must:
 - 12.1.1 comply with the Buyer's written instructions and this Call-Off Contract when Processing Buyer Personal Data
 - 12.1.2 only Process the Buyer Personal Data as necessary for the provision of the G-Cloud Services or as required by Law or any Regulatory Body
 - 12.1.3 take reasonable steps to ensure that any Supplier Staff who have access to Buyer Personal Data act in compliance with Supplier's security processes
- 12.2 The Supplier must fully assist with any complaint or request for Buyer Personal Data including by:
 - 12.2.1 providing the Buyer with full details of the complaint or request
 - 12.2.2 complying with a data access request within the timescales in the Data Protection Legislation and following the Buyer's instructions
 - 12.2.3 providing the Buyer with any Buyer Personal Data it holds about a Data Subject (within the timescales required by the Buyer)
 - 12.2.4 providing the Buyer with any information requested by the Data Subject
- 12.3 The Supplier must get prior written consent from the Buyer to transfer Buyer Personal Data to any other person (including any Subcontractors) for the provision of the G-Cloud Services.

13. Buyer data

- 13.1 The Supplier must not remove any proprietary notices in the Buyer Data.
- 13.2 The Supplier will not store or use Buyer Data except if necessary to fulfil its obligations.
- 13.3 If Buyer Data is processed by the Supplier, the Supplier will supply the data to the Buyer as requested.
- 13.4 The Supplier must ensure that any Supplier system that holds any Buyer Data is a secure system that complies with the Supplier's and Buyer's security policies and all Buyer requirements in the Order Form.
- 13.5 The Supplier will preserve the integrity of Buyer Data processed by the Supplier and prevent its corruption and loss.
- 13.6 The Supplier will ensure that any Supplier system which holds any protectively marked Buyer Data or other government data will comply with:
 - 13.6.1 the principles in the Security Policy Framework:
<https://www.gov.uk/government/publications/security-policy-framework> and
the Government Security Classification policy:
<https://www.gov.uk/government/publications/government-security-classifications>
 - 13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management:
<https://www.cpni.gov.uk/content/adopt-risk-management-approach> and
Protection of Sensitive Information and Assets:
<https://www.cpni.gov.uk/protection-sensitive-information-and-assets>
 - 13.6.3 the National Cyber Security Centre's (NCSC) information risk management guidance:
<https://www.ncsc.gov.uk/collection/risk-management-collection>
 - 13.6.4 government best practice in the design and implementation of system components, including network principles, security design principles for digital services and the secure email blueprint:
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
 - 13.6.5 the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance:
<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
 - 13.6.6 buyer requirements in respect of AI ethical standards
- 13.7 The Buyer will specify any security requirements for this project in the Order Form.
- 13.8 If the Supplier suspects that the Buyer Data has or may become corrupted, lost, breached or significantly degraded in any way for any reason, then the Supplier will notify the Buyer

immediately and will (at its own cost if corruption, loss, breach or degradation of the Buyer Data was caused by the action or omission of the Supplier) comply with any remedial action reasonably proposed by the Buyer.

- 13.9 The Supplier agrees to use the appropriate organisational, operational and technological processes to keep the Buyer Data safe from unauthorised use or access, loss, destruction, theft or disclosure.
- 13.10 The provisions of this clause 13 will apply during the term of this Call-Off Contract and for as long as the Supplier holds the Buyer's Data.

14. Standards and quality

- 14.1 The Supplier will comply with any standards in this Call-Off Contract, the Order Form and the Framework Agreement.
- 14.2 The Supplier will deliver the Services in a way that enables the Buyer to comply with its obligations under the Technology Code of Practice, which is at:
<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>
- 14.3 If requested by the Buyer, the Supplier must, at its own cost, ensure that the G-Cloud Services comply with the requirements in the PSN Code of Practice.
- 14.4 If any PSN Services are Subcontracted by the Supplier, the Supplier must ensure that the services have the relevant PSN compliance certification.
- 14.5 The Supplier must immediately disconnect its G-Cloud Services from the PSN if the PSN Authority considers there is a risk to the PSN's security and the Supplier agrees that the Buyer and the PSN Authority will not be liable for any actions, damages, costs, and any other Supplier liabilities which may arise.

15. Open source

- 15.1 All software created for the Buyer must be suitable for publication as open source, unless otherwise agreed by the Buyer.
- 15.2 If software needs to be converted before publication as open source, the Supplier must also provide the converted format unless otherwise agreed by the Buyer.

16. Security

- 16.1 If requested to do so by the Buyer, before entering into this Call-Off Contract the Supplier will, within 15 Working Days of the date of this Call-Off Contract, develop (and obtain the Buyer's written approval of) a Security Management Plan and an Information Security Management System. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract. Both

plans will comply with the Buyer's security policy and protect all aspects and processes associated with the delivery of the Services.

- 16.2 The Supplier will use all reasonable endeavours, software and the most up-to-date antivirus definitions available from an industry-accepted antivirus software seller to minimise the impact of Malicious Software.
- 16.3 If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, the Supplier will help the Buyer to mitigate any losses and restore the Services to operating efficiency as soon as possible.
- 16.4 Responsibility for costs will be at the:
 - 16.4.1 Supplier's expense if the Malicious Software originates from the Supplier software or the Service Data while the Service Data was under the control of the Supplier, unless the Supplier can demonstrate that it was already present, not quarantined or identified by the Buyer when provided
 - 16.4.2 Buyer's expense if the Malicious Software originates from the Buyer software or the Service Data, while the Service Data was under the Buyer's control
- 16.5 The Supplier will immediately notify the Buyer of any breach of security of Buyer's Confidential Information (and the Buyer of any Buyer Confidential Information breach). Where the breach occurred because of a Supplier Default, the Supplier will recover the Buyer's Confidential Information however it may be recorded.
- 16.6 Any system development by the Supplier should also comply with the government's '10 Steps to Cyber Security' guidance:
<https://www.ncsc.gov.uk/guidance/10-steps-cyber-security>
- 16.7 If a Buyer has requested in the Order Form that the Supplier has a Cyber Essentials certificate, the Supplier must provide the Buyer with a valid Cyber Essentials certificate (or equivalent) required for the Services before the Start date.

17. Guarantee

- 17.1 If this Call-Off Contract is conditional on receipt of a Guarantee that is acceptable to the Buyer, the Supplier must give the Buyer on or before the Start date:
 - 17.1.1 an executed Guarantee in the form at Schedule 5
 - 17.1.2 a certified copy of the passed resolution or board minutes of the guarantor approving the execution of the Guarantee

18. Ending the Call-Off Contract

- 18.1 The Buyer can End this Call-Off Contract at any time by giving 30 days' written notice to the Supplier, unless a shorter period is specified in the Order Form. The Supplier's obligation to provide the Services will end on the date in the notice.

- 18.2 The Parties agree that the:
- 18.2.1 Buyer's right to End the Call-Off Contract under clause 18.1 is reasonable considering the type of cloud Service being provided
 - 18.2.2 Call-Off Contract Charges paid during the notice period is reasonable compensation and covers all the Supplier's avoidable costs or Losses
- 18.3 Subject to clause 24 (Liability), if the Buyer Ends this Call-Off Contract under clause 18.1, it will indemnify the Supplier against any commitments, liabilities or expenditure which result in any unavoidable Loss by the Supplier, provided that the Supplier takes all reasonable steps to mitigate the Loss. If the Supplier has insurance, the Supplier will reduce its unavoidable costs by any insurance sums available. The Supplier will submit a fully itemised and costed list of the unavoidable Loss with supporting evidence.
- 18.4 The Buyer will have the right to End this Call-Off Contract at any time with immediate effect by written notice to the Supplier if either the Supplier commits:
- 18.4.1 a Supplier Default and if the Supplier Default cannot, in the reasonable opinion of the Buyer, be remedied
 - 18.4.2 any fraud
- 18.5 A Party can End this Call-Off Contract at any time with immediate effect by written notice if:
- 18.5.1 the other Party commits a Material Breach of any term of this Call-Off Contract (other than failure to pay any amounts due) and, if that breach is remediable, fails to remedy it within 15 Working Days of being notified in writing to do so
 - 18.5.2 an Insolvency Event of the other Party happens
 - 18.5.3 the other Party ceases or threatens to cease to carry on the whole or any material part of its business
- 18.6 If the Buyer fails to pay the Supplier undisputed sums of money when due, the Supplier must notify the Buyer and allow the Buyer 5 Working Days to pay. If the Buyer doesn't pay within 5 Working Days, the Supplier may End this Call-Off Contract by giving the length of notice in the Order Form.
- 18.7 A Party who isn't relying on a Force Majeure event will have the right to End this Call-Off Contract if clause 23.1 applies.
19. Consequences of suspension, ending and expiry
- 19.1 If a Buyer has the right to End a Call-Off Contract, it may elect to suspend this Call-Off Contract or any part of it.
 - 19.2 Even if a notice has been served to End this Call-Off Contract or any part of it, the Supplier must continue to provide the Ordered G-Cloud Services until the dates set out in the notice.

- 19.3 The rights and obligations of the Parties will cease on the Expiry Date or End Date (whichever applies) of this Call-Off Contract, except those continuing provisions described in clause 19.4.
- 19.4 Ending or expiry of this Call-Off Contract will not affect:
- 19.4.1 any rights, remedies or obligations accrued before its Ending or expiration
- 19.4.2 the right of either Party to recover any amount outstanding at the time of Ending or expiry
- 19.4.3 the continuing rights, remedies or obligations of the Buyer or the Supplier under clauses
- 7 (Payment, VAT and Call-Off Contract charges)
 - 8 (Recovery of sums due and right of set-off)
 - 9 (Insurance)
 - 10 (Confidentiality)
 - 11 (Intellectual property rights)
 - 12 (Protection of information)
 - 13 (Buyer data)
 - 19 (Consequences of suspension, ending and expiry)
 - 24 (Liability); incorporated Framework Agreement clauses: 4.2 to 4.7 (Liability)
 - 8.44 to 8.50 (Conflicts of interest and ethical walls)
 - 8.89 to 8.90 (Waiver and cumulative remedies)
- 19.4.4 any other provision of the Framework Agreement or this Call-Off Contract which expressly or by implication is in force even if it Ends or expires
- 19.5 At the end of the Call-Off Contract Term, the Supplier must promptly:
- 19.5.1 return all Buyer Data including all copies of Buyer software, code and any other software licensed by the Buyer to the Supplier under it
- 19.5.2 return any materials created by the Supplier under this Call-Off Contract if the IPRs are owned by the Buyer
- 19.5.3 stop using the Buyer Data and, at the direction of the Buyer, provide the Buyer with a complete and uncorrupted version in electronic form in the formats and on media agreed with the Buyer
- 19.5.4 destroy all copies of the Buyer Data when they receive the Buyer's written instructions to do so or 12 calendar months after the End or Expiry Date, and provide written confirmation to the Buyer that the data has been securely destroyed, except if the retention of Buyer Data is required by Law
- 19.5.5 work with the Buyer on any ongoing work
- 19.5.6 return any sums prepaid for Services which have not been delivered to the Buyer, within 10 Working Days of the End or Expiry Date

- 19.6 Each Party will return all of the other Party's Confidential Information and confirm this has been done, unless there is a legal requirement to keep it or this Call-Off Contract states otherwise.
- 19.7 All licences, leases and authorisations granted by the Buyer to the Supplier will cease at the end of the Call-Off Contract Term without the need for the Buyer to serve notice except if this Call-Off Contract states otherwise.

20. Notices

- 20.1 Any notices sent must be in writing. For the purpose of this clause, an email is accepted as being 'in writing'.
- Manner of delivery: email
 - Deemed time of delivery: 9am on the first Working Day after sending
 - Proof of service: Sent in an emailed letter in PDF format to the correct email address without any error message
- 20.2 This clause does not apply to any legal action or other method of dispute resolution which should be sent to the addresses in the Order Form (other than a dispute notice under this Call-Off Contract).

21. Exit plan

- 21.1 The Supplier must provide an exit plan in its Application which ensures continuity of service and the Supplier will follow it.
- 21.2 When requested, the Supplier will help the Buyer to migrate the Services to a replacement supplier in line with the exit plan. This will be at the Supplier's own expense if the Call-Off Contract Ended before the Expiry Date due to Supplier cause.
- 21.3 If the Buyer has reserved the right in the Order Form to extend the Call-Off Contract Term beyond 24 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 18 month anniversary of the Start date.
- 21.4 The Supplier must ensure that the additional exit plan clearly sets out the Supplier's methodology for achieving an orderly transition of the Services from the Supplier to the Buyer or its replacement Supplier at the expiry of the proposed extension period or if the contract Ends during that period.
- 21.5 Before submitting the additional exit plan to the Buyer for approval, the Supplier will work with the Buyer to ensure that the additional exit plan is aligned with the Buyer's own exit plan and strategy.
- 21.6 The Supplier acknowledges that the Buyer's right to extend the Term beyond 24 months is subject to the Buyer's own governance process. Where the Buyer is a central government department, this includes the need to obtain approval from GDS under the Spend Controls

process. The approval to extend will only be given if the Buyer can clearly demonstrate that the Supplier's additional exit plan ensures that:

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

21.6.2 there will be no adverse impact on service continuity

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

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

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

21.8 The additional exit plan must set out full details of timescales, activities and roles and responsibilities of the Parties for:

21.8.1 the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from the Supplier

21.8.2 the strategy for exportation and migration of Buyer Data from the Supplier system to the Buyer or a replacement supplier, including conversion to open standards or other standards required by the Buyer

21.8.3 the transfer of Project Specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier

21.8.4 the testing and assurance strategy for exported Buyer Data

21.8.5 if relevant, TUPE-related activity to comply with the TUPE regulations

21.8.6 any other activities and information which is reasonably required to ensure continuity of Service during the exit period and an orderly transition

22. Handover to replacement supplier

22.1 At least 10 Working Days before the Expiry Date or End Date, the Supplier must provide any:

22.1.1 data (including Buyer Data), Buyer Personal Data and Buyer Confidential Information in the Supplier's possession, power or control

22.1.2 other information reasonably requested by the Buyer

22.2 On reasonable notice at any point during the Term, the Supplier will provide any information and data about the G-Cloud Services reasonably requested by the Buyer (including information on volumes, usage, technical aspects, service performance and staffing). This

will help the Buyer understand how the Services have been provided and to run a fair competition for a new supplier.

- 22.3 This information must be accurate and complete in all material respects and the level of detail must be sufficient to reasonably enable a third party to prepare an informed offer for replacement services and not be unfairly disadvantaged compared to the Supplier in the buying process.

23. Force majeure

- 23.1 If a Force Majeure event prevents a Party from performing its obligations under this Call-Off Contract for more than the number of consecutive days set out in the Order Form, the other Party may End this Call-Off Contract with immediate effect by written notice.

24. Liability

- 24.1 Subject to incorporated Framework Agreement clauses 4.2 to 4.7, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract (whether expressed as an indemnity or otherwise) will be set as follows:

24.1.1 Property: for all Defaults by either party resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to Buyer Data) of the other Party, will not exceed the amount in the Order Form

24.1.2 Buyer Data: for all Defaults by the Supplier resulting in direct loss, destruction, corruption, degradation or damage to any Buyer Data, will not exceed the amount in the Order Form

24.1.3 Other Defaults: for all other Defaults by either party, claims, Losses or damages, whether arising from breach of contract, misrepresentation (whether under common law or statute), tort (including negligence), breach of statutory duty or otherwise will not exceed the amount in the Order Form.

25. Premises

- 25.1 If either Party uses the other Party's premises, that Party is liable for all loss or damage it causes to the premises. It is responsible for repairing any damage to the premises or any objects on the premises, other than fair wear and tear.

- 25.2 The Supplier will use the Buyer's premises solely for the performance of its obligations under this Call-Off Contract.

- 25.3 The Supplier will vacate the Buyer's premises when the Call-Off Contract Ends or expires.

- 25.4 This clause does not create a tenancy or exclusive right of occupation.

- 25.5 While on the Buyer's premises, the Supplier will:

25.5.1 comply with any security requirements at the premises and not do anything to weaken the security of the premises

25.5.2 comply with Buyer requirements for the conduct of personnel

25.5.3 comply with any health and safety measures implemented by the Buyer

25.5.4 immediately notify the Buyer of any incident on the premises that causes any damage to Property which could cause personal injury

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

26. Equipment

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

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

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

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

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

28. Environmental requirements

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

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

29. The Employment Regulations (TUPE)

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

- 29.2 Twelve months before this Call-Off Contract expires, or after the Buyer has given notice to End it, and within 28 days of the Buyer's request, the Supplier will fully and accurately disclose to the Buyer all staff information including, but not limited to, the total number of staff assigned for the purposes of TUPE to the Services. For each person identified the Supplier must provide details of:
- 29.2.1 the activities they perform
 - 29.2.2 age
 - 29.2.3 start date
 - 29.2.4 place of work
 - 29.2.5 notice period
 - 29.2.6 redundancy payment entitlement
 - 29.2.7 salary, benefits and pension entitlements
 - 29.2.8 employment status
 - 29.2.9 identity of employer
 - 29.2.10 working arrangements
 - 29.2.11 outstanding liabilities
 - 29.2.12 sickness absence
 - 29.2.13 copies of all relevant employment contracts and related documents
 - 29.2.14 all information required under regulation 11 of TUPE or as reasonably requested by the Buyer
- 29.3 The Supplier warrants the accuracy of the information provided under this TUPE clause and will notify the Buyer of any changes to the amended information as soon as reasonably possible. The Supplier will permit the Buyer to use and disclose the information to any prospective Replacement Supplier.
- 29.4 In the 12 months before the expiry of this Call-Off Contract, the Supplier will not change the identity and number of staff assigned to the Services (unless reasonably requested by the Buyer) or their terms and conditions, other than in the ordinary course of business.
- 29.5 The Supplier will co-operate with the re-tendering of this Call-Off Contract by allowing the Replacement Supplier to communicate with and meet the affected employees or their representatives.
- 29.6 The Supplier will indemnify the Buyer or any Replacement Supplier for all Loss arising from both:
- 29.6.1 its failure to comply with the provisions of this clause
 - 29.6.2 any claim by any employee or person claiming to be an employee (or their employee representative) of the Supplier which arises or is alleged to arise from any act or omission by the Supplier on or before the date of the Relevant Transfer
- 29.7 The provisions of this clause apply during the Term of this Call-Off Contract and indefinitely after it Ends or expires.
- 29.8 For these TUPE clauses, the relevant third party will be able to enforce its rights under this clause but their consent will not be required to vary these clauses as the Buyer and Supplier may agree.

30. Additional G-Cloud services

- 30.1 The Buyer may require the Supplier to provide Additional Services. The Buyer doesn't have to buy any Additional Services from the Supplier and can buy services that are the same as or similar to the Additional Services from any third party.
- 30.2 If reasonably requested to do so by the Buyer in the Order Form, the Supplier must provide and monitor performance of the Additional Services using an Implementation Plan.

31. Collaboration

- 31.1 If the Buyer has specified in the Order Form that it requires the Supplier to enter into a Collaboration Agreement, the Supplier must give the Buyer an executed Collaboration Agreement before the Start date.
- 31.2 In addition to any obligations under the Collaboration Agreement, the Supplier must:
 - 31.2.1 work proactively and in good faith with each of the Buyer's contractors
 - 31.2.2 co-operate and share information with the Buyer's contractors to enable the efficient operation of the Buyer's ICT services and G-Cloud Services

32. Variation process

- 32.1 The Buyer can request in writing a change to this Call-Off Contract if it isn't a material change to the Framework Agreement/or this Call-Off Contract. Once implemented, it is called a Variation.
- 32.2 The Supplier must notify the Buyer immediately in writing of any proposed changes to their G-Cloud Services or their delivery by submitting a Variation request. This includes any changes in the Supplier's supply chain.
- 32.3 If Either Party can't agree to or provide the Variation, the Buyer may agree to continue performing its obligations under this Call-Off Contract without the Variation, or End this Call-Off Contract by giving 30 days notice to the Supplier.

33. Data Protection Legislation (GDPR)

- 33.1 Pursuant to clause 2.1 and for the avoidance of doubt, clauses 8.59 and 8.60 of the Framework Agreement are incorporated into this Call-Off Contract. For reference, the appropriate GDPR templates which are required to be completed in accordance with clauses 8.59 and 8.60 are reproduced in this Call-Off Contract document at schedule 7.

Schedule 3: Collaboration agreement Not Applicable

Schedule 2: 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
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).
Audit	An audit carried out under the incorporated Framework Agreement clauses specified by the Buyer in the Order (if any).
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>
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.
Charges	The prices (excluding any applicable VAT), payable to the Supplier by the Buyer under this Call-Off Contract.
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.
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.
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.
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>
Deliverable(s)	The G-Cloud Services the Buyer contracts the Supplier to provide under this Call-Off Contract.
Digital Marketplace	The government marketplace where Services are available for Buyers to buy. (https://www.digitalmarketplace.service.gov.uk/)
DPA 2018	Data Protection Act 2018.

Employment Regulations	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('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	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).
Framework Agreement	The clauses of framework agreement RM1557.12 together with the Framework Schedules.
Fraud	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.
Freedom of Information Act or FoIA	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.
G-Cloud Services	The cloud services described in Framework Agreement Section 2 (Services Offered) as defined by the Service Definition, the Supplier Terms and any related Application documentation, which the Supplier must make available to CCS and Buyers and those services which are deliverable by the Supplier under the Collaboration Agreement.

GDPR	General Data Protection Regulation (Regulation (EU) 2016/679)
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.
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.
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	Can be: <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>
IPR claim	As set out in clause 11.5.
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.
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.

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.
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.
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.
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.
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"> o under the Bribery Act 2010 o under legislation creating offences concerning Fraud o at common Law concerning Fraud o committing or attempting or conspiring to commit Fraud
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.
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.
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).
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 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.

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.
Variation	This has the meaning given to it in clause 32 (Variation process).
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: David Earland,

[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	The Buyer is Controller and the Supplier is Processor
Subject matter of the processing	Subject Data (applicant and employee personal data) is collected during a recruitment process for recruiting-related purposes only.
Duration of the Processing	Data shall be processed for the duration of the recruitment campaign and up until its erasure as described below in "Plan for return and destruction".
Nature and purposes of the Processing	<p>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. The purpose might include: employment Processing, statutory obligation, recruitment assessment etc]</p> <p>Nature and purpose for collecting personal data are:</p> <p>1. Personal Contact data is used to communicate with candidates and employees during the recruitment process.</p>

	<p>2. Screening/Selection data is used to decide on candidate suitability for jobs which are applied to, or to identify jobs for which candidates may be more suitable. Screening may be manual or automatic or a combination of both.</p> <p>3. Evaluation data is used to record assessment of candidate suitability for jobs that the candidate is being considered for, including status within the recruitment process.</p> <p>4. Candidate feedback and tracking data is used to improve the recruitment process for future candidates. Tracking data is also used for programmatic advertising and to personalise the recruitment journey through the display of pertinent content.</p> <p>5. Special Requirements data is used to make accommodation in the recruitment process for any needs participants may have.</p> <p>6. Candidate Contractual Information and Other Contractual Information is used to compile contractual documentation (e.g. job offer and contract) and to record the contract. Candidate data may also be transferred to other systems that under the control of the data controller, data processor and subcontractors (e.g. payroll systems, reporting tools).</p> <p>7. On-Boarding Information is used to prepare for new hires starting work including setting up payroll information, benefits, and proof of right to work, including the transfer of information to other systems and subcontractors e.g. payroll systems, background checking agencies</p> <p>8. EEO Information is used to monitor the recruitment process to ensure recruitment practices are fair.</p> <p>9. Data is used as part of aggregate data used by decision analytics, algorithms and reports to provide analysis, insights and predictions to help improve recruitment and drive efficiencies. Aggregated insights, analysis, learnings are shared completely anonymised.</p> <p>10. Data is erased as described under “Plan for return and destruction” or at a subject’s request. In carrying out the above, the data is processed as follows:</p> <ul style="list-style-type: none"> • Collected via web forms and received by email from candidates, employees and subcontractors (such as recruitment agencies)
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- Stored in a server farm
- Processed by computer automatically including: performing calculations; evaluating information and recording results; reformatting information; analysing and the creation of algorithms, insights and predictions;
- Re-presented, transferred and communicated via web pages, email, text and file transfers
- Erased and destroyed

Nature and purposes of the processing for
Parsing Services (where used)

1. Data from a candidate and or employee cv for the purposes of parsing in to a candidate's application record or removing an element

(such as name) from a cv and representing the cv

2. Data from the candidate's social media profile for the purposes of inclusion in the candidate's application record
3. Data is normalised and enriched in order to standardise (fit into drop down lists), analyse, report on and match to jobs.
4. Parsing, normalisation and enrichment processing is carried on by software provided by the Contracted Sub-Processor and Sub-Processor

In carrying out the above, the data is processed as follows:

Received via API requested from Oleeo

	<p>the Client has given Oleeo permission to use subprocessors</p> <ul style="list-style-type: none"> • A data subject's CV or social profile is passed to the SubProcessor by Oleeo, in this instance Parsing technology is hosted by the Sub-Processor • The output of the parsing and/or the data subjects CV is passed to the software provided by the Sub-Processor hosted by Oleeo but accessed and maintained from time-to-time by the Sub-Processor • The CV or social profile are parsed into separate fields and enriched and normalised by this software, and the resulting data passed back to and stored & processed by Oleeo <p>Where the use of Intelligent Job Posting is taken up (optional) the the following applies:</p> <p>-Oleeo sets up recruiter profiles in 3rd Party Job Posting services</p> <p>-Recruiter logged into the Oleeo ATS selects a job to post to external job board. The Services identifies the customer and recruiter and accepts Job data from the Oleeo ATS and post it to job boards.</p> <p>-The apply url from a posted job on a jobboard links back to the Oleeo ATSApply url identifies the job board of the candidate arriving at the Oleeo ATS</p> <p>Please note, candidates enter their details in the Oleeo ATS (Candidate Personal Data is NOT passed to or at any time held by the 3rd Party Job Posting Service)</p>
Type of Personal Data	<p>During the recruitment process subjects may be required to provide the following types of data;</p> <p>Personal Contact Names, e-mails, address, phone numbers etc.</p> <p>Screening/Selection Information CV / Resume, education results, work experience, significant achievements, etc.</p> <p>Some of this information may include enough information to personally identify a candidate e.g. your CV/Resume.</p>

	<p>Evaluation Data Information provided by other people involved in the recruitment process about a candidate's suitability for employment and status within the recruitment process.</p> <p>Feedback on the recruitment process Optional information consisting of feedback on the recruitment process.</p> <p>Special Requirements Optional information provided by candidates e.g. medical needs, dietary requirements, disability, dyslexia, study abroad.</p> <p>Candidate Contractual Information Information provided by candidates which is required for final contract (in addition to Personal Details). Includes acceptance of offer.</p> <p>Other Contractual Information Information added by the employer in order to draw up a contract e.g. salary, job title, hours.</p> <p>On-Boarding Information Additional information supplied by the candidate in order to complete the hiring process and may include bank details, proof of right to work, next of kin, etc.</p> <p>Equal Employment Opportunity (EEO) Information Gender, Race, Religion, Disability, or other diversity information</p> <p>Where the use of Intelligent Job Posting is taken up (optional) the the following applies:</p> <p>-Recruiter names and emails (along with the Job Boards they have access to and the Job Board account details) to setup recruiter profiles in the Job Posting Services</p> <p>-Any contact details provided in a job advert that is to be published publicly on job boards</p>
Categories of Data Subject	<p>[Enter categories. Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc]</p> <p>Employees and candidates</p>
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or	<p>[Describe how long the data will be retained for, how it be returned or destroyed]</p>

Member State law to preserve that type of data	<p>Controller may download data from Processor's systems and request the return of data provided outside of the Processor's systems.</p> <p>Upon request, the system can be configured to auto-anonymise and/or auto-delete Subject Data after a period specified by the data controller in the vacancy. (Additional Costs apply)</p> <p>Alternatively, deletion can be achieved by the data controller through a manually audited processes at a period specified by the data controller.</p>
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Annex 2: Joint Controller Agreement- Not Applicable