



Crown
Commercial
Service

G-Cloud 13 Call-Off Contract


This Call-Off Contract for the G-Cloud 13 Framework Agreement (RM1557.13) includes:

G-Cloud 13 Call-Off Contract

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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.

Platform service ID number	738533215763036
Call-Off Contract reference	C231113
Call-Off Contract title	National Institute for Health Research (NIHR) Digital Strategy Contract including optional IS function services
Call-Off Contract description	Provision of a scalable and flexible team to support the NIHR to deliver specific digital strategy workstreams Optional services for IS function including helpdesk operation and management and management of the NIHR license portfolio
Start date	5 th January 2024
Expiry date	31 st July 2024
Call-Off Contract value	£4,594,359.00 excluding VAT
Charging method	Monthly in arrears
Purchase order number	

This Order Form is issued under the G-Cloud 13 Framework Agreement (RM1557.13).

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 Services 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	The Secretary of State for Health and Social Care acting as part of the Crown through the Department of Health and Social Care Department for Health and Social Care 39 Victoria Street London
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	SW1H 0EU
To the Supplier	PA Consulting Services Ltd 10 Bressenden Place London SW1E 5DN Company number: 00414220
Together the ' Parties '	

Principal contact details

For the Buyer:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Call-Off Contract term

Start date	This Call-Off Contract Starts on 5th January 2024 and is valid for until 31st July 2024.
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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	Not applicable

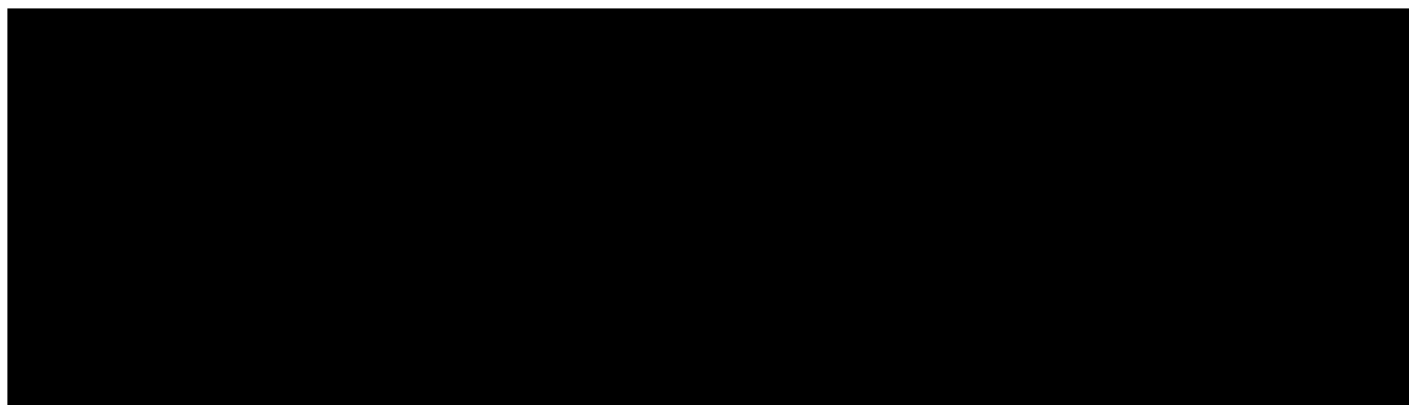
Buyer contractual details

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 3: Cloud Support
G-Cloud Services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Schedule 4 and outlined below:</p> <p>A detailed breakdown of service is provided in Schedule 1.</p>
Additional Services	<p>Optional services – the provision of Service Integration and management (SIAM) for the NIHR IS Function.</p> <p>A detailed breakdown of service is provided in Schedule 1.</p>
Location	The Services will be delivered to virtually/remotely and to National Institute for Health Research locations and DHSC offices as required.
Quality Standards	The quality standards required for this Call-Off Contract are as set out in Schedule 1.
Technical Standards:	The technical standards used as a requirement for this Call-Off Contract are as set out in Schedule 1.
Service level agreement:	<p>The service level and availability criteria required for this Call-Off Contract are:</p> <p>Scorecard SLA process</p> <p>The Buyer and the Supplier will agree a templated Balanced Scorecard together with a performance management plan, which clearly outlines the responsibilities and actions that will be taken if agreed performance levels are not achieved.</p> <p>Service Desk Support (optional services)</p> <p>Where applicable and in accordance with the applicable service levels available under the relevant Third Party Terms.</p>

Onboarding	Not applicable
Offboarding	<p>The offboarding plan for this Call-Off Contract is to be defined by the Supplier within the first three months following the Call-Off Contract Start Date in an 'Exit Management Plan', and will include:</p> <ul style="list-style-type: none"> • A schedule of payments (all exit services will be subject to the Supplier's rate card) • Provision of an Exit Manager who will be appointed for the purposes of managing the Supplier's obligations under this schedule and the Department of Health and Social Care will be informed of this appointment. • Using reasonable endeavours to maintain its existing management team during the period of any exit assistance services. • A register of all Third-Party Components that make up the NIHR hub including Google Workspace, 16 cloud based applications, the NIHR website and Helpdesk service. • Supplier to provide training and support with replacement supplier. • All documentation relating to the management of the NIHR IS function including all administrative passwords. • Supplier to provide any other information or assistance reasonably required by the Department of Health and Social Care or a replacement Supplier in order to affect an orderly handover of the provision of the Services
Collaboration agreement	Not applicable.
Limit on Parties' liability	<p>The annual total liability of either Party for all Property Defaults will not exceed 125%</p> <p>The annual total liability for Buyer Data Defaults will not exceed 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 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 Supplier 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 annual aggregate limit of indemnity of £5,000,000 for all claims

	<ul style="list-style-type: none"> employers' liability insurance with a minimum limit of £5,000,000 or any higher minimum limit required by Law
Buyer's responsibilities	<p>The Buyer is responsible for acting as a customer for the NIHR.</p> <p>The Buyer shall co-operate with the Supplier in any manner as is reasonably necessary.</p> <p>The Buyer will comply with the applicable Third Party Terms associated with the Third Party Components listed in the section below (Subcontractors or partners / Third Party Components).</p> <p>The Buyer will provide information and data and make available their personnel as reasonably required for the Supplier to deliver services.</p>
Buyer's equipment	Not applicable



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	The payment profile for this Call-Off Contract is monthly in arrears.
Invoice details	The Supplier will issue electronic invoices monthly. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice.
Who and where to send invoices to	<div>[Redacted]</div> <div>[Redacted]</div> <div>[Redacted]</div>

Invoice information required	All invoices must include Purchase Order provided and confirmation of items/services delivered which can be receipted against.
Invoice frequency	Invoice will be sent to the Buyer monthly in arrears.
Call-Off Contract value	The total value of this Call-Off Contract is £4,594,359.00 excluding VAT.
Call-Off Contract charges	The breakdown of the Charges is in Schedule 2 .

Additional Buyer terms

Performance of the Service	Not applicable.
Guarantee	Not applicable.
Warranties, representations	Not applicable.
Supplemental requirements in addition to the Call-Off terms	Not applicable.
Alternative clauses	Not applicable.
Buyer specific amendments to/refinements of the Call-Off Contract terms	<ol style="list-style-type: none"> 1. Paragraph 4 of the Supplier Terms governs the supply of the Third Party Components referred to in this Order form 2. The applicable Third Party Terms have been notified to the Buyer and will be incorporated into this agreement. To the extent there are any changes, these will be pre recorded in the register of Third Party Components prepared in conjunction with the Exit Management Plan 3. The Buyer acknowledges that vendors of the Third Party Products do not generally negotiate the terms of service (TOS) applying to their Third Party Products. In order for the Supplier to comply with the TOS for the various Third Party Products and to

ensure that this Call-Off Contract is consistent with the relevant TOS, the Parties agree to the following amendments and refinements to the Call-Off Contract;

- a. Clause 11.3 does not apply to the third-party IPRS in the Third Party Products. The Buyer must not publish (including as open source) the third-party IPRs in the Third Party products.
 - b. For the purposes of Clause 11.4, the Buyer approves the TOS applying to the Third Party Products listed below.
 - c. The Buyer must comply with the relevant TOS and ensure that it's end users also comply. The TOS consists of the Specific TOS for the relevant Third Party Products listed below (or later agreed to by the Parties) and the General TOS listed below (which applies to all Third Party Products). If there is a conflict between the General TOS and the Specific TOS particular Third Party Products, the Specific TOS shall prevail.
 - d. The Supplier will not be considered to be in breach of or liable under this Call-Off Contract if the breach or liability is caused by any of the Third Party Products and the breach or liability occurred despite the Supplier exercising a reasonable degree of care and foresight to endeavour to avoid the breach or liability.
 - e. Notwithstanding c) above, if the Supplier is found liable under this Call-Off Contract and that liability has been caused by any of the Third Party Products, the Parties agree that the amount of the Supplier's yearly total liability (as referred to in Clause 24.1 and in this Order Form) shall be reduced to the amount that the Supplier can recover from the vendors of the Third Party Services less the Supplier's costs of recovery.
1. The Supplier grants the Buyer a non-exclusive, non-transferable right, without the right to grant sub-licenses, to use and to permit the authorised users to use the Third Party Products during the terms of the Call-Off Contract, solely for the Buyer's internal business operations. The Buyer acknowledges and agrees that the Supplier's licensors own all intellectual property rights in the Third Party Products and they do not constitute Project Specific IPRS or Background IPRs. Except as expressly stated in these General TOS or in the Specific TOS, this Call-Off Contract does not grant Buyer any rights to, third-party IPRs in respect of Third Party Products.
 2. The Supplier will maintain a service catalogue defining the number of authorised users able to use the Third Party Products and any other usage limitations in line with the agreements with the vendors of the Third Party Products.

Usage Restrictions

3. The Buyer shall not access, store, distribute or transmit any Malicious Software or any material during it's use of the Third Party Products that is: a) unlawful harmful, threatening,

defamatory, obscene, infringing, harassing or racially or ethnically offensive; b) facilitates illegal activity; c) depicts sexually explicit images; d) promotes unlawful violence; e) discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or f) otherwise illegal or causes damage or injury to any person or property; and Supplier reserves the right, without liability, to disable the Buyer's access to any material that breaches the provisions in this paragraph

4. The Buyer must not, except as may be allowed by any applicable law which is incapable of exclusion by agreement between the Parties: a) attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the software and/or documentation made available to the Buyer through the Third Party Products (as applicable) in any form or media or by any means; or b) attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the software made available to the Buyer through the Third Party Products; or c) access all or any part of the Third Party Products in order to build a product or service which compete with the Third Party Products; or d) use the Third Party Products to provide services to third parties; or e) license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Third Party Products available to any third party except the authorised users, or; f) attempt to obtain, or assist third parties in obtaining, access to the Third Party Products otherwise than as permitted in the paragraph.
5. The Buyer must prevent any unauthorised access to, or use of, the Third Party Products and, in the event of any such unauthorised access or use, promptly notify the Supplier.
6. The Supplier may suspend the Buyer's access to Third Party Products if the Buyer does not comply with these General TOS or the Specific TOS applying to the Third Party Products.

Availability

7. The Supplier will use commercially reasonable endeavours to make the Third Party Products availability during Normal Business Hours, subject to the service levels applying to the Third Party Products and outages during maintenance. Supplier will use reasonable endeavours to give The Buyer advance notice of maintenance. Normal Business Hours are from 8am to 6pm on a day (other than a Saturday, Sunday or public holidays) when banks in London are open for business.
8. Notwithstanding anything to the contrary in the Call-Off Contract, The Supplier: a) does not warrant that the availability of the Third Party Products will exceed the availability or service levels provided to The Supplier by the vendors of the Third Party Products; b) does not warrant that the Buyer's use of the Third Party Products will be uninterrupted or error-free; c) is not responsible for any delays, delivery failures, or any other loss or

	<p>damage resulting from the transfer of data over communications networks and facilitates, including the internet, any the Buyer acknowledges that the Third Party Products may be subject to limitations, delays and other problems inherent in the use of such communications facilities.</p> <p>9. The Supplier may, without liability but with reasonable notice, disable the Buyer's access to Third Party Products if the Supplier is required to do so by a vendor of the Third Party Products.</p> <p><u>Loss of Buyer Data caused by Third Party Products</u></p> <p>10. If all or part of the Third Party Products are not available, the Supplier will inform the Buyer and the Parties shall discuss and agree work-arounds and, if necessary, replacement products</p> <p>11. Notwithstanding anything to the contrary in the Call-Off Contract, the Supplier is not responsible for any loss, destruction, alteration or disclosure of Buyer Data caused by any vendor of Third Party Products (except those third parties sub-contracted by the Supplier to perform services related to Buyer Data maintenance and back-up) caused by Malicious Software originating from the Third Party Products.</p> <p>12. The Buyer is responsible for obtaining and maintaining any consents required from the data subjects of the Buyer Personal Data required by Data Protection Legislation to allow the Supplier to perform its obligations under the Call-Off Contract and provide the Third Party Products. The Supplier provide the Buyer with all reasonable assistance in obtaining and maintaining such consents.</p> <p>13. The Buyer's use of the Third Party Products may involve the transfer or storage of Buyer Personal Data to locations outside of the European Union or the country where the Buyer and the data subjects are located. The Supplier will provide the Buyer with all reasonable assistance to ensure that such transfer of Buyer Personal Data are in accordance with Data Protection Legislation.</p>
Personal Data and Data Subjects	Confirm whether Annex 1 (and Annex 2, if applicable) of Schedule 7 is being used: Annex 1
Intellectual Property	Not applicable
Social Value	Supplier's G-Cloud 13 Marketplace Service Definition.

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 RM1557.13
- 2.2 The Buyer provided an Order Form for Services to the Supplier.

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 36 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 1 period of up to 12 months.
- 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 set the Term at more than 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:

- 2.3 (Warranties and representations)
- 4.1 to 4.6 (Liability)
- 4.10 to 4.11 (IR35)
- 10 (Force majeure)
- 5.3 (Continuing rights)
- 5.4 to 5.6 (Change of control)
- 5.7 (Fraud)
- 5.8 (Notice of fraud)
- 7 (Transparency and Audit)
- 8.3 (Order of precedence)
- 11 (Relationship)
- 14 (Entire agreement)
- 15 (Law and jurisdiction)
- 16 (Legislative change)
- 17 (Bribery and corruption)
- 18 (Freedom of Information Act)
- 19 (Promoting tax compliance)
- 20 (Official Secrets Act)
- 21 (Transfer and subcontracting)
- 23 (Complaints handling and resolution)
- 24 (Conflicts of interest and ethical walls)
- 25 (Publicity and branding)
- 26 (Equality and diversity)
- 28 (Data protection)
- 31 (Severability)

- 32 and 33 (Managing disputes and Mediation)
- 34 (Confidentiality)
- 35 (Waiver and cumulative remedies)
- 36 (Corporate Social Responsibility)
- paragraphs 1 to 10 of the Framework Agreement Schedule 3

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' or to 'CCS and/or the Buyer' 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 7 (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

14digit 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 their 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 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 incorporated Framework Agreement clause 34. 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 Save for the licences expressly granted pursuant to Clauses 11.3 and 11.4, neither Party shall acquire any right, title or interest in or to the Intellectual Property Rights ("IPR"s) (whether pre-existing or created during the Call-Off Contract Term) of the other Party or its licensors unless stated otherwise in the Order Form.
- 11.2 Neither Party shall have any right to use any of the other Party's names, logos or trade marks on any of its products or services without the other Party's prior written consent.
- 11.3 The Buyer grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Buyer's or its relevant licensor's Buyer Data and related IPR solely to the extent necessary for providing the Services in accordance with this Contract, including the right to grant sub-licences to Subcontractors provided that:
 - 11.3.1 any relevant Subcontractor has entered into a confidentiality undertaking with the Supplier on substantially the same terms as set out in Framework Agreement clause 34 (Confidentiality); and
 - 11.3.2 the Supplier shall not and shall procure that any relevant Sub-Contractor shall not, without the Buyer's written consent, use the licensed materials for any other purpose or for the benefit of any person other than the Buyer.
- 11.4 The Supplier grants to the Buyer the licence taken from its Supplier Terms which licence shall, as a minimum, grant the Buyer a non-exclusive, non-transferable licence during the Call-Off Contract Term to use the Supplier's or its relevant licensor's IPR solely to the extent necessary to access and use the Services in accordance with this Call-Off Contract.
- 11.5 Subject to the limitation in Clause 24.3, the Buyer shall:
 - 11.5.1 defend the Supplier, its Affiliates and licensors from and against any third-party claim:
 - (a) alleging that any use of the Services by or on behalf of the Buyer and/or Buyer Users is in breach of applicable Law;
 - (b) alleging that the Buyer Data violates, infringes or misappropriates any rights of a third party;
 - (c) arising from the Supplier's use of the Buyer Data in accordance with this Call-Off Contract; and

- 11.5.2 in addition to defending in accordance with Clause 11.5.1, the Buyer will pay the amount of Losses awarded in final judgment against the Supplier or the amount of any settlement agreed by the Buyer, provided that the Buyer's obligations under this Clause 11.5 shall not apply where and to the extent such Losses or third-party claim is caused by the Supplier's breach of this Contract.
- 11.6 The Supplier will, on written demand, fully indemnify the Buyer 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:
- 11.6.1 rights granted to the Buyer under this Call-Off Contract
- 11.6.2 Supplier's performance of the Services
- 11.6.3 use by the Buyer of the Services
- 11.7 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:
- 11.7.1 modify the relevant part of the Services without reducing its functionality or performance
- 11.7.2 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
- 11.7.3 buy a licence to use and supply the Services which are the subject of the alleged infringement, on terms acceptable to the Buyer
- 11.8 Clause 11.6 will not apply if the IPR Claim is from:
- 11.8.1 the use of data supplied by the Buyer which the Supplier isn't required to verify under this Call-Off Contract
- 11.8.2 other material provided by the Buyer necessary for the Services
- 11.9 If the Supplier does not comply with this clause 11, 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-securityclassifications>
- 13.6.2 guidance issued by the Centre for Protection of National Infrastructure on Risk Management:
<https://www.cpni.gov.uk/content/adopt-risk-managementapproach> 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/technologycode-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. 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 are reasonable compensation and cover 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); and incorporated Framework Agreement clauses: 4.1 to 4.6, (Liability),
 - 24 (Conflicts of interest and ethical walls),
 - 35 (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 36 months the Supplier must provide the Buyer with an additional exit plan for approval by the Buyer at least 8 weeks before the 30 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 take the Term beyond 36 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 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 30 consecutive days, 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 4.1 to 4.6, each Party's Yearly total liability for Defaults under or in connection with this Call-Off Contract shall not exceed the greater of five hundred thousand pounds (£500,000) or one hundred and twenty-five per cent (125%) of the Charges paid and/or committed to be paid in that Year (or such greater sum (if any) as may be specified in the Order Form).
- 24.2 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Supplier's liability:
 - 24.2.1 pursuant to the indemnities in Clauses 7, 10, 11 and 29 shall be unlimited; and
 - 24.2.2 in respect of Losses arising from breach of the Data Protection Legislation shall be as set out in Framework Agreement clause 28.
- 24.3 Notwithstanding Clause 24.1 but subject to Framework Agreement clauses 4.1 to 4.6, the Buyer's liability pursuant to Clause 11.5.2 shall in no event exceed in aggregate five million pounds (£5,000,000).
- 24.4 When calculating the Supplier's liability under Clause 24.1 any items specified in Clause 24.2 will not be taken into consideration.

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

29.2.10 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

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.

29.3 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.

29.4 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.

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

29.5.1 its failure to comply with the provisions of this clause

29.5.2 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

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

29.7 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 CallOff 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, clause 28 of the Framework Agreement is incorporated into this Call-Off Contract. For reference, the appropriate UK GDPR templates which are required to be completed in accordance with clause 28 are reproduced in this Call-Off Contract document at Schedule 7.

Schedule 1: Services

NIHR Web Content Management System

Phase: Discovery and Pilot

Duration: 12 weeks

Summary of requirements:

In August 2023 the NIHR's current web system supplier, SiteKit, announced at very short notice that it intended to withdraw support for its product before the end of 2023. Negotiations with SiteKit have resulted in an extension of that support until October 2024, but no further. The NIHR therefore has a short window in which to identify and implement a migration programme to a new web content management system. This is made more complicated by the number of different sites the NIHR is responsible for. These being:

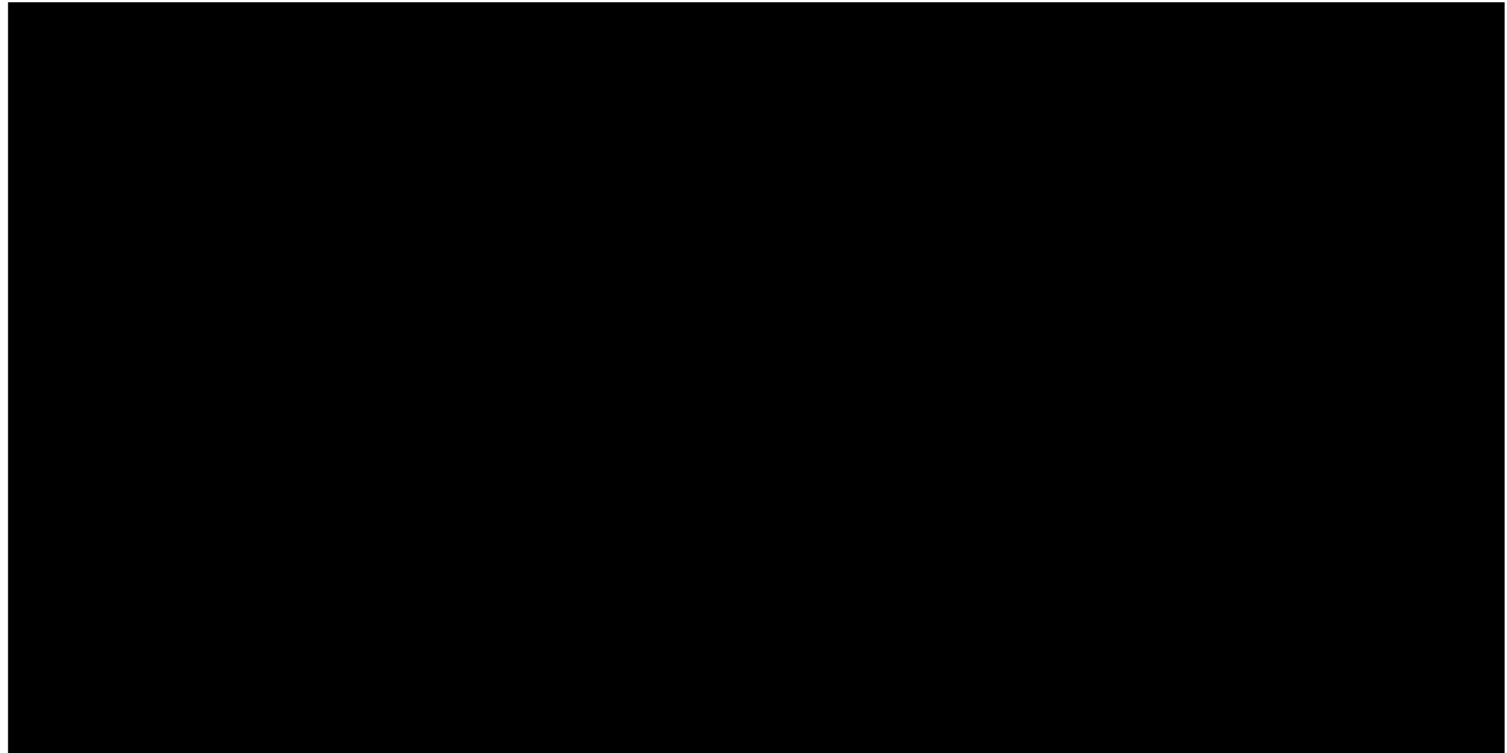
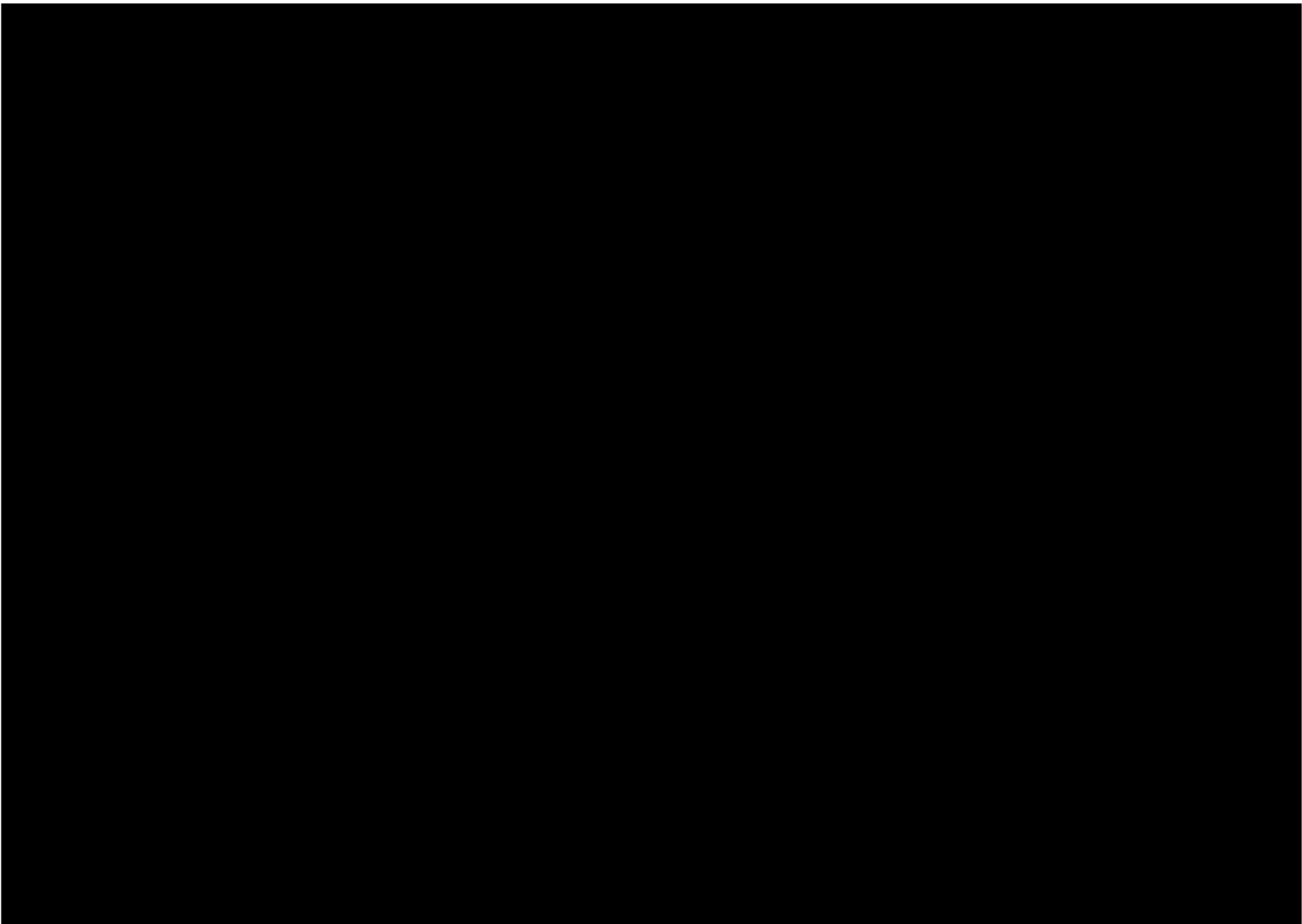
- [Nih.ac.uk](https://www.nihr.ac.uk) – the principal public NIHR website for publics and researchers
- [Local.nihr.ac.uk](https://www.local.nihr.ac.uk) – enabling access to local sites for NIHR activities and support services across the NIHR including the 15 Local Clinical Research Networks and the five National Patient Recruitment Centres
- [The NIHR Journals Library](https://www.nihr.ac.uk/journals) – a searchable online open access library of the world class and peer reviewed research funded by the NIHR
- [James Lind Alliance](https://www.nihr.ac.uk/james-lind) – an essential resource to assist researchers in identifying, assessing and agreeing research priorities
- [Clinical Trials Toolkit](https://www.nihr.ac.uk/clinical-trials) provides practical advice to researchers in designing and conducting publicly funded clinical trials in the UK.

Building on the foundations of the work done to date to deliver a new web system content management system for the NIHR, the Supplier will be required to provide an experienced, expert and scalable team of project management, web content management and development and support personnel to advise and support the NIHR on its time critical migration to a new web content management system and to maintain the NIHRs web presence.

Deliverables

The Supplier will be required to:

- Carry out a review and adoption of work carried out to date
- Lead on the assessment of replacement content management system products
- Support the NIHR DDaT Team and NIHR staff with identification of a suitable short list of replacement content management system products
- Support the NIHR DDaT Team with selection of final replacement product
- Support NIHR Coordinating Centre staff with the identification and prioritisation of content to be migrated into the new websites
- Support the NIHR DDaT team with development of a migration strategy and refine based on replacement product selection
- Lead on implementation planning of a new product
- Development of pilot build of a replacement product
- Production of monitoring reporting for the project to the DDaT Senior Leadership Team (SLT).



Stakeholders and Roles

The supplier will be required to work with the following groups for the delivery of this project:

Group	Rationale
NIHR DDaT Office and NIHR Chief Information Officer	Project Delivery and Management
Department of Health and Social Care	Contract delivery and management
NIHR Website Content Manager	Local NIHR content managers responsible for the provision of sites under the current Sitekit service.
NIHR Communications Team	Responsible for NIHR Communications and delivery strategy
Researchers, Patient and Public representatives	Users and consumers of the web sites as set out above. There are two broad categories: <ul style="list-style-type: none"> • General information and resources of relevance to patients and members of the public; • Specific information and resources of relevance or to support NIHR and other researchers.

Work that has already been done:

Work has already commenced on the following:

- Extension to the provision of the current Sitekit service until October 2024
- Standing up of internal teams within the NIHR to assess and plan for the effort required to review, remove, retain and migrate existing web content and services to a new platform
- Target delivery plan for the identification and delivery of a replacement CMS to the NIHR (see Figure 1)
- Identification of project themes and implementation of NIHR resources against these themes including backfill where necessary and possible
- Development and implementation of project governance structure within the existing NIHR Digital Strategy governance structure.
- Review of potential candidate replacement systems against an extensive requirements specification. (see Annex A).
- Reprioritisation towards CMS work and away from NIHR Digital Strategy deliverables.

Existing team:

To date work on this project has been provided by a blended team from the following:

- NIHR DDaT Office – Project Delivery and Management. The NIHR DDaT Office have overall responsibility for the delivery of this project to the NIHR. The team undertake the project governance and report to the NIHR DDaT Board and the DHSC.
- NIHR Coordinating Centre – Content Management and Delivery – Staff from the NIHR CC are content management experts for the NIHR Journals Library and the James Lind Alliance Sites.

- NIHR Clinical Research Network Coordinating Centre – Content Management and Delivery Staff from the NIHR CRNCC are content management experts for elements of the NIHR Local and NIHR central websites.
- NIHR IS Function Service – the NIHR IS Function staff are responsible for the ongoing contractual and system management of the Sitekit system. They are also responsible for the configuration of the Sitekit 12 system, security and other operational roles.
- NIHR Digital Strategy provider – the NIHR Digital Staff were originally retained to provide project management and delivery of projects under the NIHR Digital Strategy but were re-tasked to reflect the priority of this project.

The supplier will be expected to fulfil the roles previously provided under the Digital Strategy as set out in Table 1 (below)

Roles	Days per week
Delivery Lead	5
Business Analyst	5
Information Architect	5
Designer	5
Technology Lead	5
Quality Assurer	3
DevOps	5

Key Delivery Date(s):

Activity	Date Due
Identification of candidate replacement CMS products	Week 4
Assessment and selection of final CMS product	Week 6
Delivery of pilot build of replacement CMS	Week 10
Delivery of content migration plan	Week 11

Payment Approach:

Capped time and materials

NIHR Research Data Delivery Intelligence (RDDI) Project

Phase: Discovery

Duration: 12 weeks

Summary of requirements:

In February 2023, the Government commissioned an independent review to offer recommendations on how to resolve key challenges in conducting commercial clinical trials in the UK and transform the UK commercial clinical trial environment. The Lord O'Shaughnessy Review, published in May 2023, highlights the opportunities for UK clinical trial delivery, including primary care delivery of population-scale trials.

Building on the foundations of the work done to date to complete the discovery for the collection and publication of clinical research performance data. This initial stage is focused on identifying and capturing the systems, data flows and 'pain points' in the current approach. Further discovery work is also required to develop future system requirements based on this initial stage. This work is directly supporting the delivery of NIHR objectives as well as the NIHRs contributions to deliver the ambitions of Lord O'Shaughnessy's review findings which have been accepted by the Government (<https://www.gov.uk/government/publications/commercial-clinical-trials-in-the-uk-the-lord-oshaughnessy-review>).

As part of this next stage, there is an urgent need for a Supplier to provide an experienced and expert team to support the NIHR with this ongoing, mission critical review, of research information data flows and to develop outline requirements for a new management system for the UK research "portfolio".

This will be necessary to enable the NIHR to track and monitor ongoing NIHR supported and other research in the NHS at a national and local level. This will support the NIHR's goals of:

- Accelerating research
- Improving its ability to track and measure the value and impact of research it both funds and supports
- Improve organisational digital capabilities and develop and publish SMART (specific, measurable, achievable, relevant and time-bound) metrics for monitoring the ambitions of the clinical research vision Saving and Improving Lives: The Future of UK Clinical Research Delivery and the O'Shaughnessy review.

Deliverables

The Supplier will be required to:

- Review of the NIHR's systems and data flows with key stakeholders across the UK biomedical research domain
- Identify "pain points" and potential solutions
- Outline the definition, design, and agreement with stakeholders of potential Government Research Identifier Service (GRIS)
- Identify and gather requirements for potential National Data Platform
- Carry out the initial development with NIHR and other key stakeholders of a common data model to be applied to research delivery data
- Present the outputs to NIHR Centre Leads and NIHR Technical Design Authority for consideration
- Produce an initial report for potential long-term replacement for the NIHR Central Portfolio Management System (CPMS)
- Production of monitoring reporting for the project to the DDaT Senior Leadership Team (SLT).

See also Summary Feature as follows:

RDDI Summary Features

Enabler?	Feature	Description
	RDD&I Alignment, Engagement & Requirement Gathering - Engagement and requirements gathering for wider organisation requirements	<ul style="list-style-type: none"> Requirements gathering for further expansion of the RDD&I service (Phase 2 & Phase 3). Ongoing socialisation of roadmap and progress/outputs. Provide RDDI programme management oversight on dependencies and sequencing
Enabler	Government Research Identifier Service (GRIS) - Alpha Development	<ul style="list-style-type: none"> To carry out a GDS Alpha phase: user testing our riskiest assumptions Defining the detailed solution to be developed Carrying out technical spikes on how to implement a Government Research Identifier Service High level business & policy change Impact assessment
Enabler	National Data Platform - Specification, Requirements Gathering & Product Selection	<ul style="list-style-type: none"> Documenting the requirements of the national data platform (both functional & non-functional) Producing technical documentation/specifications Creation of an options appraisal for delivering said requirements Selection of the most appropriate tech/product
	Data Model - Definition & Standards	<ul style="list-style-type: none"> Agree Data standards & Model with specified internal and external stakeholder groups within the Research Ecosystem Set up and run data working group to agree model, definition and standards

Stakeholders and Roles

The supplier will be required to work with the following groups for the delivery of this project:

Group	Rationale
NIHR DDaT Office and NIHR Chief Information Officer	Project Delivery and Management
Department of Health and Social Care	Contract delivery and management
NIHR Coordinating Centre	Delivery, monitoring and reporting of NIHR research programmes and provider of NIHR research administration data.
NIHR Clinical Research Network Coordinating Centre	Responsible for delivery, monitoring and reporting of research delivered within the English NHS. This includes data on ongoing and completed research under the NIHR Central Portfolio Management System (CPMS).
Health Research Approvals (Health Research Authority and the Medicines and Healthcare products Regulatory Authority)	Responsible for the collection, assessment and approval of proposed biomedical research (depending on topic and location) across the UK.
NHS England	Responsible for the administration and operation of the NHS in England, including the delivery and conduct of research in NHS England locations.
Devolved Administrators	Responsible for the management, delivery and reporting of biomedical research studies in their geographic locations
UKRI	Responsible for the delivery of research under

Group	Rationale
	the research councils funded by the UK Government.
Research Charities Pharmaceutical and Medical Devices Industries	Charitable organisations that fund, monitor and report on research studies relevant to the charities area of interest.
UK Academia	National and international companies who undertake research in order to identify new treatments or medicines commercially.
Research / Academics	UK based institutes of higher learning that undertake research studies as part of their function.

Work that has already been done:

Work has already commenced on the following:

- Standing up of internal teams within the NIHR to assess and plan for the effort required to review the current position
- Target customer experiences / user journeys for key research “users” for the provision of future research data experiences.

- Identification of project themes and implementation of NIHR resources against these themes including backfill where necessary and possible. These being:
 - Government Research Identifier Service (See Annex B)
 - National Data Platform (See Annex B)
 - Data Model and Data Types
 - RDDI project engagement and requirement gathering.
 - Identification and articulation of high level project goals (See Annex C)
 - Development and implementation of project governance structure within the existing NIHR Digital Strategy governance structure.
 - Interviews with stakeholders under the Requirements Gathering exercise.
 - Reprioritisation towards RDDI work and away from NIHR Digital Strategy deliverables.

Existing team:

To date work on this project has been provided by a blended team from the following:

- NIHR DDaT Office – Project Delivery and Management. The NIHR DDaT Office have overall responsibility for the delivery of this project to the NIHR. The team undertake the project governance and report to the NIHR DDaT Board and the DHSC.
- NIHR Clinical Research Network Coordinating Centre – owners and operators of the existing NIHR Central Portfolio Management System and the Local Portfolio Management Systems.
- NIHR Digital Strategy provider – the NIHR Digital Staff were originally retained to provide project management and delivery of projects under the NIHR Digital Strategy but were re-tasked to reflect the priority of this project.

The supplier will be expected to fulfil the roles previously provided under the Digital Strategy as set out in Table 2(below)

Research Delivery Data & Intelligence	
Roles	Days per week
Service Design Lead	5
Delivery Lead	5
Solution Architect	5
Senior Designer	5
Business Analyst	5
Data Architect	5
Developer	5
Designer	5

Key Delivery Date(s):

Activity	Date Due
Delivery of definition and design of Government Research Identifier Service (GRIS)	Week 11
Delivery of requirements for potential National Data Platform Review	Week 11
Delivery of initial development of a common data model to be applied to research delivery data	Week 11
Delivery of initial report for potential long-term replacement for NIHR Central Portfolio Management System (CPMS)	Week 11

Payment Approach:

Capped time and materials

NIHR IS Function (Optional Service)

Phase: Operational Delivery

Duration: As required from 1st March 2024

Summary of requirements:

The DHSC require a partner to deliver the operation and maintenance of the corporate digital systems of the NIHR to approximately 8,000 users across its existing operations. An overview of the requirements is as follows:

- Licence provision and licence management
- Live service running & management of the NIHR Helpdesk
- Provision of systems and services for the delivery, maintenance, and development of the NIHR Hub
- Deliver contract management pass through services where necessary on behalf of the Authority, including management of third-party vendors and pass through costs.

The Supplier will work as part of a blended delivery team alongside and under the direction of the NIHR DDaT office and the Authority and as such will also be required to operate as a support resource to all the components of the NIHR Coordinating Centres and the NIHR Clinical Research Network .

The Supplier will at the appropriate point and with the agreement of the NIHR Chief Digital Officer and the Authority assume responsibility for the management and operation of any future digital systems developed as part of the NIHR Digital Strategy. As well as the management and migration of developed systems / services into business-as-usual service provision as part of the NIHR IS Function contract

The Supplier will be required to assume responsibility for, maintain and manage the existing NIHR software products & licencing as well as any additional software products that the NIHR adopts over the duration of the Contract. The current list of software licenses as of August 2023 is set out in Annex D – Current NIHR Digital Licenses (below).

Together these licenses provide what is identified as the NIHR Hub. This is the main corporate digital service for all the NIHR staff and users. Based principally on the Google Workspace service utilising Enterprise licenses for approximately 8,000 users. It is augmented with a number of Google compatible tools including Salesforce, Kanbanchi and CloudManager. (The full list can be found in Annex E – NIHR Service Technologies). The use of CloudManager enables the operation of a Single Sign On (SSO) service to the suite of tools as well as providing a Directory of staff.

The Hub provides corporate email, video conferencing, file creation, storage and archiving, project management, CRM, and other tools.

Deliverables

The services below are required to be in place from the commencement of the contract and be delivered with no break in continuity. It is anticipated that the Supplier will operate on a monthly fee basis for the provision of the Services utilising a fixed fee where possible. It is also expected that the Supplier will operate in line with Government policy on IT including “Cloud First” and any other applicable policies or future policies. DHSC would expect continuity of these services between contracts and suppliers.

The Supplier will be required to:

- Management and Development of the NIHR Hub, ensuring it reflects the latest Google changes and developments to Google Workspace (or any subsequent service developed) and other Google applications. This includes Business as Usual activities (including, maintenance, delivery and

development of the NIHR Hub central corporate functions, systems and services, ensuring value for money at all times;

- Provide training and support for upgrades to services already provided and for new applications as and when necessary;
- Maintenance and Development of NIHR network of “change champions” which are in place to support and develop the roll out of the NIHR Hub to eligible users and to support the IS Function with the delivery of its role;
- Annual licensing arrangements with Google are required to be managed within the ongoing contract with Google which expires in December and will be subject to review. The Supplier will be expected to monitor the service for administration and development purposes as well as providing regular reports back to the Authority of usage
- Annual licensing arrangements with other services that are complimentary or ancillary to the provision of the NIHR Hub. The supplier will be expected to monitor the service for administration and development purposes as well as providing regular reports back to the Authority of usage.
- Maintenance, development and support of the NIHR Website
 - o Supplier to work with NIHR Content Management System provider to ensure website is available in accordance with the mutually agreed performance management plan. The Supplier shall use commercially reasonable endeavours to ensure:
 - ☐ that any scheduled CMS updates are fit for the purpose specified in this Call-Off Contract and do not interfere with the day to day operation of the site; that any updates to hosting service(s) are planned not to disrupt day to day operation;
 - ☐ all hosting is patched and maintained in line with supplier recommendations and within good industry standards;
 - ☐ site is subject to regular (at least annual) penetration and other security testing and
 - ☐ any defects resolved within the timescales set out in the performance management plan;
 - ☐ the site can be rolled back to last known good configuration in the event of significant disruption;
 - ☐ the site is monitored against traffic and load usage and modified / balanced / scaled accordingly, subject always to the service levels available from the vendors of the relevant Third Party Components.
 - o NIHR / PA helpdesk to provide initial support for NIHR website and will triage to Sitekit helpdesk only if appropriate.
 - The provision of a helpdesk from 08:00 to 18:00 each working day at a bare minimum providing first line support to support users. It must:
 - o make use of the extensive knowledge base that has been established.
 - o Where necessary support will to be escalated to second line / third party support
 - o Provide a self-service ticketing arrangement for the generation and management of help and support has been implemented.
- Provision of a scalable and flexible resource for high value development that support the NIHR IS Function, meet Ministerial priorities and, the development and implementation of the NIHR Digital Strategy. Any new development must be fully compatible with the current NIHR product suite and if necessary, interoperate with other NIHR systems embedded in NIHR business units;
- Provision, maintenance and development of the NIHR’s Single Sign On Service – ensuring that multiple systems can be accessed via a single point of entry. This will require working with a number of partner organisations outside of the NIHR who currently, or plan to, utilise the service for external systems;

- Contract management pass through costs and transition from of a small number of knowledge-based services provided as corporate tools to the wider NIHR. These currently include the peer to peer dissemination network; CHAIN and the registration of NIHR studies onto an internationally recognised clinical trials register ISRCTN and the associated registration costs; and the hosting of certain systems on Amazon Web Servers. All these services will be subject to review and are intended to be revised, curtailed or cease during the lifetime of this contract;
- Provision of support to ensure the delivery of the NIHR Digital Strategy and its goals including, but not exclusively, identification, proportionate due diligence, provision and contract management of third-party partners, or any third-party suppliers identified by the DHSC, and pass through costs for these services;
- Provision of quarterly governance and Key Performance Indicators and reviews and a performance dashboard easily accessible to DHSC and the NIHR Digital Office.
- Maintenance of application updates and security patching to all systems and services that fall under the remit of the NIHR IS Function including, but not exclusively the NIHR Hub, the NIHR website and any other hosted services.
- Maintain, support and deliver IS Function security for the NIHR including a system penetration exercise to be conducted in consultation and agreement with the DHSC and the NIHR Digital Office on the minimum of an annual basis for the duration of the contract.

Stakeholders and Roles

The supplier will be required to work with the following groups for the delivery of this project:

Group	Rationale
NIHR DDaT Office and NIHR Chief Information Officer	Project Delivery and Management
Department of Health and Social Care	Contract delivery and management
NIHR Coordinating Centre	Delivery, monitoring and reporting of NIHR research programmes and provider of NIHR research administration data.
NIHR Clinical Research Network Coordinating Centre	Responsible for delivery, monitoring and reporting of research delivered within the English NHS. This includes data on ongoing and completed research under the NIHR Central Portfolio Management System (CPMS).
Health Research Approvals (Health Research Authority and the Medicines and Healthcare products Regulatory Authority)	Responsible for the collection, assessment and approval of proposed biomedical research (depending on topic and location) across the UK.
UK Academia	UK based institutes of higher learning that undertake research studies as part of their function.
Researchers / Academics	Individuals who undertake research studies either because of calls from research funders such as the NIHR or Research Charities, or who receive funding from research funders as a result of a study of their own initiation or design.

Work that has already been done:

All of the above is operational and being delivered.

Existing team:

To date work on this project has been provided by a blended team from the following:

- NIHR DDaT Office – Project Delivery and Management. The NIHR DDaT Office have overall responsibility for the delivery of this project to the NIHR. The team undertake the project governance and report to the NIHR DDaT Board and the DHSC.
- NIHR IS Function Service – the NIHR IS Function staff are responsible for the ongoing contractual and system management of the Sitekit system. They are also responsible for the configuration of the Sitekit 12 system, security and other operational roles.
- NIHR Digital Strategy provider – the NIHR Digital Staff were originally retained to but were re-tasked to reflect the priority of this project.

The supplier will be expected to fulfil the roles previously provided under the Digital Strategy as set out in Table 1 (below)

Roles	Days per week
Delivery Lead	5
Business Lead	5
DevOps	5
Service Desk	5

Key Delivery Date(s):

Activity	Date Due	
Business Change Management Group	Weekly	
IS Function Stand Up	Weekly	
Patching and updating of NIHR IS Estate	Monthly	
Contract Monitoring Report	Quarterly	
License Update / Renewal	Per license	

Payment Approach:

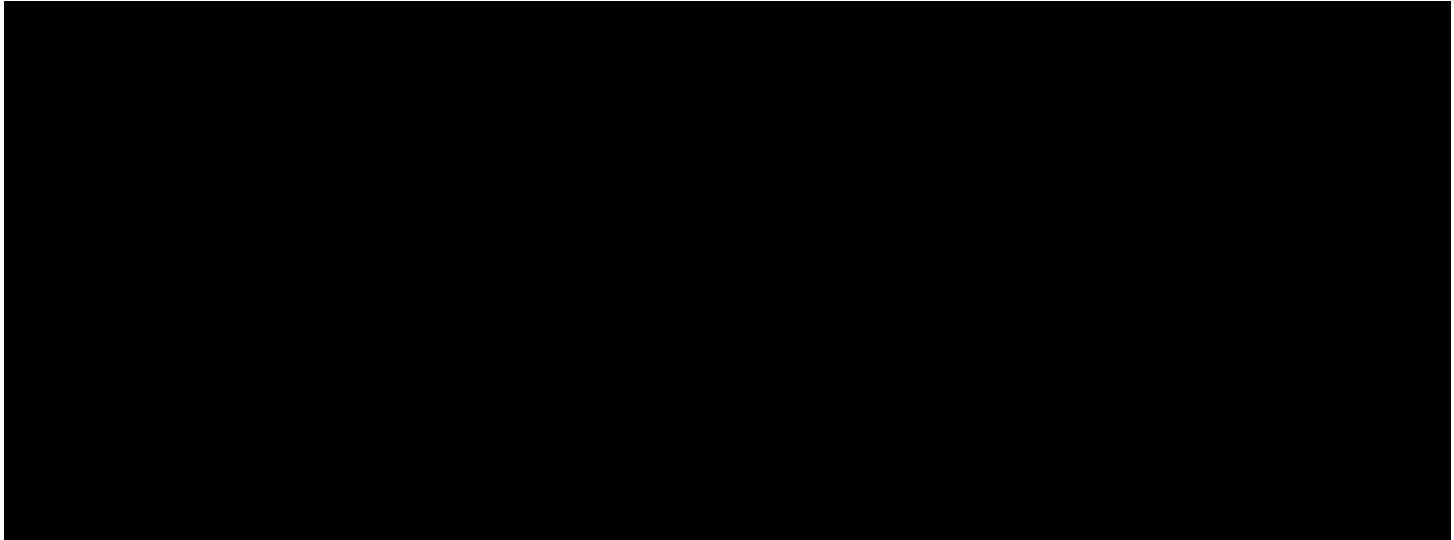
Capped time and materials wherever possible.



NIHR CMS & RDDI
Requirements.pdf

Schedule 2: Call-Off Contract charges

For each individual Service, the applicable Call-Off Contract Charges (in accordance with the Supplier's Platform 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:



Schedule 3: Collaboration agreement – Not used

Schedule 4: Alternative Clauses – Not used

Schedule 5: Guarantee – Not used

Schedule 6: Glossary and interpretations

In this Call-Off Contract the following expressions mean:

Expression	Meaning
Additional Services	Any services ancillary to the G-Cloud Services that are in the scope of Framework Agreement Clause 2 (Services) 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 Platform).
Audit	An audit carried out under the incorporated Framework Agreement clauses.
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.

Expression	Meaning
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	Data, Personal Data and any information, which may include (but isn't limited to) any: <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 UK 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 Call-Off Contract 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)	(i) the UK GDPR 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.
Data Subject	Takes the meaning given in the UK GDPR.
Default	Default is any: <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>
DPA 2018	Data Protection Act 2018.
Employment Regulations	The Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) ('TUPE').

Expression	Meaning
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-fortax
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 RM1557.13 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.

Expression	Meaning
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 Clause 2 (Services) 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.
UK GDPR	The retained EU law version of the 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 ▪ a Dun & Bradstreet rating of 10 or less

Expression	Meaning
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 Buyer'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, 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.
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.

Expression	Meaning
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 Schedule 6.
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 UK GDPR.
Personal Data Breach	Takes the meaning given in the UK GDPR.
Platform	The government marketplace where Services are available for Buyers to buy.
Processing	Takes the meaning given in the UK GDPR.
Processor	Takes the meaning given in the UK GDPR.
Prohibited act	<p>To directly or indirectly offer, promise or give any person working for or engaged by a Buyer or CCS a financial or other advantage to:</p> <ul style="list-style-type: none"> ▪ induce that person to perform improperly a relevant function or activity ▪ reward that person for improper performance of a relevant function or activity ▪ commit any offence: <ul style="list-style-type: none"> ○ under the Bribery Act 2010 ○ under legislation creating offences concerning Fraud

Expression	Meaning
	<ul style="list-style-type: none"> ○ at common Law concerning Fraud ○ 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 Clause 2 (Services) of the Framework Agreement.
Service description	The description of the Supplier service offering as published on the Platform.

Expression	Meaning
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-controlscheck-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: UK GDPR Information

This schedule reproduces the annexes to the UK GDPR schedule contained within the Framework Agreement and incorporated into this Call-off Contract and clause and schedule references are to those in the Framework Agreement but references to CCS have been amended.

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:

1.2

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.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Buyer is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraphs 2 to paragraph 15 of Schedule 7 and for the purposes of the Data Protection Legislation, Buyer is the Controller and the Supplier is the Processor of the Personal Data recorded below:</p> <ul style="list-style-type: none">Grant applicant, employee, successful candidates, unsuccessful candidates, potential customers, industry collaborators, reviewers, researchers, charity collaborators, senior investigators, system administrators, panel reviewers, communication managers and press officers, infrastructure / research directors and managers, NHS employees, public panel members and all those involved in the administration and management of NIHR research awards <p>The Supplier is Controller and the Buyer is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller of the following Personal Data:</p> <ul style="list-style-type: none">N/A <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Parties are Joint Controllers of the following Personal Data:</p> <ul style="list-style-type: none">N/A

Description	Details
Duration of the Processing of Content	The duration of this Call-Off Contract (including any Extension periods)
Nature and purposes of the Processing of Content	The processing takes place to assist the NIHR (as part of DHSC) to fund health and care research and translate discoveries into practical products, treatments, devices and procedures, involving patients and the public in all our work
Type of Personal Data	<p>The NIHR Hub (Corporate IT services) – Including email, document storage and sharing and other collaboration and productivity tools including a corporate directory.</p> <p>Data collected:</p> <ul style="list-style-type: none"> • Formal interactions with NIHR – increasingly NIHR will ask researchers for an ORCID identifier as a consistent and universal identifier of a researcher across NIHR and beyond. • Name, email address and organisational unit. Some services may optionally ask for additional data such as date of birth in order to fully participate • Additional information including contract details and job title; associations with organisations and institutions and association with various NIHR activities • For funding applicants possibly collect additional sensitive data relating to equality and diversity (such as ethnicity). This is done by a dedicated Equality and Diversity Reporting System and the information is separately encrypted.
Categories of Data Subject	Staff (including volunteers, agents and temporary workers), customers/clients, suppliers, patients, students / pupils, members of the public, users of any NIHR website or service
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	<p>As set out in the Supplier's Exit Management Plan and follows the NIHR Data Retention Strategy which is based on and flows from the DHSC Information Management Policy.</p> <p>The approach will be revised if and when necessary.</p>

Third Party Terms associated with the Third Party Components may provide further details on data processing activity and are deemed to be incorporated into this annex.

Annex 2: Joint Controller Agreement – Not used

