

# NFC153 Microsoft Aggregation – Order Form and Contract

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Note: There is no Attachment 1 or 2 to the Order Form and the Joint and Call-Off Schedules are those utilised in this contract (the numbers not seen are not part of this contract).

Confidential  
Confidential  
Confidential

## ORDER FORM

CALL-OFF REFERENCE: SABP Microsoft Enterprise Licences

THE BUYER: Surrey and Borders Partnership NHS Foundation Trust

BUYER ADDRESS Surrey and Borders Partnership NHS Foundation Trust,  
Leatherhead House, Station Road, Leatherhead, Surrey  
KT22 7ET

THE SUPPLIER: Phoenix Software

SUPPLIER ADDRESS: Bytes House, Randalls Way, Leatherhead, KT22 7TW

REGISTRATION NUMBER: VAT: 755 3490 15

Company Number: 02548628

DUNS NUMBER: 763/488/178

SID4GOV ID: **To be completed by the supplier prior to signing**

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **01/01/2023**. It's issued under the Framework Contract with the reference number RM6068 for the provision of Technology Products and Associated Services.

CALL-OFF LOT(S):

- Lot 3 Software & Associated Services

### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Attachments.
2. Joint Schedule 1(Definitions and Interpretation) RM6068
3. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6068
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 10 (Rectification Plan)

Framework Ref: RM6068  
Project Version: Published v1.0  
Model Version: v3.2

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- Joint Schedule 11 (Processing Data)
- Call-Off Schedules for this contract
  - Call-Off Schedule 6 (ICT Services)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 14 (Service Levels)
- 4. CCS Core Terms (version 3.0.6) (including those amends from the Framework Award Form)
- 5. Joint Schedule 5 (Corporate Social Responsibility) RM6068
- 6. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.
- 7. Annex B Call-Off Schedule 6 (ICT Services)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery. For the avoidance of doubt, the Buyer will still be bound by the terms of their Enterprise Agreement with Microsoft, which is a separate signed document and outside of this Call-Off Contract.

### CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

None

CALL-OFF START DATE: **01/01/2023**

CALL-OFF EXPIRY DATE: **31/12/2025** - Three (3) Years after the initial enrolment date (except where the Optional Extension Period is taken, then the Call-Off Expiry Date shall be Four (4) Years after the initial enrolment date). Call-Off Contract to co-term and expire at the same date as agreement with Microsoft –

CALL-OFF INITIAL PERIOD: Three (3) Years from the initial enrolment date

CALL-OFF OPTIONAL EXTENSION PERIOD: One (1) Year

### CALL-OFF DELIVERABLES

See Attachment 3 Statement of Requirements

### LOCATION FOR DELIVERY

There is no physical delivery required.

### DATES FOR DELIVERY OF THE DELIVERABLES

Framework Ref: RM6068  
Project Version: Published v1.0  
Model Version: v3.2

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Expiry of existing licensing is outlined in Attachment 4 Price Schedule. Initial licensing and enrolment must be completed in line with 18.1 of Attachment 3 Statement of Requirements.

### **TESTING OF DELIVERABLES**

None

### **WARRANTY PERIOD**

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be 90 days.

### **MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is set out in Attachment 4 Price Schedule.

### **CALL-OFF CHARGES**

See Attachment 4 Price Schedule and see details in Attachment 3 Statement of Requirements

### **REIMBURSABLE EXPENSES**

None

### **PAYMENT METHOD**

Buyer shall pay by BACs following a valid PO Invoice

### **BUYER'S INVOICE ADDRESS:**

SABP, RXX Payables 6595, 5 Phoenix House, Topcliffe Lane, Wakefield, WF3 1WE.  
sbs.apinvoicing@nhs.net

### **BUYER'S AUTHORISED REPRESENTATIVE**

George Malpartida -CTO  
george.malpartida@sabp.nhs.uk

### **BUYER'S DATA PROTECTION OFFICER**

Doug Stewart - Director of Digital Insight and Experience & CCIO  
doug.stewart@sabp.nhs.uk

### **BUYER'S ENVIRONMENTAL POLICY**

n/a – not in existence.

### **BUYER'S SECURITY POLICY**

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<b>POLICY REFERENCE NUMBER: POLICY REF:</b>	
SABP/IM-T/0003	
<b>POLICY NAME:</b>	
Information Security Policy	
<b>BRIEF OUTLINE OF THIS POLICY</b>	
To establish and maintain the confidentiality, integrity, and availability of information assets owned, held, or remotely managed by our Trust.	
<b>Version Number</b>	6.0
<b>Approving Committee</b>	Executive Board
<b>Policy Category</b>	Digital
<b>Executive Lead</b>	Chief Digital and Information Officer
<b>Name of Author</b>	Chief Technology Officer
<b>Date Approved</b>	30 <sup>th</sup> August 2022
<b>Date Issued</b>	30 <sup>th</sup> August 2022
<b>Target Audience</b>	All authorised users of Trust information assets whether they are permanent, temporary, locum, seconded, contracted, honorary or volunteer.
<b>KEY PRINCIPLES ABOUT THIS POLICY</b>	
1.	Provides a consistent approach to information security for users of Trust information assets;
2.	Provides assurance to people who use our services.
3.	Enables our Trust to meet its legal and regulatory obligations. Ensures that all members of staff are aware of and fully comply with the relevant legislation as described in this and other policies.
<b>This policy has been reviewed and is compliant with the most up to date Code of Practice and NICE Guidelines</b>	
<b>Title of Code of Practice</b>	<b>NICE Reference Number(s)</b>
Data Protection Act 2018	
General Data Protection Regulation	

**SUPPLIER’S AUTHORISED REPRESENTATIVE**

Keith Martin

[bidsadmin@phoenixs.co.uk](mailto:bidsadmin@phoenixs.co.uk)

**SUPPLIER’S CONTRACT MANAGER**

Keith Martin

[bidsadmin@phoenixs.co.uk](mailto:bidsadmin@phoenixs.co.uk)

**SUPPLIER’S DATA PROTECTION OFFICER**

Trevor Hutchinson

Trevor-hutchinson@phoenixs.co.uk 01904 562293

Amy Trimble

Amy-trimble@phoenixs.co.uk 01904 928180

**PROGRESS REPORT FREQUENCY**

Framework Ref: RM6068

Project Version: Published v1.0

Model Version: v3.2

## **NFC153 – Order Form and Contract**

As Per Call-Off Schedule 14 and the Account Management Plan outlined in Attachment 3 Statement of Requirements.

### **PROGRESS MEETING FREQUENCY**

As Per the Account Management Plan outlined in Attachment 3 Statement of Requirement.

### **KEY STAFF**

Sales Manager – Keith Martin

[Keith-Martin@phoenixs.co.uk](mailto:Keith-Martin@phoenixs.co.uk) 01904 562220

Managing Director – Samantha Mudd

[Samantha-Mudd@phoenixs.co.uk](mailto:Samantha-Mudd@phoenixs.co.uk) 01904 562200

### **Surrey & Borders NHS**

Account Manager – Rohan Anwar

[Rohan-anwar@phoenixs.co.uk](mailto:Rohan-anwar@phoenixs.co.uk) 01904 928239

Sales Manager – Ben Lopez

[Ben-lopez@phoenixs.co.uk](mailto:Ben-lopez@phoenixs.co.uk) 01904 562334

Microsoft Licensing Specialist – Sam Mephram

[Sam-mephram@phoenixs.co.uk](mailto:Sam-mephram@phoenixs.co.uk) 07834 342221

### **KEY SUBCONTRACTOR(S)**

Not applicable

### **COMMERCIALY SENSITIVE INFORMATION**

As set out in Call-Off Schedule 4 – Commercially Sensitive Information  
Order Form Attachment 4 – Price Schedule

### **SERVICE CREDITS**

Not applicable

### **ADDITIONAL INSURANCES**

Not applicable

### **GUARANTEE**

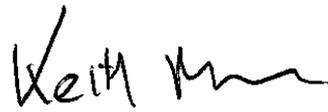
Not applicable

### **SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

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<b>For and on behalf of the Buyer:</b>	
Signature:	
Name:	Lei Wei
Role:	CFO
Date:	23/02/2023
Signature:	
Name:	Graham Wareham
Role:	Chief Executive
Date:	23 Feb 2023

<b>For and on behalf of the Supplier:</b>	
Signature:	
Name:	Keith Martin
Role:	Sales Director
Date:	23/1/2023

# ORDER FORM ATTACHMENT 3 – STATEMENT OF REQUIREMENTS

## 1. PURPOSE

- 1.1 This procurement seeks to procure the Goods and/or Services, on behalf of the Buyers, from the successful Supplier.
- 1.2 This procurement is broken down into 2 Lots – All Contracting Authorities in this NFC153 aggregation have the same requirements as stated within this Attachment 3.

## 2. LIST OF CONTRACTING AUTHORITIES

- 2.1 The following organisations are participants of this further competition:

- 2.1.1 Lot 1 Local Government

- 2.1.1.1 Ipswich Borough Council

- 2.1.1.2 London Borough of Bexley Council

Buyer has indicated they may be interested in E5 ramp discounts. As per Attachment 4 Price Schedule please bid without ramp pricing. Ramp options and pricing to be discussed post award.

- 2.1.1.3 London Borough of Merton

Buyer has indicated they may be interested in E5 ramp discounts. As per Attachment 4 Price Schedule please bid without ramp pricing. Ramp options and pricing to be discussed post award.

- 2.1.1.4 London Borough of Tower Hamlets

Buyer has indicated they are likely to opt for E5 ramp discount. As per Attachment 4 Price Schedule please bid without ramp pricing. Ramp options and pricing to be discussed post award.

- 2.1.1.5 Kirklees Metropolitan Council

- 2.1.1.6 Royal Borough of Windsor and Maidenhead

- 2.1.1.7 Tewkesbury Borough Council

Buyer has indicated they may be interested in E5 ramp discounts. As per Attachment 4 Price Schedule please bid without ramp pricing. Ramp options and pricing to be discussed post award.

- 2.1.1.8 West Berkshire Council
- 2.1.1.9 Wolverhampton City Council

2.1.2 Lot 2 Other

- 2.1.2.1 Centre for Environment, Fisheries and Aquaculture Science (CEFAS)
- 2.1.2.2 Competition and Markets Authority
- 2.1.2.3 Countess Of Chester Hospital NHS Foundation Trust
- 2.1.2.4 East of England Ambulance Service
- 2.1.2.5 Crown Commercial Service
- 2.1.2.6 Homes England
- 2.1.2.7 Surrey and Borders Partnership NHS Foundation Trust
- 2.1.2.8 Sussex Police & Crime Commissioner, Office of the
- 2.1.2.9 West Suffolk NHS Foundation Trust

- 2.2 Only these organisations (including any future successors) will be eligible to issue Call Off Orders as a result of this NFC153.
- 2.3 Any organisation that becomes a part of these participating organisations as a result of the Machinery of Government Change shall also be included.
- 2.4 Participation in this procurement is not a commitment to enter a contract and the Buyers will use the results of this NFC153 further competition to decide whether they wish to enter into discussions with the winning bidder ahead of signing the contract. Therefore Bidders are reminded of the importance of submitting their most advantageous offers in response to this procurement.

### **3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 For the purposes of NFC153, Crown Commercial Service (CCS) is acting as an agent on behalf of the Buyers participating in this aggregated procurement. All contracts and service offerings resultant from this procurement will be between the winning Supplier and the Buyers participating in NFC153.

## 4. DEFINITIONS

Expression or Acronym	Definition
Account Management Plan	Means; the activities outlined at section 18 of this document
Agreement with Microsoft	Means; any volume license agreement with Microsoft procured as part of the Contract
Buyer	Means; any Contracting Authority as defined within the scope of this bid pack
EA	Enterprise Agreement
EES	Enrolment for Education Solutions
ESA	Enterprise Subscription Agreement
Order Form	Means; the Draft Order Form at Attachment 6 – Order Form of this bid pack
Price/Pricing Schedule	Means; Attachment 4 - Price Schedule of this bid pack.
SCE	Server and Cloud Enrolment
Supplier	Means; you, your organisation you represent

## 5. SCOPE OF REQUIREMENT

- 5.1 Buyers require Microsoft Volume Licensing agreements to cover their current and future Microsoft estate. Some products may sit outside of the Buyer's main agreement, either because it is not eligible or at the Buyer's request due to a more cost-effective option.
- 5.2 All Microsoft Software is in scope of this contract.
- 5.3 Microsoft Hardware and/or extended warranty products are specifically out of scope of this contract.
- 5.4 The current and/or desired estate of Buyers is outlined in the Pricing Schedule and includes products such as:
- 5.4.1 M365 (E3 and E5)
  - 5.4.2 CIS and SCCM Data Centre
  - 5.4.3 CIS and SCCM Standard
  - 5.4.4 SQL Server
  - 5.4.5 Visual Studio
  - 5.4.6 Visio

- 5.4.7 Project
- 5.4.8 Teams
- 5.4.9 Azure
- 5.5 It should be noted that the contract shall include variations to the Buyer's Microsoft estate such that the Buyer may procure different Microsoft products. This may be to either replace those owned previously, or expand their Microsoft estate. Such variations must be made in accordance with the Contract variation procedure and adhere to any applicable laws and regulations.
- 5.6 Prior to enrolment in their Agreement with Microsoft, the Buyer may amend their estate from that stated in the Price Schedule. This may be to account for volume amendments or a different estate strategy.
- 5.7 The Supplier must provide any in scope Microsoft products to the Buyer where requested.

## **6. THE REQUIREMENT**

- 6.1 NFC153 seeks to procure Goods and/or Services on behalf of the Buyers from the Supplier(s).
- 6.2 In each Lot, the successful Supplier will be invited to enter into Call Off Contracts to supply the Goods and/or Services to each Buyer (a separate Call Off Contract with each Buyer).
  - 6.2.1 Any new Supplier to that Buyer will be expected to complete financial and/or security information.
- 6.3 This Statement of Requirement and any responses within the eSourcing Suite to each of the Questionnaires will become contractually binding by being included in the final Call Off Contract.
- 6.4 The Supplier shall enrol each Buyer into an Agreement with Microsoft for a period of three years, unless otherwise stated in the Order Form and Price Schedule.
- 6.5 In some instances, the Buyer may decide to not enter into an EA for certain licenses. This is clearly specified in the Price Schedule, along with the type of pricing programme the Buyer would prefer for those licenses.
- 6.6 Buyers that are eligible to access the DTA21 discounts have self-certified their eligibility. This is highlighted in the Pricing tab for each Lot at Attachment 4 - Price Schedule
- 6.7 Buyers in the Education sector may decide to use an EES instead of an EA if they are eligible.
- 6.8 Buyers from the Health sector shall receive, where eligible, N365 discounts.
- 6.9 The Supplier shall ensure additional license requirements are added to the Buyer's existing Agreement with Microsoft, unless the Buyer requests otherwise.

- 6.10 The Supplier shall work with the Buyer to conduct an annual true-up/ true- down review of the Buyer estate. Such a review shall be conducted in line with the Account Management Plan.
- 6.11 Full details of dates and requirements from the Supplier are outlined in Section 18 Account Management Plan.
- 6.12 A full breakdown of Buyer's Microsoft license requirements, volumes and dates are outlined within the Attachment 4 - Price Schedule.

## **7. KEY MILESTONES AND DELIVERABLES**

- 7.1 Failure to meet the dates set out in Section 18 Account Management Plan and/or Invoice Schedule shall be deemed a Critical Service Failure under the Contract.

## **8. MANAGEMENT INFORMATION/REPORTING**

- 8.1 The Supplier shall ensure the Buyer portal enables the Buyer to access reports that show as a minimum:
  - 8.1.1 The current licenses deployed by the Buyer
  - 8.1.2 The current licenses purchased by the Buyer (this report should include undeployed licenses and/or licenses deployed over and above the purchased items)
- 8.2 Where Azure is utilised under this contract, then the Buyer must have access to monthly usage reports as well as annual usage reports.

## **9. VOLUMES**

- 9.1 An estimate of current volumes is outlined in the Attachment 4 Price Schedule.
- 9.2 It should be noted that the contract shall include variations to the Buyer's Microsoft estate such that the Buyer may procure different Microsoft products. This may be to either replace those owned previously, or expand their Microsoft estate. Such variations must be made in accordance with the Contract variation procedure and adhere to any applicable laws and regulations.
- 9.3 Prior to enrolment in their Agreement with Microsoft, the Buyer may amend their estate from that stated in the Pricing Schedule, this may be to account for volume amendments or a different estate strategy.
- 9.4 Buyers are entitled to true-up at any point in their contract.
- 9.5 Buyers are entitled to true-down for EA products annually at the EA anniversary date, where true-downs are permissible through other types of Agreements with Microsoft the Buyer decides to take (e.g. EES) then the Supplier shall notify the Buyer when this is permitted.

## 10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Buyer during the Contract review meetings.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

## 11. SOCIAL VALUE

- 11.1 The Supplier shall provide to the Buyer the yearly report provided as part of 3.1.8 of Joint Schedule 5 Corporate Social Responsibility of Attachment 5 - Terms and Conditions, on steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.
- 11.2 The Supplier shall minimise, where possible, the carbon footprint of all services delivered under this Contract.
- 11.3 Where requested by the Buyer, the Supplier shall provide a statement on how they are delivering on 11.2.
- 11.4 Where requested by the Buyer, the Supplier shall provide a social value plan to the Buyer detailing how their social value activities set out in Call-Off Schedule 4 will be applied to that Buyer's social value priorities. The following process shall apply:
  - 11.4.1 Buyer requests social plan and provides the Supplier with their social value priorities and/or objectives and targets
  - 11.4.2 The Supplier drafts the plan to show how the social value activities set out in Call-Off Schedule 4 (the Supplier's response to question 4.1 at bid stage) supports the Buyer's priorities/objectives as provided as part of 11.4.1.  
For the avoidance of doubt, nothing precludes the Supplier from detailing additional social value aspects not set out in Call-Off Schedule 4 providing this does not incur further costs to the Buyer
  - 11.4.3 The Supplier will send the draft plan to the Buyer within 10 working days following receipt of request and the social value priorities/objectives (as per 11.4.1) from the Buyer
  - 11.4.4 The Buyer will review the social value plan and either
    - 11.4.4.1 accept within 10 working days; or
    - 11.4.4.2 work with the Supplier to reach an agreed plan within a timescale agreed by both parties.

## **12. QUALITY**

- 12.1 The Supplier shall have (and maintain throughout the life of the Contract) Microsoft Gold Accreditation, or equivalent, and associated competencies.
- 12.2 The Supplier shall maintain Licensing Solution Partner (LSP) status with Microsoft throughout the life of the Contract.
- 12.3 The Supplier shall be a Microsoft FastTrack specialist with capability to support ongoing migrations and provide remote guidance and advice.

## **13. PRICE**

- 13.1 Supplier margins within the Price Schedule may not be increased throughout the life of the Contract, regardless of the products ordered by the Buyer.
- 13.2 Supplier margins may be reduced at any point by the Supplier.
- 13.3 Prices for all ordered products shall be fixed from the point of order (this may be at enrolment or where new products are added to the Contract and therefore ordered from Microsoft).
- 13.4 For the avoidance of doubt, any true-ups for the same product shall remain at the fixed price, generated by the first ordering of that product type.
- 13.5 New products added to the Contract shall be charged at the list price from Microsoft with the addition of the Supplier Maximum Margin (as stated in the Price Schedule).
- 13.6 Once a new product has been added to the Contract, the pricing shall be fixed for all future years and any true-ups.
- 13.7 Prices are in the Price Schedule and exclude VAT and include all other expenses relating to Contract delivery.

## **14. STAFF AND BUYER SERVICE**

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service. Examples of these activities are:
  - 14.1.1 Suppliers to be proactive in managing transaction ordering, with commitments to response times for quotes, order processing, issue resolution etc;
  - 14.1.2 Proactive advice on licence options prior to purchase on all MS products;
  - 14.1.3 Licence exploitation workshops and advice;
  - 14.1.4 Proactive roadmap sessions
  - 14.1.5 Regular account management sessions

- 14.2 The Supplier shall provide a dedicated account manager to each Buyer. This account manager shall be Key Supplier Staff.
- 14.3 The Supplier shall provide a dedicated support team.
- 14.4 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience, being (MCP) License experts, in order to deliver the Contract to the required standard, including the support and infrastructure optimisation advice required by Section 18 Account Management Plan.
- 14.5 The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent Buyer service to the Buyer throughout the duration of the Contract.
- 14.6 The Supplier shall provide ad hoc assistance (on demand) to use the Microsoft VLSC portal or the Supplier portal (as appropriate) to carry out user profiling.
- 14.7 The Supplier shall ensure staff with relevant qualifications and experience are accessible within normal UK working hours.

## **15. SERVICE LEVELS AND PERFORMANCE**

- 15.1 The Buyer will measure the quality of the Supplier's delivery by reviewing Supplier performance against Section 18 Account Management Plan and the Invoice Schedule.
- 15.2 Failure to meet any aspect of the Account Management Plan and/or Invoice Schedule shall be deemed a Critical Service Failure under the Contract.

## **16. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 16.1 Any specific security requirements pertaining to attendance to Buyer premises or handling of Buyer data are specified in the Order Form.

## **17. QUOTES, INVOICING AND PAYMENT**

- 17.1 Invoices should be submitted to an address determined by the Buyer as per the final completed Order Form.
- 17.2 Invoices may only be submitted once an order has been successfully processed.
- 17.3 Invoices and quotes must show the list price from Microsoft and the margin applied by the Supplier broken down by each product type. The breakdown can be supplied as a separate document, but must be supplied at the same time as the Invoice.
- 17.4 Quotes must show services that will incur an extra charge.
- 17.5 Invoices must show services provided that have incurred an extra charge.

17.6 Licenses are to be billed annually in advance, with newly added licenses to be charged pro-rata and billed as they are ordered and added to the Contract.

17.7 Consumption for Azure will be billed according to the type of plan the Buyer has.

17.8 Invoice Schedule:

Enrolment Date	Invoice for Year 1 initial Agreement with Microsoft product set (as refined in enrolment period)
Throughout Year 1	Where the Buyer adds true-up products or product additions, pro-rata invoices are issued once the product is added to Contract. Where applicable, Azure consumption is invoiced.
1st Year Anniversary Date	Invoice for Year 2 Agreement with Microsoft amended product set (including true-up licenses and accounting for any true-downs)
Throughout Year 2	Where the Buyer adds true-up products or product additions, pro-rata invoices are issued once the product is added to Contract. Where applicable, Azure consumption is invoiced.
2nd Year Anniversary Date	Invoice for Year 3 Agreement with Microsoft amended product set (including true-up licenses and accounting for any true-downs)
Throughout Year 3	Where the Buyer adds true-up products or product additions, pro-rata invoices are issued once the product is added to Contract. Where applicable, Azure consumption is invoiced.
<b>Below Year 4 applies ONLY where the Buyer invokes the optional one (1) year extension</b>	
3rd Year Anniversary Date	Invoice for Year 4 product set – likely to be a new enrolment year of Agreement with Microsoft
Throughout Year 4	Where the Buyer adds true-up products or product additions, pro-rata invoices are issued once the product is added to Contract. Where applicable, Azure consumption is invoiced.

17.9 Payment terms shall be 30 days from a valid invoice, unless other payment terms are agreed between the Buyer and Supplier.

17.10 The Supplier shall comply with Buyer requirements for set up and invoicing via any e-payment systems. The Supplier shall not charge for any differing requirements per Buyer around invoicing.

## 18. ACCOUNT MANAGEMENT PLAN

18.1 Prior to the enrolment with Microsoft, the Supplier shall assist the Buyer, including separate assistance to Buyer entities named in paragraph 2 of this Statement of Requirements, in the enrolment process. Coordinating between the Buyer and Microsoft where necessary to ensure the enrolment process is completed at least two weeks prior to the necessary enrolment date.

18.2 As a minimum, the Supplier shall follow the below Account Management Plan for every Buyer entity named in paragraph 2 of this Statement of Requirements:

Year	By End of Month	Activity
1	2	Software Assurance activation, discussion of added value of Software Assurance and access to Customer Transformation Programme
	6	Buyer Meeting
	8	Meeting for Infrastructure Optimisation (IO) and Deployment
	9	True-up/down Engagement
	12	True-up/down Completed Meeting for Infrastructure Optimisation (IO) and Deployment
2	14	Buyer Meeting
	17	EA Value Briefing (Microsoft driven)
	18	Meeting for Infrastructure Optimisation (IO) and Deployment
	21	True-up/down Engagement
	24	True-up/down Complete Meeting for Infrastructure Optimisation (IO) and Deployment
3	26	Buyer Meeting
	30	Meeting for Infrastructure Optimisation (IO) and Deployment

	33	True-up/down Engagement
	36	True-up/down Complete
<b>Below Year 4 applies ONLY where the Buyer invokes the optional one (1) year extension</b>		
4	38	For re-enrolment of Agreement with Microsoft - Software Assurance activation, discussion of added value of Software Assurance and access to Customer Transformation Programme
	38	Buyer Meeting
	42	Meeting for Infrastructure Optimisation (IO) and Deployment
	45	True-up/down Engagement
	48	True-up/down Complete

- 18.3 Software Assurance activation refers to the Supplier ensuring the Buyer is enrolled in the relevant Software Assurance programme within any minimum time windows. The benefits of free Software Assurance should be explained to the Buyer by the Supplier.
- 18.4 Buyer meetings refer to contract review meetings. Such meetings shall cover Contract procedural elements, such as variation forms, change of key staff and invoicing.
- 18.5 During Infrastructure Optimisation (IO) and Deployment meetings the Supplier shall:
- 18.5.1 present possible amends to the Buyer estate to deliver a more cost effective and proactive solution;
  - 18.5.2 identify unnecessary products currently in the Buyer estate and suggest solutions that combine or utilise different licenses that would benefit the Buyer;
  - 18.5.3 clearly outline the cost/benefit analysis for any proposed solutions or amendments;
  - 18.5.4 discuss any software assurance issues or requirements; and
  - 18.5.5 present data from portal telemetry to ensure true down processes for any users not utilising licenses.
- 18.6 True-up/down Engagement follows on from the Infrastructure Optimisation (IO) and deployment meeting, to discuss whether the Buyer wishes to move to the

proposed solutions. It should also cover any ad hoc true-ups or newly added products throughout the year.

- 18.7 True-up/down Completed refers to all final paperwork completed and the order for the new year being issued to Microsoft (note this should be done in ample time prior to the anniversary date for a smooth transition to the new year).
- 18.8 Attendance at Contract Review or Infrastructure Optimisation (IO) meetings shall be at the Supplier's own expense.
- 18.9 By agreement between both Parties, all meetings may take place virtually.

## **19. LOCATION**

- 19.1 The Services are for licensing, a physical delivery is not required.

## ORDER FORM ATTACHMENT 4 – PRICE SCHEDULE

BUYER	ESTIMATED YEAR 1 CONTRACT VALUE	ESTIMATE ANNUAL AZURE PRICE	ESTIMATED TOTAL CONTRACT VALUE (ACROSS 3 YEARS)
Surrey and Borders Partnership NHS Foundation Trust	£ 1,013,990.96 <i>*with Yr1 at DHSC21 (N365) MOU discount</i>	n/a - no Azure spend declared	£ 3,793,187.69 <i>*with Yrs 2 &amp; 3 at DTA21 MOU discounts</i>

Maximum Margin (shall apply to any new products added to the Contract not detailed in the Current or Planned Buyer Requirements as set out below) (% to 4 decimal places)	
Buyer	Maximum Margin
Surrey and Borders Partnership NHS Foundation Trust	0.7%

Current or Planned Buyer Requirements						Year 1	Year 2	Year 3	
Buyer	Current expiry / Date of new enrolment	Enrolment Type	Product Code	Product Description	Volume	Supplier Margin (% to 4 decimal places).	Supplier Margin (% to 4 decimal places).	Supplier Margin (% to 4 decimal places).	Comment
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	6EN-00002	AzureActvDrctryP2K ShrdSvr ALNG SubsVL MVL PerUsr	3,901	-1.7500%	-1.5000%	-1.5000%	No comment returned with tender
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Dynamics 365 Customer Voice Trial	Unlimited	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Dynamics 365 P1 Trial for Information Workers	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Dynamics 365 Sales Premium Viral Trial	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Dynamics 365 Talent: Onboard	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	AAA-10732	Enterprise Mobility + Security E3	3901	-0.7500%	-7.0000%	-7.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	3JJ-00003	Microsoft 365 Apps for enterprise	161	-0.7500%	-8.0000%	-8.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	TJ7-0001	Microsoft 365 Audio Conferencing	400	100.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	QLS-00003	Microsoft Defender for Endpoint P2	2	-1.5000%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Microsoft Power Apps Plan 2 Trial	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Microsoft Power Automate Free	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Microsoft Stream Trial	Unlimited	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	MQG-00002	Teams Rooms Standard Sub Per Device	2	-3.0000%	0.0000%	0.0000%	

Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	V9B-00001	Teams Rooms Pro	1	-3.0000%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	T6A-00024	Office 365 E1	1	0.2500%	0.0000%	0.0000%	No comment returned with tender
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	AAA-10842	Office 365 E3	3895	-0.7500%	-7.5000%	-7.5000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	SPU-00002	Power Automate Sub Per User	1	-0.2500%	-0.2500%	-0.2500%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	SEJ-00002	Power Apps per user plan	3851	-0.7500%	-0.5000%	-0.5000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Power BI (free)	Unlimited	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	NK4-00002	Power BI Pro	50	-1.5000%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Power Pages vTrial for Makers	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	n/a	Power Virtual Agents Viral Trial	10000	1.0000%	1.0000%	1.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	TRS-00002	Project Plan 1	15	0.2500%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	7LS-00002	Project Plan 3	69	0.2500%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	N9M-00001	Remote Help Add On	250	-1.5000%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	HWN-00002	Visio Plan 1	20	0.2500%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	N9U-00002	Visio Plan 2	116	0.2500%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	7BT-00005	Windows 365 Enterprise 2 vCPU, 8 GB, 128 GB	12	-3.0000%	0.0000%	0.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	DDW-00003	D365 Customer Service Sub Per User	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	DEH-00003	D365 Field Service Sub Per User	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	SFV-00001	D365 Finance Sub Per User	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	UUF-00001	D365 Human Resources Sub Per User	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	MTH-00001	D365 Team Members Sub Per User	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	IJP-00008	D365 Voice & OC Bundle Sub Add-on	1	2.2500%	2.0000%	2.0000%	
Surrey and Borders Partnership NHS Foundation Trust	31/12/2022	ESA	EVX-00002	Stream Sub Per User	1	2.2500%	2.0000%	2.0000%	

## CORE TERMS

### 1. DEFINITIONS USED IN THE CONTRACT

1.1 Interpret this Contract using Joint Schedule 1 (Definitions).

### 2. How the contract works

2.1 The Supplier is eligible for the award of Call-Off Contracts during the Framework Contract Period.

2.2 CCS doesn't guarantee the Supplier any exclusivity, quantity or value of work under the Framework Contract.

2.3 CCS has paid one penny to the Supplier legally to form the Framework Contract. The Supplier acknowledges this payment.

2.4 If the Buyer decides to buy Deliverables under the Framework Contract it must use Framework Schedule 7 (Call-Off Award Procedure) and must state its requirements using Framework Schedule 6 (Order Form Template and Call-Off Schedules). If allowed by the Regulations, the Buyer can:

- make changes to Framework Schedule 6 (Order Form Template and Call-Off Schedules)
- create new Call-Off Schedules
- exclude optional template Call-Off Schedules
- use Special Terms in the Order Form to add or change terms

2.5 Each Call-Off Contract:

- is a separate Contract from the Framework Contract
- is between a Supplier and a Buyer
- includes Core Terms, Schedules and any other changes or items in the completed Order Form
- survives the termination of the Framework Contract

2.6 Where the Supplier is approached by an eligible buyer requesting Deliverables or substantially similar goods or services, the Supplier must tell them about this Framework Contract before accepting their order. The Supplier will promptly notify CCS if the eligible buyer won't use this Framework Contract.

2.7 The Supplier acknowledges it has all the information required to perform its obligations under each Contract before entering into a Contract. When information is provided by a Relevant Authority no warranty of its accuracy is given to the Supplier.

2.8 The Supplier won't be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:

- verify the accuracy of the Due Diligence Information
- properly perform its own adequate checks

2.9 CCS and the Buyer won't be liable for errors, omissions or misrepresentation of any information.

2.10 The Supplier warrants and represents that all statements made and documents submitted as part of the procurement of Deliverables are and remain true and accurate.

### **3. What needs to be delivered**

#### **3.1 All deliverables**

3.1.1 The Supplier must provide Deliverables:

- that comply with the Specification, the Framework Tender Response and, in relation to a Call-Off Contract, the Call-Off Tender (if there is one)
- to a professional standard
- using reasonable skill and care
- using Good Industry Practice
- using its own policies, processes and internal quality control measures as long as they don't conflict with the Contract
- on the dates agreed
- that comply with Law
- that meet the Test Success Criteria

3.1.2 The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.

#### **3.2 Goods clauses**

3.2.1 All Goods delivered must be new, or as new if recycled, unused and of recent origin. The relevant Buyer must agree in writing to supply of Goods that are not new.

3.2.2 The supplier warrants that all Goods ;

- are sourced directly from the manufacturer or an authorised reseller and;
- are sold by manufacturer or with its consent within the UK and the European Economic Area ;
- where necessary are accompanied by a valid software license ;
- are eligible for manufacturer's warranty ;
- are eligible for manufacturer's support services and;
- will be reported back to manufacturer as sold to the relevant Buyer.

## Core Terms

3.2.3 The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.

3.2.4 Risk in the Goods transfers to the Buyer on Delivery of the Goods, but remains with the Supplier if the Buyer notices damage following Delivery and lets the Supplier know within 3 Working Days of Delivery.

3.2.5 The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.

3.2.6 The Supplier must deliver the Goods on the date and to the specified location during the Buyer's working hours.

3.2.7 The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.

3.2.8 All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.

3.2.9 The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.

3.2.10 The Supplier must indemnify the Buyer against the costs of any Recall of the Goods and give notice of actual or anticipated action about the Recall of the Goods.

3.2.11 The Supplier shall provide product lifecycle information, including product roadmaps, on request of the Buyer. Where the Supplier becomes aware that Goods are to become End of Life, the Supplier shall use all reasonable endeavours to give the Buyer three (3) Months' notice of this; in any event, the Supplier shall notify the Buyer when Goods are End of Life.

3.2.12 The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Goods that the Buyer rejects because they don't conform with Clause 3. If the Supplier doesn't do this it will pay the Buyer's costs including repair or re-supply by a third party.

3.2.13 The Buyer shall have the right to require that the Deliverables be subjected to the Tests specified in the Order Form.

The Supplier shall ensure the Deliverables are available for Testing at the start of the scheduled Test Period, and the Tests shall be carried out during the scheduled Test Period.

The Party conducting the Tests will record them as successful and inform the other Party accordingly where the Test Success Criteria are met by the end of the scheduled Test Period.

## Core Terms

The Party conducting the Tests will record them as unsuccessful and inform the other Party accordingly where the Test Success Criteria are not met by the end of scheduled Test Period.

Without prejudice to Clauses 5 and 20 of the Core terms, where the Test Success Criteria are not met within the scheduled Test Period the Buyer shall have the right either;

- to direct the Supplier to correct the issues that resulted in failure to satisfy the Test Success Criteria, and to resubmit the relevant Deliverables for Testing  
or;
- to notify the Supplier that testing has been satisfactorily completed subject to rectification of outstanding issues within a period specified by the Buyer. Failure to rectify the relevant issues within the period specified shall be a material Default  
or;
- to reject the relevant Deliverables and to invoke Clause 3.2.12  
or;
- to reject the relevant Deliverables treating this as a material default and invoking the Buyer's termination right under Clause 10.4.1

3.2.14 The Supplier shall have access to a sufficient stock of spare devices that have been specified as business critical on the Order Form or elsewhere in the relevant Call-Off Contract to allow the Buyer to initiate business-critical swaps of faulty devices, or to address Dead On Arrival/Installation (DOA/DOI) business critical issues, with replacement by the same model and specification of device. Upon notification by the Buyer of the requirement for a business-critical swap or DOA/DOI business critical issue, the Supplier shall swap the device with a spare device within twenty-four (24) hours of the Buyer reporting the issue.

For the avoidance of doubt, the Buyer shall not Approve any DOA/DOI devices, and for the purposes of any Implementation Plan such Goods shall be deemed as not having been Delivered.

3.2.15 The Supplier shall ensure:

- it has access to a sufficient stock of spare components to undertake repairs to Goods in accordance with warranty requirements, and in any case to undertake required repairs within a reasonable time period; and
- where Goods are repaired or replaced under warranty, the repaired or replaced Goods shall have either the remainder of the original warranty period or where offered a full warranty period as if supplied as new under the Call-Off Contract

3.2.16 In undertaking any repairs to the Goods, the Supplier shall not replace any parts or components of the Goods with parts or components that are of lower quality or which are

## Core Terms

unsuitable for use in their designed purpose either by the Buyer or a Replacement Supplier, prior to the expiry or termination of the Call-Off Contract (howsoever arising).

3.2.17 The Supplier confirms that where a Buyer has an in-house warranty provider or technical staff who undertake warranty repair work, the Supplier shall work with the in-house warranty provider and/or technical staff to provide any required training to enable the transfer of warranty repair work without cost or loss of service to the Buyer. Where this reduces the cost to the Supplier of providing the warranty, the Supplier shall pass such cost savings on to the Buyer.

3.2.18 Where there is fault in any Goods which cannot be repaired, the Supplier shall ensure and procure that any data residing in any such Goods is removed or destroyed in accordance with HMG Infosec Standard 5 baseline, or as otherwise agreed with the Buyer, at no additional cost to the Buyer, prior to such Goods being returned to any manufacturer or other third party for disposal.

3.2.19 The Buyer has the sole option to remove and retain any hard drives or solid state drives prior to the return of Goods to the Supplier at no additional cost to the Buyer.

3.2.20 The Supplier shall make a stock of Test Devices, for the purpose of testing compatibility with a Buyer's IT infrastructure, available to the Buyer as required. Test Devices shall be shipped to the Buyer's nominated Site on request and at the Supplier's expense. The Buyer shall return Test Devices to the Supplier in the same condition as initially provided to them by the Supplier (unless agreed otherwise between the Parties). Risk and ownership for any Test Devices shall remain with the Supplier.

3.2.21 The Supplier shall where reasonably possible collate information on the failure rate of Goods such that it can trace failure rate by batch, principal reasons for failure, and by Buyer affected by Goods failure. This information will help the Supplier to identify situations of Endemic Failures. In the event of Endemic Failure of the Goods supplied, the Supplier shall inform the Buyer and the Buyer will have the right to reject all Goods in the affected batch and require their replacement by the Supplier at no cost to the Buyer and without prejudice to the Buyer's right of remedies. Endemic Failure also triggers a material Default by the Supplier, entitling the Buyer to terminate the Call-Off Contract.

### **3.3 Services clauses**

3.3.1 Late Delivery of the Services will be a Default of a Call-Off Contract.

3.3.2 The Supplier must co-operate with the Buyer and third party suppliers on all aspects connected with the Delivery of the Services and ensure that Supplier Staff comply with any reasonable instructions.

3.3.3 The Supplier must at its own risk and expense provide all Supplier Equipment

required to Deliver the Services.

3.3.4 The Supplier must allocate sufficient resources and appropriate expertise to each Contract.

3.3.5 The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer's operations, employees or other contractors.

3.3.6 The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.

3.3.7 The Buyer is entitled to withhold payment for partially or undelivered Services, but doing so does not stop it from using its other rights under the Contract.

## 4 Pricing and payments

4.1 In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Order Form.

4.2 CCS must invoice the Supplier for the Management Charge and the Supplier must pay it using the process in Framework Schedule 5 (Management Charges and Information).

4.3 All Charges and the Management Charge:

- exclude VAT, which is payable on provision of a valid VAT invoice
- include all costs connected with the Supply of Deliverables

4.4 The Buyer must pay the Supplier the Charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Order Form.

4.5 A Supplier invoice is only valid if it:

- includes all appropriate references including the Contract reference number and other details reasonably requested by the Buyer
- includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any)
- doesn't include any Management Charge (the Supplier must not charge the Buyer in any way for the Management Charge)

4.6 The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.

4.7 The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this doesn't happen, CCS or the Buyer can publish

the details of the late payment or non-payment.

4.8 If CCS or the Buyer can get more favourable commercial terms for the supply at cost of any materials, goods or services used by the Supplier to provide the Deliverables and that cost is reimbursable by the Buyer, then CCS or the Buyer may either:

- require the Supplier to replace its existing commercial terms with the more favourable terms offered for the relevant items
- enter into a direct agreement with the Subcontractor or third party for the relevant item

4.9 If CCS or the Buyer uses Clause 4.8 then the Framework Prices (and where applicable, the Charges) must be reduced by an agreed amount by using the Variation Procedure.

4.10 CCS and the Buyer's right to enter into a direct agreement for the supply of the relevant items is subject to both:

- the relevant item being made available to the Supplier if required to provide the Deliverables
- any reduction in the Framework Prices (and where applicable, the Charges) excludes any unavoidable costs that must be paid by the Supplier for the substituted item, including any licence fees or early termination charges

4.11 The Supplier has no right of set-off, counterclaim, discount or abatement unless they're ordered to do so by a court.

## **5. The buyer's obligations to the supplier**

5.1 If Supplier Non-Performance arises from an Authority Cause:

- neither CCS or the Buyer can terminate a Contract under Clause 10.4.1
- the Supplier is entitled to reasonable and proven additional expenses and to relief from Delay Payments, liability and Deduction under this Contract
- the Supplier is entitled to additional time needed to make the Delivery
- the Supplier cannot suspend the ongoing supply of Deliverables

5.2 Clause 5.1 only applies if the Supplier:

- gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware
- demonstrates that the Supplier Non-Performance only happened because of the Authority Cause
- mitigated the impact of the Authority Cause

## 6. Record keeping and reporting

6.1 The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Order Form.

6.2 The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract for 7 years after the End Date.

6.3 The Supplier must allow any Auditor access to their premises to verify all contract accounts and records of everything to do with the Contract and provide copies for an Audit.

6.4 The Supplier must provide information to the Auditor and reasonable co-operation at their request.

6.5 If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:

- tell the Relevant Authority and give reasons
- propose corrective action
- provide a deadline for completing the corrective action

6.6 The Supplier must provide CCS with a Self Audit Certificate supported by an audit report at the end of each Contract Year. The report must contain:

- the methodology of the review
- the sampling techniques applied
- details of any issues
- any remedial action taken

6.7 The Self Audit Certificate must be completed and signed by an auditor or senior member of the Supplier's management team that is qualified in either a relevant audit or financial discipline.

## 7. Supplier staff

7.1 The Supplier Staff involved in the performance of each Contract must:

- be appropriately trained and qualified
- be vetted using Good Industry Practice and the Security Policy
- comply with all conduct requirements when on the Buyer's Premises

7.2 Where a Buyer decides one of the Supplier's Staff isn't suitable to work on a contract, the Supplier must replace them with a suitably qualified alternative.

7.3 If requested, the Supplier must replace any person whose acts or omissions have

caused the Supplier to breach Clause 27.

7.4 The Supplier must provide a list of Supplier Staff needing to access the Buyer's Premises and say why access is required.

7.5 The Supplier indemnifies CCS and the Buyer against all claims brought by any person employed by the Supplier caused by an act or omission of the Supplier or any Supplier Staff.

## 8. Rights and protection

8.1 The Supplier warrants and represents that:

- it has full capacity and authority to enter into and to perform each Contract
- each Contract is executed by its authorised representative
- it is a legally valid and existing organisation incorporated in the place it was formed
- there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform each Contract
- it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract
- it doesn't have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract
- it is not impacted by an Insolvency Event
- it will comply with each Call-Off Contract

8.2 The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Supplier provides Deliverables under the Contract.

8.3 The Supplier indemnifies both CCS and every Buyer against each of the following:

- wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts the Contract
- non-payment by the Supplier of any tax or National Insurance

8.4 All claims indemnified under this Contract must use Clause 26.

8.5 CCS or a Buyer can terminate the Contract for breach of any warranty or indemnity where they are entitled to do so.

8.6 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Buyer.

8.7 The Supplier shall assign to the Buyer, or if it is unable to do so, shall (to the extent it is legally able to do so) hold on trust for the sole benefit of the Buyer, all warranties and

indemnities provided by third parties in respect of the Deliverables. Where any such warranties are held on trust, the Supplier shall enforce such warranties in accordance with any reasonable directions that the Buyer may notify from time to time to the Supplier.

## 9. Intellectual Property Rights (IPRs)

9.1 Each Party keeps ownership of its own Existing IPRs. The Supplier gives the Buyer a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, change and sub-license the Supplier's Existing IPR to enable it to both:

- receive and use the Deliverables
- make use of the deliverables provided by a Replacement Supplier

9.2 Any New IPR created under a Contract is owned by the Buyer. The Buyer gives the Supplier a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Contract Period.

9.3 Where a Party acquires ownership of IPRs incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.

9.4 Neither Party has the right to use the other Party's IPRs, including any use of the other Party's names, logos or trademarks, except as provided in Clause 9 or otherwise agreed in writing.

9.5 If there is an IPR Claim, the Supplier indemnifies CCS and each Buyer against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.

9.6 If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer's sole option, either:

- obtain for CCS and the Buyer the rights in Clause 9.1 and 9.2 without infringing any third party IPR
- replace or modify the relevant item with substitutes that don't infringe IPR without adversely affecting the functionality or performance of the Deliverables

## 10. Ending the contract

10.1 The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.

10.2 The Relevant Authority can extend the Contract for the Extension Period by giving the Supplier no less than 3 Months' written notice before the Contract expires.

### 10.3 Ending the contract without a reason

10.3.1 CCS has the right to terminate the Framework Contract at any time without reason or liability by giving the Supplier at least 30 days' notice and if it's terminated Clause 10.5.2 to 10.5.7 applies.

10.3.2 Each Buyer has the right to terminate their Call-Off Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice and if it's terminated Clause 10.5.2 to 10.5.7 applies and for the avoidance of doubt the Buyer shall be liable for the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs.

### 10.4 When CCS or the buyer can end a contract

10.4.1 If any of the following events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:

- there's a Supplier Insolvency Event
- there's a Contract Default that is not corrected in line with an accepted Rectification Plan
- the Relevant Authority rejects a Rectification Plan or the Supplier does not provide it within 10 days of the request
- there's any material default of the Contract
- there's a Default of Clauses 2.10, 9, 14, 15, 27, 32 or Framework Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract
- there's a consistent repeated failure to meet the Performance Indicators in Framework Schedule 4 (Framework Management)
- there's a Change of Control of the Supplier which isn't pre-approved by the Relevant Authority in writing
- there's a Variation to a Contract which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes)
- if the Relevant Authority discovers that the Supplier was in one of the situations in 57 (1) or 57(2) of the Regulations at the time the Contract was awarded
- the Court of Justice of the European Union uses Article 258 of the Treaty on the Functioning of the European Union (TFEU) to declare that the Contract should not have been awarded to the Supplier because of a serious breach of the TFEU or the Regulations
- the Supplier or its Affiliates embarrass or bring CCS or the Buyer into disrepute or diminish the public trust in them

10.4.2 CCS may terminate the Framework Contract if a Buyer terminates a Call-Off Contract for any of the reasons listed in Clause 10.4.1.

10.4.3 If there is a Default, the Relevant Authority can, without limiting its other rights, request that the Supplier provide a Rectification Plan.

10.4.4 When the Relevant Authority receives a requested Rectification Plan it can either:

- reject the Rectification Plan or revised Rectification Plan, giving reasons
- accept the Rectification Plan or revised Rectification Plan (without limiting its rights) and the Supplier must immediately start work on the actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties

10.4.5 Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:

- must give reasonable grounds for its decision
- may request that the Supplier provides a revised Rectification Plan within 5 Working Days

10.4.6 If any of the events in 73 (1) (a) to (c) of the Regulations happen, the Relevant Authority has the right to immediately terminate the Contract and Clause 10.5.2 to 10.5.7 applies.

## **10.5 What happens if the contract ends**

Where the Relevant Authority terminates a Contract under Clause 10.4.1 all of the following apply:

10.5.1 The Supplier is responsible for the Relevant Authority's reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.

10.5.2 The Buyer's payment obligations under the terminated Contract stop immediately.

10.5.3 Accumulated rights of the Parties are not affected.

10.5.4 The Supplier must promptly delete or return the Government Data except where required to retain copies by law.

10.5.5 The Supplier must promptly return any of CCS or the Buyer's property provided under the terminated Contract.

10.5.6 The Supplier must, at no cost to CCS or the Buyer, co-operate fully in the handover and re-procurement (including to a Replacement Supplier).

10.5.7 The following Clauses survive the termination of each Contract: 3.2.10, 6, 7.2, 9, 11, 14, 15, 16, 17, 18, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.

## **10.6 When the supplier can end the contract**

10.6.1 The Supplier can issue a Reminder Notice if the Buyer does not pay an undisputed invoice on time. The Supplier can terminate a Call-Off Contract if the Buyer fails to pay an undisputed invoiced sum due and worth over 10% of the annual Contract Value within 30 days of the date of the Reminder Notice.

10.6.2 If a Supplier terminates a Call-Off Contract under Clause 10.6.1:

- the Buyer must promptly pay all outstanding Charges incurred to the Supplier
- the Buyer must pay the Supplier reasonable committed and unavoidable Losses as long as the Supplier provides a fully itemised and costed schedule with evidence - the maximum value of this payment is limited to the total sum payable to the Supplier if the Contract had not been terminated
- Clauses 10.5.4 to 10.5.7 apply

## 10.7 When subcontracts can be ended

At the Buyer's request, the Supplier must terminate any Subcontracts in any of the following events:

- there is a Change of Control of a Subcontractor which isn't pre-approved by the Relevant Authority in writing
- the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4
- a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority

## 10.8 Partially ending and suspending the contract

10.8.1 Where CCS has the right to terminate the Framework Contract it can suspend the Supplier's ability to accept Orders (for any period) and the Supplier cannot enter into any new Call-Off Contracts during this period. If this happens, the Supplier must still meet its obligations under any existing Call-Off Contracts that have already been signed.

10.8.2 Where CCS has the right to terminate a Framework Contract it is entitled to terminate all or part of it.

10.8.3 Where the Buyer has the right to terminate a Call-Off Contract it can terminate or suspend (for any period), all or part of it. If the Buyer suspends a Contract it can provide the Deliverables itself or buy them from a third party.

10.8.4 The Relevant Authority can only partially terminate or suspend a Contract if the remaining parts of that Contract can still be used to effectively deliver the intended purpose.

10.8.5 The Parties must agree any necessary Variation required by Clause 10.8 using the Variation Procedure, but the Supplier may not either:

- reject the Variation
- increase the Charges, except where the right to partial termination is under Clause 10.3

10.8.6 The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.8.

## **11. How much you can be held responsible for**

11.1 Each Party's total aggregate liability in each Contract Year under this Framework Contract (whether in tort, contract or otherwise) is no more than £100,000.

11.2 Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £100,000 or 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form

11.3 No Party is liable to the other for:

- any indirect Losses
- Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect)

11.4 In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following:

- its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors
- its liability for bribery or fraud or fraudulent misrepresentation by it or its employees
- any liability that cannot be excluded or limited by Law
- its obligation to pay the required Management Charge or Default Management Charge

11.5 In spite of Clauses 11.1 and 11.2, the Supplier does not limit or exclude its liability for any indemnity given under Clauses 7.5, 8.3, 9.5, 12.2 or 14.8 or Call-Off Schedule 2 (Staff Transfer) of a Contract.

11.6 Each Party must use all reasonable endeavours to mitigate any Loss or damage which it suffers under or in connection with each Contract, including any indemnities.

11.7 When calculating the Supplier's liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:

- Deductions
- any items specified in Clause 11.5

11.8 If more than one Supplier is party to a Contract, each Supplier Party is fully responsible for both their own liabilities and the liabilities of the other Suppliers.

## 12. Obeying the law

12.1 The Supplier must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).

12.2 The Supplier indemnifies CCS and every Buyer against any costs resulting from any Default by the Supplier relating to any applicable Law to do with a Contract.

12.3 The Supplier must appoint a Compliance Officer who must be responsible for ensuring that the Supplier complies with Law, Clause 12.1 and Clauses 27 to 32.

## 13. Insurance

The Supplier must, at its own cost, obtain and maintain the Required Insurances in Joint Schedule 3 (Insurance Requirements) and any Additional Insurances in the Order Form.

## 14. Data protection

14.1 The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).

14.2 The Supplier must not remove any ownership or security notices in or relating to the Government Data.

14.3 The Supplier must make accessible back-ups of all Government Data, stored in an agreed off-site location and send the Buyer copies every 6 Months.

14.4 The Supplier must ensure that any Supplier system holding any Government Data, including back-up data, is a secure system that complies with the Security Policy and any applicable Security Management Plan.

14.5 If at any time the Supplier suspects or has reason to believe that the Government Data provided under a Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Relevant Authority and immediately suggest remedial action.

14.6 If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Relevant Authority may either or both:

- tell the Supplier to restore or get restored Government Data as soon as practical but no later than 5 Working Days from the date that the Relevant Authority receives notice, or the Supplier finds out about the issue, whichever is earlier
- restore the Government Data itself or using a third party

14.7 The Supplier must pay each Party's reasonable costs of complying with Clause 14.6 unless CCS or the Buyer is at fault.

#### 14.8 The Supplier:

- must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request
- must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading
- must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice
- securely erase all Government Data and any copies it holds when asked to do so by CCS or the Buyer unless required by Law to retain it
- indemnifies CCS and each Buyer against any and all Losses incurred if the Supplier breaches Clause 14 and any Data Protection Legislation.

### 15. What you must keep confidential

#### 15.1 Each Party must:

- keep all Confidential Information it receives confidential and secure
- not disclose, use or exploit the Disclosing Party's Confidential Information without the Disclosing Party's prior written consent, except for the purposes anticipated under the Contract
- immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information

#### 15.2 In spite of Clause 15.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:

- where disclosure is required by applicable Law or by a court with the relevant jurisdiction if the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure
- if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party
- if the information was given to it by a third party without obligation of confidentiality
- if the information was in the public domain at the time of the disclosure
- if the information was independently developed without access to the Disclosing Party's Confidential Information
- to its auditors or for the purposes of regulatory requirements
- on a confidential basis, to its professional advisers on a need-to-know basis
- to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010

15.3 The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under the Contract. The Supplier Staff must enter into a direct confidentiality agreement with the Relevant Authority at its request.

15.4 CCS or the Buyer may disclose Confidential Information in any of the following cases:

- on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer
- on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company that CCS or the Buyer transfers or proposes to transfer all or any part of its business to
- if CCS or the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions
- where requested by Parliament
- under Clauses 4.7 and 16

15.5 For the purposes of Clauses 15.2 to 15.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in Clause 15.

15.6 Transparency Information is not Confidential Information.

15.7 The Supplier must not make any press announcement or publicise the Contracts or any part of them in any way, without the prior written consent of the Relevant Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

## 16. When you can share information

16.1 The Supplier must tell the Relevant Authority within 48 hours if it receives a Request For Information.

16.2 Within the required timescales the Supplier must give CCS and each Buyer full co-operation and information needed so the Buyer can:

- publish the Transparency Information
- comply with any Freedom of Information Act (FOIA) request
- comply with any Environmental Information Regulations (EIR) request

16.3 The Relevant Authority may talk to the Supplier to help it decide whether to publish information under Clause 16. However, the extent, content and format of the disclosure is the Relevant Authority's decision, which does not need to be reasonable.

## 17. Invalid parts of the contract

If any part of a Contract is prohibited by Law or judged by a court to be unlawful, void or

unenforceable, it must be read as if it was removed from that Contract as much as required and rendered ineffective as far as possible without affecting the rest of the Contract, whether it's valid or enforceable.

## **18. No other terms apply**

The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements and agreements whether written or oral. No other provisions apply.

## **19. Other people's rights in a contract**

No third parties may use the Contracts (Rights of Third Parties) Act (CRTPA) to enforce any term of the Contract unless stated (referring to CRTPA) in the Contract. This does not affect third party rights and remedies that exist independently from CRTPA.

## **20. Circumstances beyond your control**

20.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under a Contract while the inability to perform continues, if it both:

- provides a Force Majeure Notice to the other Party
- uses all reasonable measures practical to reduce the impact of the Force Majeure Event

20.2 Either party can partially or fully terminate the affected Contract if the provision of the Deliverables is materially affected by a Force Majeure Event which lasts for 90 days continuously.

20.3 Where a Party terminates under Clause 20.2:

- each party must cover its own Losses
- Clause 10.5.2 to 10.5.7 applies

## **21. Relationships created by the contract**

No Contract creates a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

## **22. Giving up contract rights**

A partial or full waiver or relaxation of the terms of a Contract is only valid if it is stated to be a waiver in writing to the other Party.

## **23. Transferring responsibilities**

23.1 The Supplier can not assign a Contract without the Relevant Authority's written consent.

23.2 The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Crown Body, public or private sector body which performs the functions of the Relevant Authority.

23.3 When CCS or the Buyer uses its rights under Clause 23.2 the Supplier must enter into a novation agreement in the form that CCS or the Buyer specifies.

23.4 The Supplier can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.

23.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

23.6 If CCS or the Buyer asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:

- their name
- the scope of their appointment
- the duration of their appointment

## 24. Changing the contract

24.1 Either Party can request a Variation to a Contract which is only effective if agreed in writing and signed by both Parties

24.2 The Supplier must provide an Impact Assessment either:

- with the Variation Form, where the Supplier requests the Variation
- within the time limits included in a Variation Form requested by CCS or the Buyer

24.3 If the Variation to a Contract cannot be agreed or resolved by the Parties, CCS or the Buyer can either:

- agree that the Contract continues without the Variation
- terminate the affected Contract, unless in the case of a Call-Off Contract, the Supplier has already provided part or all of the provision of the Deliverables, or where the Supplier can show evidence of substantial work being carried out to provide them
- refer the Dispute to be resolved using Clause 34 (Resolving Disputes)

24.4 CCS and the Buyer are not required to accept a Variation request made by the Supplier.

24.5 If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the Framework Prices or the Charges.

24.6 If there is a Specific Change in Law or one is likely to happen during the Contract Period the Supplier must give CCS and the Buyer notice of the likely effects of the changes as soon as reasonably practical. They must also say if they think any Variation is needed either to the Deliverables, Framework Prices or a Contract and provide evidence:

- that the Supplier has kept costs as low as possible, including in Subcontractor costs
- of how it has affected the Supplier's costs

24.7 Any change in the Framework Prices or relief from the Supplier's obligations because of a Specific Change in Law must be implemented using Clauses 24.1 to 24.4.

## 25. How to communicate about the contract

25.1 All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they're delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.

25.2 Notices to CCS must be sent to the CCS Authorised Representative's address or email address in the Framework Award Form.

25.3 Notices to the Buyer must be sent to the Buyer Authorised Representative's address or email address in the Order Form.

25.4 This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

## 26. Dealing with claims

26.1 If a Beneficiary is notified of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days.

26.2 At the Indemnifier's cost the Beneficiary must both:

- allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim
- give the Indemnifier reasonable assistance with the claim if requested

26.3 The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which can not be unreasonably withheld or delayed.

26.4 The Indemnifier must consider and defend the Claim diligently using competent legal

advisors and in a way that doesn't damage the Beneficiary's reputation.

26.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.

26.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.

26.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:

- the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money
- the amount the Indemnifier paid the Beneficiary for the Claim

## **27. Preventing fraud, bribery and corruption**

27.1 The Supplier must not during any Contract Period:

- commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2)
- do or allow anything which would cause CCS or the Buyer, including any of their employees, consultants, contractors, Subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them

27.2 The Supplier must during the Contract Period:

- create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same
- keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Buyer on request
- if required by the Relevant Authority, within 20 Working Days of the Start Date of the relevant Contract, and then annually, certify in writing to the Relevant Authority, that they have complied with Clause 27, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures

27.3 The Supplier must immediately notify CCS and the Buyer if it becomes aware of any breach of Clauses 27.1 or 27.2 or has any reason to think that it, or any of the Supplier Staff, has either:

- been investigated or prosecuted for an alleged Prohibited Act
- been debarred, suspended, proposed for suspension or debarment, or is

## Core Terms

otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency

- received a request or demand for any undue financial or other advantage of any kind related to a Contract
- suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act

27.4 If the Supplier notifies CCS or the Buyer as required by Clause 27.3, the Supplier must respond promptly to their further enquiries, co-operate with any investigation and allow the Audit of any books, records and relevant documentation.

27.5 In any notice the Supplier gives under Clause 27.4 it must specify the:

- Prohibited Act
- identity of the Party who it thinks has committed the Prohibited Act
- action it has decided to take

## 28. Equality, diversity and human rights

28.1 The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:

- protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise
- any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law

28.2 The Supplier must take all necessary steps, and inform CCS or the Buyer of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on a Contract.

## 29. Health and safety

29.1 The Supplier must perform its obligations meeting the requirements of:

- all applicable Law regarding health and safety
- the Buyer's current health and safety policy while at the Buyer's Premises, as provided to the Supplier

29.2 The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they're aware of at the Buyer Premises that relate to the performance of a Contract.

## 30. Environment

30.1 When working on Site the Supplier must perform its obligations under the Buyer's current Environmental Policy, which the Buyer must provide.

30.2 The Supplier must ensure that Supplier Staff are aware of the Buyer's Environmental Policy.

## 31. Tax

31.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines. CCS and the Buyer cannot terminate a Contract where the Supplier has not paid a minor tax or social security contribution.

31.2 Where the Charges payable under a Contract with the Buyer are or are likely to exceed £5 million at any point during the relevant Contract Period, and an Occasion of Tax Non-Compliance occurs, the Supplier must notify CCS and the Buyer of it within 5 Working Days including:

- the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant
- other information relating to the Occasion of Tax Non-Compliance that CCS and the Buyer may reasonably need

31.3 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under a Call-Off Contract, the Supplier must both:

- comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions
- indemnify the Buyer against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Contract Period in connection with the provision of the Deliverables by the Supplier or any of the Supplier Staff

31.4 If any of the Supplier Staff are Workers who receive payment relating to the Deliverables, then the Supplier must ensure that its contract with the Worker contains the following requirements:

- the Buyer may, at any time during the Contract Period, request that the Worker provides information which demonstrates they comply with Clause 31.3, or why those requirements do not apply, the Buyer can specify the

- information the Worker must provide and the deadline for responding
- the Worker's contract may be terminated at the Buyer's request if the Worker fails to provide the information requested by the Buyer within the time specified by the Buyer
  - the Worker's contract may be terminated at the Buyer's request if the Worker provides information which the Buyer considers isn't good enough to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements
  - the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management

## 32. Conflict of interest

32.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.

32.2 The Supplier must promptly notify and provide details to CCS and each Buyer if a Conflict of Interest happens or is expected to happen.

32.3 CCS and each Buyer can terminate its Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential Conflict of Interest.

## 33. Reporting a breach of the contract

33.1 As soon as it is aware of it the Supplier and Supplier Staff must report to CCS or the Buyer any actual or suspected breach of:

- Law
- Clause 12.1
- Clauses 27 to 32

33.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith reports a breach listed in Clause 33.1 to the Buyer or a Prescribed Person.

## 34. Resolving disputes

34.1 If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.

34.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using

Clauses 34.3 to 34.5.

34.3 Unless the Relevant Authority refers the Dispute to arbitration using Clause 34.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

- determine the Dispute
- grant interim remedies
- grant any other provisional or protective relief

34.4 The Supplier agrees that the Relevant Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

34.5 The Relevant Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under Clause 34.3, unless the Relevant Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under Clause 34.4.

34.6 The Supplier cannot suspend the performance of a Contract during any Dispute.

## **35. Which law applies**

This Contract and any issues arising out of, or connected to it, are governed by English law.

## JOINT SCHEDULE 1 (DEFINITIONS)

In each Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Joint Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.

If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.

In each Contract, unless the context otherwise requires:

- 1.3.1 the singular includes the plural and vice versa;
- 1.3.2 reference to a gender includes the other gender and the neuter;
- 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
- 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
- 1.3.5 the words "**including**", "**other**", "**in particular**", "**for example**" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "**without limitation**";
- 1.3.6 references to "**writing**" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
- 1.3.7 references to "**representations**" shall be construed as references to present facts, to "**warranties**" as references to present and future facts and to "**undertakings**" as references to obligations under the Contract;
- 1.3.8 references to "**Clauses**" and "**Schedules**" are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
- 1.3.9 references to "**Paragraphs**" are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;
- 1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;
- 1.3.11 the headings in each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract; and

1.3.12 where the Buyer is a Crown Body it shall be treated as contracting with the Crown as a whole.

In each Contract, unless the context otherwise requires, the following words shall have the following meanings:

<b>"Additional Insurances"</b>	insurance requirements relating to a Call-Off Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements);
<b>"Admin Fee"</b>	means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the CCS on: <a href="http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees">http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees</a> ;
<b>"Affected Party"</b>	the party seeking to claim relief in respect of a Force Majeure Event;
<b>"Affiliates"</b>	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
<b>"Annex"</b>	extra information which supports a Schedule;
<b>"Approval"</b>	the prior written consent of the Buyer and <b>"Approve"</b> and <b>"Approved"</b> shall be construed accordingly;
<b>"Associated Services"</b>	the Associated Services detailed in Framework Schedule 1 and available for Buyers to procure as part of a Call-Off Contract that also involves the supply of Goods;
<b>"Audit"</b>	<p>the Relevant Authority's right to:</p> <ul style="list-style-type: none"> <li>a) verify the accuracy of the Charges and any other amounts payable by a Buyer under a Call-Off Contract (including proposed or actual variations to them in accordance with the Contract);</li> <li>b) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services;</li> <li>c) verify the Open Book Data;</li> <li>d) verify the Supplier's and each Subcontractor's compliance with the applicable Law;</li> <li>e) identify or investigate actual or suspected breach of Clauses 27 to 33 and/or Joint Schedule 5 (Corporate Social Responsibility), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Relevant Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;</li> <li>f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables;</li> <li>g) obtain such information as is necessary to fulfil the Relevant Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;</li> </ul>

**Joint Schedule 1 (Definitions)**

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	<p>h) review any books of account and the internal contract management accounts kept by the Supplier in connection with each Contract;</p> <p>i) carry out the Relevant Authority's internal and statutory audits and to prepare, examine and/or certify the Relevant Authority's annual and interim reports and accounts;</p> <p>j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Relevant Authority has used its resources; or</p> <p>k) verify the accuracy and completeness of any Management Information delivered or required by the Framework Contract;</p>
<b>"Auditor"</b>	<p>a) the Relevant Authority's internal and external auditors;</p> <p>b) the Relevant Authority's statutory or regulatory auditors;</p> <p>c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;</p> <p>d) HM Treasury or the Cabinet Office;</p> <p>e) any party formally appointed by the Relevant Authority to carry out audit or similar review functions; and</p> <p>f) successors or assigns of any of the above;</p>
<b>"Authority"</b>	CCS and each Buyer;
<b>"Authority Cause"</b>	any breach of the obligations of the Relevant Authority or any other default, act, omission, negligence or statement of the Relevant Authority, of its employees, servants, agents in connection with or in relation to the subject-matter of the Contract and in respect of which the Relevant Authority is liable to the Supplier;
<b>"BACS"</b>	the Bankers' Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom;
<b>"Beneficiary"</b>	a Party having (or claiming to have) the benefit of an indemnity under this Contract;
<b>"Buyer"</b>	the relevant public sector purchaser identified as such in the Order Form;
<b>"Buyer Assets"</b>	the Buyer's infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of the Contract;
<b>"Buyer Authorised Representative"</b>	the representative appointed by the Buyer from time to time in relation to the Call-Off Contract initially identified in the Order Form;
<b>"Buyer Premises"</b>	premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them);
<b>"Call-Off Contract"</b>	the contract between the Buyer and the Supplier (entered into pursuant to the provisions of the Framework Contract), which consists of the terms set out and referred to in the Order Form;

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<b>"Call-Off Contract Period"</b>	the Contract Period in respect of the Call-Off Contract;
<b>"Call-Off Expiry Date"</b>	the date of the end of a Call-Off Contract as stated in the Order Form;
<b>"Call-Off Incorporated Terms"</b>	the contractual terms applicable to the Call-Off Contract specified under the relevant heading in the Order Form;
<b>"Call-Off Initial Period"</b>	the Initial Period of a Call-Off Contract specified in the Order Form;
<b>"Call-Off Optional Extension Period"</b>	such period or periods beyond which the Call-Off Initial Period may be extended up to a maximum of the number of years in total specified in the Order Form;
<b>"Call-Off Procedure"</b>	the process for awarding a Call-Off Contract pursuant to Clause 2 (How the contract works) and Framework Schedule 7 (Call-Off Procedure and Award Criteria);
<b>"Call-Off Special Terms"</b>	any additional terms and conditions specified in the Order Form incorporated into the applicable Call-Off Contract;
<b>"Call-Off Start Date"</b>	the date of start of a Call-Off Contract as stated in the Order Form;
<b>"Call-Off Tender"</b>	the tender submitted by the Supplier in response to the Buyer's Statement of Requirements following a Further Competition Procedure and set out at Call-Off Schedule 4 (Call-Off Tender) where this is used;
<b>"CCS"</b>	the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
<b>"CCS Authorised Representative"</b>	the representative appointed by CCS from time to time in relation to the Framework Contract initially identified in the Framework Award Form;
<b>"Central Government Body"</b>	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
<b>"Change in Law"</b>	any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date;
<b>"Change of Control"</b>	a change of control within the meaning of Section 450 of the Corporation Tax Act 2010;
<b>"Charges"</b>	the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Call-Off Contract, as set out in the Order Form, for the full and proper performance by the Supplier of its obligations under the Call-Off Contract less any Deductions;
<b>"Claim"</b>	any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;

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"Commercially Sensitive Information"	the Confidential Information listed in the Framework Award Form or Order Form (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss;
"Commercial off the shelf Software" or "COTS Software"	Non-customised software where the IPR may be owned and licensed either by the Supplier or a third party depending on the context, and which is commercially available for purchase and subject to standard licence terms
"Comparable Supply"	the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables;
"Compliance Officer"	the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;
"Confidential Information"	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of CCS, the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential;
"Conflict of Interest"	a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to CCS or any Buyer under a Contract, in the reasonable opinion of the Buyer or CCS;
"Contract"	either the Framework Contract or the Call-Off Contract, as the context requires;
"Contracts Finder"	the Government's publishing portal for public sector procurement opportunities;
"Contract Period"	the term of either a Framework Contract or Call-Off Contract from the earlier of the: a) applicable Start Date; or b) the Effective Date until the applicable End Date;
"Contract Value"	the higher of the actual or expected total Charges paid or payable under a Contract where all obligations are met by the Supplier;
"Contract Year"	a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof;
"Control"	control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and "Controlled" shall be construed accordingly;
"Controller"	has the meaning given to it in the GDPR;
"Core Terms"	CCS' standard terms and conditions for common goods and services which govern how Supplier must interact with CCS and Buyers under Framework Contracts and Call-Off Contracts;
"Costs"	the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables: a) the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Man Day, of engaging the Supplier Staff, including:

	<ul style="list-style-type: none"> <li>i) base salary paid to the Supplier Staff;</li> <li>ii) employer’s National Insurance contributions;</li> <li>iii) pension contributions;</li> <li>iv) car allowances;</li> <li>v) any other contractual employment benefits;</li> <li>vi) staff training;</li> <li>vii) work place accommodation;</li> <li>viii) work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and</li> <li>ix) reasonable recruitment costs, as agreed with the Buyer;</li> </ul> <p>b) costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>c) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables; and</p> <p>d) Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables; but excluding:</p> <ul style="list-style-type: none"> <li>a) Overhead;</li> <li>b) financing or similar costs;</li> <li>c) maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Call-Off Contract Period whether in relation to Supplier Assets or otherwise;</li> <li>d) taxation;</li> <li>e) fines and penalties;</li> <li>f) amounts payable under Call-Off Schedule 16 (Benchmarking) where such Schedule is used; and</li> <li>g) non-cash items (including depreciation, amortisation, impairments and movements in provisions);</li> </ul>
<b>"Crown Body"</b>	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"CRTPA"</b>	the Contract Rights of Third Parties Act 1999;
<b>"Data Loss Event"</b>	any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual or potential loss and/or

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	destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
"Data Protection Legislation"	(i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time (ii) the Data Protection Act 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 Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;
"Data Protection Officer"	has the meaning given to it in the GDPR;
"Data Subject"	has the meaning given to it in the GDPR
"Data Subject Access Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
"Dead on Arrival/Installation" or "DOA" or "DOI"	means once removed from its packaging at a Buyer's premises, the delivered device fails to work in accordance with the manufacturer's specification;
"Deductions"	all Service Credits, Delay Payments (in both cases if applicable), or any other deduction which the Buyer is paid or is payable to the Buyer under a Call-Off Contract;
"Default"	any breach of the obligations of the Supplier (including abandonment of a Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of a Contract and in respect of which the Supplier is liable to the Relevant Authority;
"Default Management Charge"	has the meaning given to it in Paragraph 8.1.1 of Framework Schedule 5 (Management Charges and Information);
"Delay Payments"	the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
"Deliverables"	Goods and/or Services that may be ordered under the Contract including the Documentation;
"Delivery"	delivery of the relevant Deliverable or Milestone in accordance with the terms of a Call-Off Contract as confirmed and accepted by the Buyer in writing to the Supplier. "Deliver" and "Delivered" shall be construed accordingly;
"Device as a Service"	a sourcing model whereby the Buyer pays a subscription for the provision by the Supplier of a hardware device together with bundled software and/or services
"Disaster"	the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable) for the period specified in the Order Form (for the purposes of this definition the "Disaster Period");
"Disclosing Party"	the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential);

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<b>"Dispute"</b>	any claim, dispute or difference arises out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;
<b>"Dispute Resolution Procedure"</b>	the dispute resolution procedure set out in Clause 34 (Resolving disputes);
<b>"Documentation"</b>	descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) is required to be supplied by the Supplier to the Buyer under a Contract as:  a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables  b) is required by the Supplier in order to provide the Deliverables; and/or  c) has been or shall be generated for the purpose of providing the Deliverables;
<b>"DOTAS"</b>	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions;
<b>"DPA 2018"</b>	The Data Protection Act 2018;
<b>"Due Diligence Information"</b>	any information supplied to the Supplier by or on behalf of the Authority prior to the Start Date;
<b>"Effective Date"</b>	the date on which the final Party has signed the Contract;
<b>"EIR"</b>	the Environmental Information Regulations 2004;
<b>"Employment Regulations"</b>	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the European Council Directive 77/187/EEC;
<b>"End Date"</b>	the earlier of:  a) the Expiry Date (as extended by any Extension Period exercised by the Authority under Clause 10.2); or  b) if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract;
<b>"Endemic Failure"</b>	means a failure rate equal to or above 300% the mean time to failure under Goods testing by the manufacturer
<b>"End of Life (EOL)"</b>	means the Goods are no longer being manufactured and there is insufficient stock of such Goods available in the supply chain to meet the full Buyer requirement and/or Order.

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<b>"Environmental Policy"</b>	to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Buyer;
<b>"Estimated Year 1 Charges"</b>	the anticipated total Charges payable by the Buyer in the first Contract Year specified in the Order Form;
<b>"Estimated Yearly Charges"</b>	<p>means for the purposes of calculating each Party's annual liability under clause 11.2 :</p> <p>i) in the first Contract Year, the Estimated Year 1 Charges; or</p> <p>ii) in the any subsequent Contract Years, the Charges paid or payable in the previous Call-off Contract Year; or</p> <p>iii) after the end of the Call-off Contract, the Charges paid or payable in the last Contract Year during the Call-off Contract Period;</p>
<b>"Equality and Human Rights Commission"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
<b>"Existing IPR"</b>	any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
<b>"Expiry Date"</b>	the Framework Expiry Date or the Call-Off Expiry Date (as the context dictates);
<b>"Extension Period"</b>	the Framework Optional Extension Period or the Call-Off Optional Extension Period as the context dictates;
<b>"FOIA"</b>	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
<b>"Force Majeure Event"</b>	<p>any event, occurrence, circumstance, matter or cause affecting the performance by either the Relevant Authority or the Supplier of its obligations arising from:</p> <p>a) acts, events, omissions, happenings or non-happenings beyond the reasonable control of the Affected Party which prevent or materially delay the Affected Party from performing its obligations under a Contract;</p> <p>b) riots, civil commotion, war or armed conflict, acts of terrorism, nuclear, biological or chemical warfare;</p> <p>c) acts of a Crown Body, local government or regulatory bodies;</p> <p>d) fire, flood or any disaster; or</p> <p>e) an industrial dispute affecting a third party for which a substitute third party is not reasonably available but excluding:</p>

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	<ul style="list-style-type: none"> <li>i) any industrial dispute relating to the Supplier, the Supplier Staff (including any subsets of them) or any other failure in the Supplier or the Subcontractor's supply chain;</li> <li>ii) any event, occurrence, circumstance, matter or cause which is attributable to the wilful act, neglect or failure to take reasonable precautions against it by the Party concerned; and</li> <li>iii) any failure of delay caused by a lack of funds;</li> </ul>
<b>"Force Majeure Notice"</b>	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
<b>"Framework Award Form"</b>	the document outlining the Framework Incorporated Terms and crucial information required for the Framework Contract, to be executed by the Supplier and CCS;
<b>"Framework Contract"</b>	the framework agreement established between CCS and the Supplier in accordance with Regulation 33 by the Framework Award Form for the provision of the Deliverables to Buyers by the Supplier pursuant to the OJEU Notice;
<b>"Framework Contract Period"</b>	the period from the Framework Start Date until the End Date or earlier termination of the Framework Contract;
<b>"Framework Expiry Date"</b>	the date of the end of the Framework Contract as stated in the Framework Award Form;
<b>"Framework Incorporated Terms"</b>	the contractual terms applicable to the Framework Contract specified in the Framework Award Form;
<b>"Framework Initial Period"</b>	the initial term of the Framework Contract as specified in the Framework Award Form;
<b>"Framework Optional Extension Period"</b>	such period or periods beyond which the Framework Initial Period may be extended up to a maximum of the number of years in total specified in the Framework Award Form;
<b>"Framework Price(s)"</b>	the price(s) applicable to the provision of the Deliverables set out in Framework Schedule 3 (Framework Prices);
<b>"Framework Special Terms"</b>	any additional terms and conditions specified in the Framework Award Form incorporated into the Framework Contract;
<b>"Framework Start Date"</b>	the date of start of the Framework Contract as stated in the Framework Award Form;
<b>"Framework Tender Response"</b>	the tender submitted by the Supplier to CCS and annexed to or referred to in Framework Schedule 2 (Framework Tender Response);
<b>"Further Competition Procedure"</b>	the further competition procedure described in Framework Schedule 7 (Call-Off Procedure and Award Criteria);
<b>"GDPR"</b>	the General Data Protection Regulation (Regulation (EU) 2016/679)
<b>"General Anti-Abuse Rule"</b>	<ul style="list-style-type: none"> <li>a) the legislation in Part 5 of the Finance Act 2013 and; and</li> <li>b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid National Insurance contributions;</li> </ul>

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<b>"General Change in Law"</b>	a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
<b>"Goods"</b>	goods made available by the Supplier as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form ;
<b>"Good Industry Practice"</b>	standards, practices, methods and procedures conforming to the Law and the exercise of the 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 within the relevant industry or business sector;
<b>"Government"</b>	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
<b>"Government Data"</b>	<p>a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's Confidential Information, and which:</p> <ul style="list-style-type: none"> <li>i) are supplied to the Supplier by or on behalf of the Authority; or</li> <li>ii) the Supplier is required to generate, process, store or transmit pursuant to a Contract; or</li> </ul> <p>b) any Personal Data for which the Authority is the Data Controller;</p>
<b>"Government Procurement Card"</b>	<p>the Government's preferred method of purchasing and payment for low value goods or services;</p> <p><a href="https://www.gov.uk/government/publications/government-procurement-card-2">https://www.gov.uk/government/publications/government-procurement-card-2</a>;</p>
<b>"Guarantor"</b>	the person (if any) who has entered into a guarantee in the form set out in Joint Schedule 8 (Guarantee) in relation to this Contract;
<b>"Halifax Abuse Principle"</b>	the principle explained in the CJEU Case C-255/02 Halifax and others;
<b>"HMRC"</b>	Her Majesty's Revenue and Customs;
<b>"ICT Policy"</b>	the Buyer's policy in respect of information and communications technology, referred to in the Order Form, which is in force as at the Call-Off Start Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;
<b>"Impact Assessment"</b>	<p>an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including:</p> <ul style="list-style-type: none"> <li>a) details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under the Contract;</li> <li>b) details of the cost of implementing the proposed Variation;</li> <li>c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Framework</li> </ul>

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	<p>Prices/Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;</p> <p>d) a timetable for the implementation, together with any proposals for the testing of the Variation; and</p> <p>e) such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request;</p>
<b>"Implementation Plan"</b>	the plan for provision of the Deliverables set out in Call-Off Schedule 13 (Implementation Plan and Testing ) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer;
<b>"Indemnifier"</b>	a Party from whom an indemnity is sought under this Contract;
<b>"Information"</b>	has the meaning given under section 84 of the Freedom of Information Act 2000;
<b>"Information assurance (IA)"</b>	is the practice of assuring information and managing risks related to the use, processing, storage, and transmission of information or data and the systems and processes used for those purposes
<b>"Information Commissioner"</b>	the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
<b>"Initial Period"</b>	the initial term of a Contract specified in the Framework Award Form or the Order Form, as the context requires;
<b>"Insolvency Event"</b>	<p>a) in respect of a person:</p> <p>b) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or</p> <p>c) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or</p> <p>d) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or</p> <p>e) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or</p> <p>f) an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or</p> <p>g) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or</p> <p>h) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or</p>

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	<p>i) where the person is an individual or partnership, any event analogous to those listed in limbs (a) to (g) (inclusive) occurs in relation to that individual or partnership; or</p> <p>j) any event analogous to those listed in limbs (a) to (h) (inclusive) occurs under the law of any other jurisdiction;</p>
<b>"Installation Works"</b>	all works which the Supplier is to carry out at the beginning of the Call-Off Contract Period to install the Goods in accordance with the Call-Off Contract;
<b>"Intellectual Property Rights" or "IPR"</b>	<p>a) 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 or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;</p> <p>b) 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; and</p> <p>c) all other rights having equivalent or similar effect in any country or jurisdiction;</p>
<b>"Invoicing Address"</b>	the address to which the Supplier shall Invoice the Buyer as specified in the Order Form;
<b>"IPR Claim"</b>	any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Relevant Authority in the fulfilment of its obligations under a Contract;
<b>"IR35"</b>	the off-payroll rules requiring individuals who work through their company pay the same tax and National Insurance contributions as an employee which can be found online at: <a href="https://www.gov.uk/guidance/ir35-find-out-if-it-applies">https://www.gov.uk/guidance/ir35-find-out-if-it-applies</a> ;
<b>"Joint Controllers"</b>	where two or more Controllers jointly determine the purposes and means of processing;
<b>"Key Personnel"</b>	the individuals (if any) identified as such in the Order Form;
<b>"Key Sub-Contract"</b>	each Sub-Contract with a Key Subcontractor;
<b>"Key Subcontractor"</b>	<p>any Subcontractor:</p> <p>a) which is relied upon to deliver any work package within the Deliverables in their entirety; and/or</p> <p>b) which, in the opinion of CCS or the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or</p> <p>c) with a Sub-Contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under the Call-Off Contract,</p> <p>and the Supplier shall list all such Key Subcontractors in section 20 of the Framework Award Form and in the Key Subcontractor Section in Order Form;</p>

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<b>"Know-How"</b>	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party's possession before the applicable Start Date;
<b>"Law"</b>	any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;
<b>"LED"</b>	Law Enforcement Directive (Directive (EU) 2016/680)
<b>"Losses"</b>	all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and "Loss" shall be interpreted accordingly;
<b>"Lots"</b>	the number of lots specified in Framework Schedule 1 (Specification), if applicable;
<b>"Man Day"</b>	7.5 Man Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day;
<b>"Management Charge"</b>	the sum specified in the Framework Award Form payable by the Supplier to CCS in accordance with Framework Schedule 5 (Management Charges and Information);
<b>"Management Information" or "MI"</b>	the management information specified in Framework Schedule 5 (Management Charges and Information);
<b>"Margin"</b>	means the percentage by which the price for Goods exceeds the Supplier's costs in relation to those Goods, excluding any other supply chain rebates and shipping/delivery
<b>"Marketing Contact"</b>	shall be the person identified in the Framework Award Form;
<b>"MI Default"</b>	means when two (2) MI Reports are not provided in any rolling six (6) month period
<b>"MI Failure"</b>	means when an MI report: <ul style="list-style-type: none"> <li>a) contains any material errors or material omissions or a missing mandatory field; or</li> <li>b) is submitted using an incorrect MI reporting Template; or</li> <li>c) is not submitted by the reporting date (including where a declaration of no business should have been filed);</li> </ul>
<b>"MI Report"</b>	means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 5 (Management Charges and Information);
<b>"MI Reporting Template"</b>	means the form of report set out in the Annex to Framework Schedule 5 (Management Charges and Information) setting out the information the Supplier is required to supply to the Authority;
<b>"Milestone"</b>	an event or task described as such in the Implementation Plan;

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<b>"Milestone Date"</b>	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
<b>"Milestone Payment"</b>	a payment identified in the Implementation Plan to be made following the satisfactory achievement of the relevant Milestone;
<b>"Month"</b>	a calendar month and <b>"Monthly"</b> shall be interpreted accordingly;
<b>"National Insurance"</b>	contributions required by the National Insurance Contributions Regulations 2012 (SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
<b>"New IPR"</b>	<p>a) IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of a Contract and updates and amendments of these items including (but not limited to) database schema; and/or</p> <p>b) IPR in or arising as a result of the performance of the Supplier's obligations under a Contract and all updates and amendments to the same;</p> <p>but shall not include the Supplier's Existing IPR;</p>
<b>"Occasion of Tax Non-Compliance"</b>	<p>where:</p> <p>a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of:</p> <ul style="list-style-type: none"> <li>i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</li> <li>ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or</li> </ul> <p>b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;</p>
<b>"Open Book Data"</b>	<p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Call-Off Contract, including details and all assumptions relating to:</p> <p>a) the Supplier's Costs broken down against each Good and/or Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;</p> <p>b) operating expenditure relating to the provision of the Deliverables including an analysis showing:</p> <ul style="list-style-type: none"> <li>i) the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;</li> </ul>

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	<ul style="list-style-type: none"> <li>ii) manpower resources broken down into the number and grade/role of all Supplier Staff (free of any contingency) together with a list of agreed rates against each manpower grade;</li> <li>iii) a list of Costs underpinning those rates for each manpower grade, being the agreed rate less the Supplier Profit Margin; and</li> <li>iv) Reimbursable Expenses, if allowed under the Order Form;</li> </ul> <p>c) Overheads;</p> <p>d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;</p> <p>e) the Supplier Profit achieved over the Framework Contract Period and on an annual basis;</p> <p>f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</p> <p>g) an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and</p> <p>h) the actual Costs profile for each Service Period;</p>
<b>"Open Source"</b>	computer software that has its source code made available subject to an open-source licence under which the owner of the copyright and other IPR in such software provides the rights to use, study, change and distribute the software to any and all persons and for any and all purposes free of charge;
<b>"Order"</b>	means an order for the provision of the Deliverables placed by a Buyer with the Supplier under a Contract;
<b>"Order Form"</b>	a completed Order Form Template (or equivalent information issued by the Buyer) used to create a Call-Off Contract;
<b>"Order Form Template"</b>	the template in Framework Schedule 6 (Order Form Template and Call-Off Schedules);
<b>"Other Contracting Authority"</b>	any actual or potential Buyer under the Framework Contract;
<b>"Overhead"</b>	those amounts which are intended to recover a proportion of the Supplier's or the Key Subcontractor's (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb (a) of the definition of "Costs";
<b>"Parliament"</b>	takes its natural meaning as interpreted by Law;
<b>"Party"</b>	in the context of the Framework Contract, CCS or the Supplier, and in the in the context of a Call-Off Contract the Buyer or the Supplier. <b>"Parties"</b> shall mean both of them where the context permits;
<b>"Performance Indicators" or "PIs"</b>	the performance measurements and targets in respect of the Supplier's performance of the Framework Contract set out in Framework Schedule 4 (Framework Management);

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<b>"Personal Data"</b>	has the meaning given to it in the GDPR;
<b>"Personal Data Breach"</b>	has the meaning given to it in the GDPR;
<b>"Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of a Party and/or of any Subcontractor and/or Subprocessor engaged in the performance of its obligations under a Contract;
<b>"Prescribed Person"</b>	a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', 24 November 2016, available online at: <a href="https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies">https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies</a> ;
<b>"Processing"</b>	has the meaning given to it in the GDPR. "Process" and "Processed" shall be interpreted accordingly;
<b>"Processor"</b>	has the meaning given to it in the GDPR;
<b>"Processor Personnel"</b>	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract;
<b>"Progress Meeting"</b>	a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;
<b>"Progress Meeting Frequency"</b>	the frequency at which the Supplier shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form;
<b>"Progress Report"</b>	a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates;
<b>"Progress Report Frequency"</b>	the frequency at which the Supplier shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form;
<b>"Prohibited Acts"</b>	<p>a) to directly or indirectly offer, promise or give any person working for or engaged by a Buyer or any other public body a financial or other advantage to:</p> <ul style="list-style-type: none"> <li>i) induce that person to perform improperly a relevant function or activity; or</li> <li>ii) reward that person for improper performance of a relevant function or activity;</li> </ul> <p>b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with each Contract; or</p> <p>c) committing any offence:</p> <ul style="list-style-type: none"> <li>i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or</li> <li>ii) under legislation or common law concerning fraudulent acts; or</li> </ul>

	<p>iii) defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or</p> <p>d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;</p>
<b>"Protective Measures"</b>	<p>technical and organisational measures which must take account of:</p> <p>a) the nature of the data to be protected</p> <p>b)harm that might result from Data Loss Event;</p> <p>c) state of technological development</p> <p>d) the cost of implementing any measures</p> <p>including but not limited to pseudonymising 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 the such measures adopted by it;</p>
<b>"Public Services Network or PSN"</b>	<p>the network of networks delivered through multiple service providers, as further detailed in the PSN operating model; and described at <a href="https://www.gov.uk/government/groups/public-servicesnetwork">https://www.gov.uk/government/groups/public-servicesnetwork</a>;</p>
<b>"Purchase to Pay" or "P2P"</b>	<p>means an electronic system used to host a catalogue that allows for the full procurement process, from ordering through to invoice. The "official" definition of Purchase to Pay according to the Chartered Institute of Purchasing and Supply: "A seamless process enabled by technology designed to speed up the process from point of order to payment." For more information on MOD's P2P system see: <a href="http://www.d2btrade.com">www.d2btrade.com</a>;</p>
<b>"Recall"</b>	<p>a request by the Supplier to return Goods to the Supplier or the manufacturer after the discovery of safety issues or defects (including defects in the IPR rights) that might endanger health or hinder performance;</p>
<b>"Recipient Party"</b>	<p>the Party which receives or obtains directly or indirectly Confidential Information;</p>
<b>"Rectification Plan"</b>	<p>the Supplier's plan (or revised plan) to rectify it's breach using the template in Joint Schedule 10 (Rectification Plan Template)which shall include:</p> <p>a) full details of the Default that has occurred, including a root cause analysis;</p> <p>b) the actual or anticipated effect of the Default; and</p> <p>c) the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including timescales for such steps and for the rectification of the Default (where applicable);</p>
<b>"Rectification Plan Process"</b>	<p>the process set out in Clause 10.4.3 to 10.4.5 (Rectification Plan Process);</p>
<b>"Regulations"</b>	<p>the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires);</p>
<b>"Reimbursable Expenses"</b>	<p>the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer's expenses policy current from time to time, but not including:</p>

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	<p>a) travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and</p> <p>b) subsistence expenses incurred by Supplier Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;</p>
<b>"Relevant Authority"</b>	the Authority which is party to the Contract to which a right or obligation is owed, as the context requires;
<b>"Relevant Authority's Confidential Information"</b>	<p>a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Relevant Authority (including all Relevant Authority Existing IPR and New IPR);</p> <p>b) any other information clearly designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered confidential which comes (or has come) to the Relevant Authority's attention or into the Relevant Authority's possession in connection with a Contract; and information derived from any of the above;</p>
<b>"Relevant Requirements"</b>	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010;
<b>"Relevant Tax Authority"</b>	HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
<b>"Reminder Notice"</b>	a notice sent in accordance with Clause 10.6 given by the Supplier to the Buyer providing notification that payment has not been received on time;
<b>"Replacement Deliverables"</b>	any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables following the Call-Off Expiry Date, whether those goods are provided by the Buyer internally and/or by any third party;
<b>"Replacement Subcontractor"</b>	a Subcontractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor);
<b>"Replacement Supplier"</b>	any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer;
<b>"Request For Information"</b>	a request for information or an apparent request relating to a Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;
<b>"Required Insurances"</b>	the insurances required by Joint Schedule 3 (Insurance Requirements) or any additional insurances specified in the Order Form;
<b>"Schedules"</b>	any attachment to a Framework Contract or Call-Off Contract which contains important information specific to each aspect of buying and selling;
<b>"Security Management Plan"</b>	the Supplier's security management plan prepared pursuant to Call-Off Schedule 9 (Security) (if applicable);

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<b>"Security Policy"</b>	the Buyer's security policy, referred to in the Order Form, in force as at the Call-Off Start Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
<b>"Self Audit Certificate"</b>	means the certificate in the form as set out in Framework Schedule 8 (Self Audit Certificate);
<b>"Serious Fraud Office"</b>	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
<b>"Service Levels"</b>	any service levels applicable to the provision of the Deliverables under the Call Off Contract (which, where Call Off Schedule 14 (Service Credits) is used in this Contract, are specified in the Annex to Part A of such Schedule);
<b>"Service Period"</b>	has the meaning given to it in the Order Form;
<b>"Services"</b>	services made available by the Supplier as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form;
<b>"Service Transfer"</b>	any transfer of the Deliverables (or any part of the Deliverables), for whatever reason, from the Supplier or any Subcontractor to a Replacement Supplier or a Replacement Subcontractor;
<b>"Service Transfer Date"</b>	the date of a Service Transfer;
<b>"Sites"</b>	any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which: a) the Deliverables are (or are to be) provided; or b) the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables;
<b>"SME"</b>	an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises;
<b>"Software as a Service (SaaS)"</b>	a software solution that involves the Buyer using applications sourced via the Supplier and running on a cloud infrastructure which is not managed or controlled by the Buyer. The applications are accessed from client devices through a thin client interface such as a web browser or a program interface
<b>"Special Terms"</b>	any additional Clauses set out in the Framework Award Form or Order Form which shall form part of the respective Contract;
<b>"Specific Change in Law"</b>	a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date;
<b>"Specification"</b>	the specification set out in Framework Schedule 1 (Specification), as may, in relation to a Call-Off Contract, be supplemented by the Order Form;
<b>"Standards"</b>	any: a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or

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	<p>other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with;</p> <p>b) standards detailed in the specification in Schedule 1 (Specification);</p> <p>c) standards detailed by the Buyer in the Order Form or agreed between the Parties from time to time;</p> <p>d) relevant Government codes of practice and guidance applicable from time to time;</p>
<b>"Start Date"</b>	in the case of the Framework Contract, the date specified on the Framework Award Form, and in the case of a Call-Off Contract, the date specified in the Order Form;
<b>"Statement of Requirements"</b>	a statement issued by the Buyer detailing its requirements in respect of Deliverables issued in accordance with the Call-Off Procedure;
<b>"Storage Media"</b>	the part of any device that is capable of storing and retrieving data;
<b>"Sub-Contract"</b>	<p>any contract or agreement (or proposed contract or agreement), other than a Call-Off Contract or the Framework Contract, pursuant to which a third party:</p> <p>a) provides the Deliverables (or any part of them);</p> <p>b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or</p> <p>c) is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);</p>
<b>"Subcontractor"</b>	any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;
<b>"Subprocessor"</b>	any third Party appointed to process Personal Data on behalf of the Processor related to a Contract;
<b>"Supplier"</b>	the person, firm or company identified in the Framework Award Form or Order Form as appropriate;
<b>"Supplier Assets"</b>	all assets and rights used by the Supplier to provide the Deliverables in accordance with the Call-Off Contract but excluding the Buyer Assets;
<b>"Supplier Authorised Representative"</b>	the representative appointed by the Supplier named in the Framework Award Form, or later defined in a Call-Off Contract;
<b>"Supplier's Confidential Information"</b>	<p>a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier;</p> <p>b) any other information clearly designated as being confidential (whether or not it is marked as "confidential") or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier's attention or into the Supplier's possession in connection with a Contract;</p> <p>c) Information derived from any of (a) and (b) above;</p>
<b>"Supplier's Contract Manager"</b>	the person identified in the Order Form appointed by the Supplier to oversee the operation of the Call-Off Contract and any alternative person whom the Supplier

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	intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment;
<b>"Supplier Equipment"</b>	the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Call-Off Contract;
<b>"Supplier Framework Manager"</b>	a suitably qualified contact nominated by the Supplier who will take overall responsibility for delivering the Goods and/or Services required within the Framework Contract.
<b>"Supplier Non-Performance"</b>	where the Supplier has failed to: <ul style="list-style-type: none"> <li>a) Achieve a Milestone by its Milestone Date;</li> <li>b) provide the Goods and/or Services in accordance with the Service Levels ; and/or</li> <li>c) comply with an obligation under a Contract;</li> </ul>
<b>"Supplier Profit"</b>	in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of a Call-Off Contract for the relevant period;
<b>"Supplier Profit Margin"</b>	in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
<b>"Supplier Review Meeting"</b>	a performance review meeting to take regularly place throughout the Framework Contract Period at which the Parties will review the Supplier's performance under the Framework Contract
<b>"Supplier Staff"</b>	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract;
<b>"Supply Chain Information Report Template"</b>	the document at Annex 1 of Schedule 12 Supply Chain Visibility;
<b>"Supporting Documentation"</b>	sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Call-Off Contract detailed in the information are properly payable;
<b>"Termination Notice"</b>	a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate a Contract on a specified date and setting out the grounds for termination;
<b>"Test"</b>	any test required to be carried out pursuant to the Call-Off Contract as set out in a) the Order Form, or b) the Test Plan agreed pursuant to Part B of Call-Off Schedule 13, and "Testing" and "Tested" shall be construed accordingly;

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<b>"Test Device"</b>	means a device provided by the Supplier to the Buyer for the purposes of testing compatibility of the Goods with the Buyer's IT infrastructure. The Test Device shall be an exact sample of the Goods specified in the Order Form;
<b>"Test Period"</b>	the period specified in a) the Order Form, or b) Part A to Call-Off Schedule 13 during which Testing shall be carried out.
<b>"Test Success Criteria"</b>	the criteria specified in a) the Order Form, or b) the Test Plan agreed pursuant to Part B of Call-Off Schedule 13 that the relevant Deliverables must satisfy for the relevant Test to be recorded as successful.
<b>"Third Party IPR"</b>	Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables;
<b>"Transferring Supplier Employees"</b>	those employees of the Supplier and/or the Supplier's Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;
<b>"Transparency Information"</b>	the Transparency Reports and the content of a Contract, including any changes to this Contract agreed from time to time, except for –  (i) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Relevant Authority; and  (ii) Commercially Sensitive Information;
<b>"Transparency Reports"</b>	the information relating to the Deliverables and performance of the Contracts which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Call-Off Schedule 1 (Transparency Reports);
<b>"US-EU Privacy Shield Register"</b>	a list of companies maintained by the United States of America Department for Commerce that have self-certified their commitment to adhere to the European legislation relating to the processing of personal data to non-EU countries which is available online at: <a href="https://www.privacyshield.gov/list">https://www.privacyshield.gov/list</a> ;
<b>"Variation"</b>	has the meaning given to it in Clause 24 (Changing the contract);
<b>"Variation Form"</b>	the form set out in Joint Schedule 2 (Variation Form);
<b>"Variation Procedure"</b>	the procedure set out in Clause 24 (Changing the contract);
<b>"VAT"</b>	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
<b>"VCSE"</b>	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
<b>"Worker"</b>	any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) ( <a href="https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees">https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees</a> ) applies in respect of the Deliverables; and
<b>"Working Day"</b>	any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Order Form.

## JOINT SCHEDULE 2 (VARIATION FORM)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details		
This variation is between:	<b>[delete]</b> as applicable: CCS / Buyer] ("CCS" "the Buyer") And <b>[insert]</b> name of Supplier] ("the Supplier")	
Contract name:	<b>[insert]</b> name of contract to be changed] ("the Contract")	
Contract reference number:	<b>[insert]</b> contract reference number]	
Details of Proposed Variation		
Variation initiated by:	<b>[delete]</b> as applicable: CCS/Buyer/Supplier]	
Variation number:	<b>[insert]</b> variation number]	
Date variation is raised:	<b>[insert]</b> date]	
Proposed variation		
Reason for the variation:	<b>[insert]</b> reason]	
An Impact Assessment shall be provided within:	<b>[insert]</b> number] days	
Impact of Variation		
Likely impact of the proposed variation:	<b>[Supplier to insert]</b> assessment of impact]	
Outcome of Variation		
Contract variation:	This Contract detailed above is varied as follows: <ul style="list-style-type: none"> <li><b>[CCS/Buyer to insert]</b> original Clauses or Paragraphs to be varied and the changed clause]</li> </ul>	
Financial variation:	Original Contract Value:	£ <b>[insert]</b> amount]
	Additional cost due to variation:	£ <b>[insert]</b> amount]
	New Contract value:	£ <b>[insert]</b> amount]

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by **[delete]** as applicable: CCS / Buyer]
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the **[delete]** as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

Confidential  
Confidential  
Confidential

## JOINT SCHEDULE 3 (INSURANCE REQUIREMENTS)

### 1. The insurance you need to have

The Supplier shall take out and maintain, or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule, any additional insurances required under a Call-Off Contract (specified in the applicable Order Form) ("**Additional Insurances**") and any other insurances as may be required by applicable Law (together the "**Insurances**"). The Supplier shall ensure that each of the Insurances is effective no later than:

- 1.1.1 the Framework Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and
- 1.1.2 the Call-Off Contract Effective Date in respect of the Additional Insurances.

The Insurances shall be:

- 1.2.1 maintained in accordance with Good Industry Practice;
- 1.2.2 (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;
- 1.2.3 taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and
- 1.2.4 maintained for at least six (6) years after the End Date.

The Supplier shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Relevant Authority shall be indemnified in respect of claims made against the Relevant Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Supplier is legally liable.

### 2. How to manage the insurance

Without limiting the other provisions of this Contract, the Supplier shall:

- 2.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to Deliverables as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;
- 2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
- 2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

### **3. What happens if you aren't insured**

The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.

Where the Supplier has failed to purchase or maintain any of the Insurances in full force and effect, the Relevant Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances and recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

### **4. Evidence of insurance you must provide**

The Supplier shall upon the Start Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Relevant Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

### **5. Making sure you are insured to the required amount**

The Supplier shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained at all times for the minimum limit of indemnity specified in this Contract and if any claims are made which do not relate to this Contract then the Supplier shall notify the Relevant Authority and provide details of its proposed solution for maintaining the minimum limit of indemnity.

### **6. Cancelled Insurance**

The Supplier shall notify the Relevant Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.

The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Relevant Authority (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

### **7. Insurance claims**

The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or each Contract for which it may be entitled to claim under any of the Insurances. In the event that the Relevant Authority receives a claim relating to or arising out of a Contract or the Deliverables, the Supplier shall co-operate with the Relevant Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

### **Joint Schedule 3 (Insurance Requirements)**

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Except where the Relevant Authority is the claimant party, the Supplier shall give the Relevant Authority notice within twenty (20) Working Days after any insurance claim in excess of 10% of the sum required to be insured pursuant to Paragraph 5.1 relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Relevant Authority) full details of the incident giving rise to the claim.

Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.

Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Relevant Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.

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**ANNEX: REQUIRED INSURANCES**

1. The Supplier shall hold the following [standard] insurance cover from the Framework Start Date in accordance with this Schedule:

professional indemnity insurance with cover (for a single event or a series of related events and in the aggregate) of not less than one million pounds (£1,000,000) – all Lots ;

public liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than one million pounds (£1,000,000) – all Lots;

employers' liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than five million pounds (£5,000,000) – all Lots

product liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than one million pounds (£1,000,000) – all Lots

## JOINT SCHEDULE 4 (COMMERCIALLY SENSITIVE INFORMATION)

### 1. What is the Commercially Sensitive Information?

In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.

Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).

Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:

No.	Date	Item(s)	Duration of Confidentiality
As set out in Call-Off Schedule 4 – Call-Off-Tender			

# JOINT SCHEDULE 5 (CORPORATE SOCIAL RESPONSIBILITY)

## 1. What we expect from our Suppliers

- 1.1 In September 2017, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/646497/2017-09-13\\_Official\\_Sensitive\\_Supplier\\_Code\\_of\\_Conduct\\_September\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf)
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Supplier acknowledges that the Buyer may have additional requirements in relation to corporate social responsibility. The Buyer expects that the Supplier and its Subcontractors will comply with such corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time.

## 2. Equality and Accessibility

- 2.1 In addition to legal obligations, the Supplier shall support CCS and the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:
  - 2.1.1 eliminate discrimination, harassment or victimisation of any kind; and
  - 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

## 3. Modern Slavery, Child Labour and Inhumane Treatment

"**Modern Slavery Helpline**" means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

- 3.1 The Supplier:
  - 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
  - 3.1.2 shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
  - 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.

- 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.
- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and Modern Slavery Helpline.

#### **4. Income Security**

##### **4.1 The Supplier shall:**

- 4.1.1 ensure that that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Supplier Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter;
- 4.1.3 All workers shall be provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;
- 4.1.4 not make deductions from wages:
  - (a) as a disciplinary measure
  - (b) except where permitted by law; or

- (c) without expressed permission of the worker concerned;
- 4.1.5 record all disciplinary measures taken against Supplier Staff; and
- 4.1.6 ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.

## **5. Working Hours**

### 5.1 The Supplier shall:

- 5.1.1 ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;
- 5.1.2 that the working hours of Supplier Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;
- 5.1.3 ensure that use of overtime used responsibly, taking into account:
  - (a) the extent;
  - (b) frequency; and
  - (c) hours worked;

by individuals and by the Supplier Staff as a whole;

- 5.2 The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.
- 5.3 Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:
  - 5.3.1 this is allowed by national law;
  - 5.3.2 this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;  
appropriate safeguards are taken to protect the workers' health and safety; and
  - 5.3.3 the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.
- 5.4 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

## **6. Sustainability**

- 6.1 The supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

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## JOINT SCHEDULE 10 (RECTIFICATION PLAN)

Request for <b>[Revised]</b> Rectification Plan			
Details of the Default:	<b>[Guidance:</b> Explain the Default, with clear schedule and clause references as appropriate]		
Deadline for receiving the <b>[Revised]</b> Rectification Plan:	<b>[add]</b> date (minimum 10 days from request)]		
Signed by <b>[CCS/Buyer]</b> :		Date:	
Supplier <b>[Revised]</b> Rectification Plan			
Cause of the Default	<b>[add]</b> cause]		
Anticipated impact assessment:	<b>[add]</b> impact]		
Actual effect of Default:	<b>[add]</b> effect]		
Steps to be taken to rectification:	<b>Steps</b>	<b>Timescale</b>	
	1.	<b>[date]</b>	
	2.	<b>[date]</b>	
	3.	<b>[date]</b>	
	4.	<b>[date]</b>	
	<b>[...]</b>	<b>[date]</b>	
Timescale for complete Rectification of Default	<input checked="" type="checkbox"/> Working Days		
Steps taken to prevent recurrence of Default	<b>Steps</b>	<b>Timescale</b>	
	1.	<b>[date]</b>	
	2.	<b>[date]</b>	
	3.	<b>[date]</b>	
	4.	<b>[date]</b>	
	<b>[...]</b>	<b>[date]</b>	
Signed by the Supplier:		Date:	
Review of Rectification Plan <b>[CCS/Buyer]</b>			
Outcome of review	<b>[Plan Accepted]</b> <b>[Plan Rejected]</b> <b>[Revised Plan Requested]</b>		
Reasons for Rejection (if applicable)	<b>[add]</b> reasons]		

Signed by [CCS/Buyer]		Date:	
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## JOINT SCHEDULE 11 (PROCESSING DATA)

### Status of the Controller

1. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA. A Party may act as:
  - (a) “Controller” in respect of the other Party who is “Processor”;
  - (b) “Processor” in respect of the other Party who is “Controller”;
  - (c) “Joint Controller” with the other Party;
  - (d) “Independent Controller” of the Personal Data where the other Party is also “Controller”,  
  
in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

### Where one Party is Controller and the other Party its Processor

2. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
3. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
4. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
  - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
  - (b) an assessment of the necessity and proportionality of the Processing in relation to the Services;
  - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
  - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
5. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
  - (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the

Processor shall promptly notify the Controller before Processing the Personal Data unless prohibited by Law;

- (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
  - (i) nature of the data to be protected;
  - (ii) harm that might result from a Data Loss Event;
  - (iii) state of technological development; and
  - (iv) cost of implementing any measures;
- (c) ensure that :
  - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
  - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
    - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*);
    - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
    - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
    - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
  - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
  - (ii) the Data Subject has enforceable rights and effective legal remedies;
  - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and

- (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
  - (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
- 6. Subject to paragraph 7 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
  - (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - (b) receives a request to rectify, block or erase any Personal Data;
  - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
  - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - (f) becomes aware of a Data Loss Event.
- 7. The Processor's obligation to notify under paragraph 6 of this Joint Schedule 11 shall include the provision of further information to the Controller in phases, as details become available.
- 8. Taking into account the nature of the Processing, the Processor shall provide the Controller with reasonable assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 6 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:
  - (a) the Controller with full details and copies of the complaint, communication or request;
  - (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
  - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
  - (d) assistance as requested by the Controller following any Data Loss Event; and/or
  - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

## Joint Schedule 11 (Processing Data)

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9. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
  - (a) the Controller determines that the Processing is not occasional;
  - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
  - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
10. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
11. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
12. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
  - (a) notify the Controller in writing of the intended Subprocessor and Processing;
  - (b) obtain the written consent of the Controller;
  - (c) enter into a written agreement with the Subprocessor which gives effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and
  - (d) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
13. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
14. The Relevant Authority may, at any time on not less than 30 Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to the Contract).
15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than 30 Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

### Where the Parties are Joint Controllers of Personal Data

16. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11 (*Processing Data*).

### **Independent Controllers of Personal Data**

17. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
18. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
19. Where a Party has provided Personal Data to the other Party in accordance with paragraph 17 of this Joint Schedule 11, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
20. The Parties shall be responsible for their own compliance with Articles 13 and 14 GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
21. The Parties shall only provide Personal Data to each other:
  - (a) to the extent necessary to perform their respective obligations under the Contract;
  - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the GDPR); and
  - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).
22. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the GDPR.
23. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 GDPR and shall make the record available to the other Party upon reasonable request.
24. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract ("**Request Recipient**"):

## Joint Schedule 11 (Processing Data)

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- (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
  - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
    - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
    - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
25. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
- (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
  - (b) implement any measures necessary to restore the security of any compromised Personal Data;
  - (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
  - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
26. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
27. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
28. Notwithstanding the general application of paragraphs 2 to 15 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 16 to 27 of this Joint Schedule 11.

## 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 Relevant Authority at its absolute discretion.

- 1.1 The contact details of the Relevant Authority's Data Protection Officer are: set out in the Order Form
- 1.2 The contact details of the Supplier's Data Protection Officer are: set out in Call-Off Schedule 4
- 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.

### A) Personal Data Processing Template

Description	Details
Identity of Controller for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> <li>• <i>Management of the Technology Products and Associated Services Call-Off Contract between the Buyer and the Supplier</i></li> </ul>
Duration of the Processing	<i>Up to 7 years after the expiry or termination of the Call-Off Contract</i>
Nature and purposes of the Processing	<p><i>To facilitate the fulfilment of the Supplier's obligations arising under the Call-Off Contract including</i></p> <p><i>i. Ensuring effective communication between the Supplier and the Buyer</i></p> <p><i>Maintaining full and accurate records of the Call-Off Contract in accordance with Core Term 6 (Record Keeping and reporting)</i></p>
Type of Personal Data	<p><i>Includes:</i></p> <p><i>i. Contact details of, and communications with, Buyer staff concerned with management of the Call-Off Contract</i></p> <p><i>ii. Contact details of, and communications between Supplier staff concerned with management of the Call-Off Contract, Contact details, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier's obligations arising from the Call-Off Contract</i></p>

Categories of Data Subject	<p><i>Includes:</i></p> <p><i>i. Buyer staff concerned with management of the Call-Off Contract</i></p> <p><i>ii. Supplier staff concerned with management of the Call-Off Contract</i></p> <p><i>Sub-contractor staff concerned with fulfilment of the Supplier’s obligations arising from the Call-Off Contract</i></p>
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><i>All relevant data to be deleted 7 years after the expiry or termination of the Call-Off Contract unless longer retention is required by Law</i></p>

**B) Framework Contract Personal Data Processing**

<b>Description</b>	<b>Details</b>
Identity of Controller for each Category of Personal Data	<p><b>CCS is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraphs 2 to paragraph 15 and for the purposes of the Data Protection Legislation, CCS is the Controller and the Supplier is the Processor of the Personal Data recorded below</p>
Duration of the Processing	Up to 7 years after the expiry or termination of the Framework Contract
Nature and purposes of the Processing	<p>To facilitate the fulfilment of the Supplier’s obligations arising under this Framework Contract including</p> <p><i>i. Ensuring effective communication between the Supplier and CSS</i></p> <p><i>ii. Maintaining full and accurate records of every Call-Off Contract arising under the Framework Agreement in accordance with Core Terms Clause 15 ( Record Keeping and Reporting)</i></p>
Type of Personal Data	<p><i>Includes:</i></p> <p><i>i. Contact details of, and communications with, CSS staff concerned with management of the Framework Contract</i></p>

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	<ul style="list-style-type: none"><li>ii. Contact details of, and communications with, Buyer staff concerned with award and management of Call-Off Contracts awarded under the Framework Contract,</li><li>iii. Contact details, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier's obligations arising from this Framework Contract</li></ul> <p>Contact details, and communications with Supplier staff concerned with management of the Framework Contract</p>
Categories of Data Subject	<p>Includes:</p> <ul style="list-style-type: none"><li>i. CSS staff concerned with management of the Framework Contract</li><li>ii. Buyer staff concerned with award and management of Call-Off Contracts awarded under the Framework Contract</li><li>iii. Sub-contractor staff concerned with fulfilment of the Supplier's obligations arising from this Framework Contract</li></ul> <p>Supplier staff concerned with fulfilment of the Supplier's obligations arising under this Framework Contract</p>
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>All relevant data to be deleted 7 years after the expiry or termination of this Framework Contract unless longer retention is required by Law or the terms of any Call-Off Contract arising hereunder</p>

**Annex 2 - Joint Controller Agreement**  
**Not Used.**

## CALL-OFF SCHEDULE 4 (CALL OFF TENDER)

### QUALIFICATION ENVELOPE

### PASS / FAIL

<b>QUALIFICATION - KEY PARTICIPATION REQUIREMENTS</b>		
<b>Response Guidance</b>		
The following questions are 'Pass/Fail' questions. If Potential Bidders are unwilling or unable to answer "Yes", their submission will be deemed non-compliant and shall be rejected. Potential Bidders should confirm their answer by selecting the appropriate option from the drop down menu.		
<b>Question Number</b>	<b>Question</b>	<b>Your Response</b>
1.1	Do you accept the competition rules as described in Attachment 1 – About the Procurement?	YES
1.2	Have you read, understood and accepted the Bid Pack and all associated attachments, specifically Attachment 3 Statement of Requirements?	YES
1.3	Do you agree, without caveats or limitations, that in the event that you are successful, Attachment 5 - Terms and Conditions and the Order Form set out in Attachment 6 will govern the provision of this contract relevant to the Lot(s) you are bidding for?	YES
1.4	Do you confirm your Organisation's e-Sourcing Suite profile is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing?	YES
1.5	Please confirm by selecting 'Yes' that, should you be the winning Supplier, you shall deliver all Call Off Contracts in line with the Statement of Requirements in Attachment 3 without limitations or caveats.	YES
1.6	Please confirm by selecting 'Yes' that you hold Microsoft Gold	YES

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	Accreditation, or equivalent, and shall maintain this throughout the life of the Call Off Contract(s) (please provide details in Information question 3.9).	
1.7	Please confirm by selecting 'Yes' that you have provided the greatest discount available from Microsoft for each customer (i.e. Schools should receive educational pricing and enrol on EES, Health should receive N365, Charities should receive not for profit discounts, rest of eligible Government should receive DTA21, other customers should get the best pricing available from Microsoft).	YES
1.8	Please confirm by selecting 'Yes' that you understand that the margins you supply in the Price Schedule at Attachment 4 cannot, and will not, be increased at any point throughout the life of any resulting Call Off Contract(s).	YES
1.9	Please confirm by selecting 'Yes' that the Customers shall have access to a dedicated support team.	YES
1.10	Please confirm by selecting 'Yes' that you can and shall fulfil in full the Account Management Plan for each Customer, as detailed in section 18 of Attachment 3 – Statement of Requirements.	YES
1.11	Please confirm by selecting 'Yes' that you shall provide staff that have the relevant qualifications and experience to deliver the entire Call Off Contract to the required standard, including the support and infrastructure optimisation advice required of the Account Management Plan.	YES
1.12	Please confirm by selecting 'Yes' that your organisation is a Licensing Solution Partner (LSP) for Microsoft and shall maintain this throughout the life of the Call Off Contract(s).	YES

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1.13	Please confirm by selecting 'Yes' that your organisation is a Microsoft FastTrack specialist with capability to support ongoing migrations and provide remote guidance and advice	YES
1.14	Please confirm by selecting 'Yes' that you will inform the Customer if your organisations loses its Microsoft LSP status, FastTrack specialism or Gold partner (or equivalent) status at any point during the duration of at any point throughout the life of any resulting Call Off Contract(s).	YES
1.15	Please confirm by selecting 'Yes' that you have the capability to apply your social value activities described in response to Q4.1 to an individual Buyer's sphere of operation on their request.  An individual Buyer's sphere of operation may impact the area in which they are based, their customer's or the wider environment.	YES

**QUALIFICATION - CONFLICTS OF INTEREST****Response Guidance**

Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered.

Note: Yes means there is a potential, actual or perceived conflict and that 2.2 should be completed. No confirms there are no potential, actual or perceived conflicts.

Question 2.2 is a Pass / Fail question. Potential Bidders are required to provide details of how the identified conflict will be mitigated.

The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected.

Question Number	Question	Your Response
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this	No

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	requirement.	
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	N/A

**QUALIFICATION - INFORMATION ONLY****Response Guidance**

The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement.

Bidders who fail to provide a response to these questions will be deemed non-compliant and shall be rejected.

<b>Question Number</b>	<b>Question</b>	<b>Your Response</b>
3.1	<p>Please enter the Lot title of each Lot that you are bidding for: Lot 1 Local Government Lot 2 Other</p> <p>You have the opportunity to bid for either Lot 1 or Lot 2 or to bid for both Lots.</p>	Both Lots
3.2	<p>Please provide details of where the Award Outcome should be directed. Your response must include their;</p> <ul style="list-style-type: none"> <li>● Full Name</li> <li>● Role/Title</li> <li>● Registered Address</li> <li>● Email Address</li> <li>● DUNS/Registration Number</li> <li>● SID4GOV Number</li> </ul>	<p>Keith Martin Sales Director Bytes House, Randalls Way, Leatherhead, KT22 7TW. Keith-martin@phoenixs.co.uk</p>
3.3	Please provide details of any sub-contractors you propose to use in	N/A

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	<p>order to meet your obligations should you be awarded a Contract. Your response must include their;</p> <ul style="list-style-type: none"><li>• Trading Name(s)</li><li>• Registered Address(ees) and Contact Details</li><li>• Goods/Services to be provided</li></ul>	
3.4	<p>Please confirm what information within this tender is considered Commercially Sensitive Information (as set out in the Call Off Contract).</p>	<p>All information within our response is considered commercially sensitive.</p> <p>If any Information were disclosed to any other party Phoenix Software Ltd and/or its sub-contractors (and/or their respective ultimate holding or parent companies) would be prejudiced or reasonably likely to be prejudiced in the form of severe and potentially irreparable commercial harm including but not limited to any of the following:</p> <ol style="list-style-type: none"><li>1. prejudiced commercial standing and interests as a result of competitors having an unfair advantage in the market place and/or in respect of public and private sector procurement; and/or</li><li>2. compromised commercial standing as a result of the Information being in the public domain and confidentiality being adversely affected; and/or</li><li>3. destroyed or damaged relations with its suppliers as a result of breaching pre-existing obligations to maintain the confidentiality of cost prices offered to and accepted by Phoenix Software from its suppliers.</li></ol> <p>Phoenix Software Ltd considers that all Information will remain commercially sensitive (and therefore exempt from disclosure) for a period of five (5) years from the later of the date of submission of Phoenix Software's tender response or the commencement date of the agreement.</p>

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3.5	Please provide the names and contact information of proposed account managers (to be Key Staff) for each Customer.	<p>Sales Manager – Keith Martin Keith-Martin@phoenixs.co.uk 01904 562220</p> <p>Managing Director – Samantha Mudd Samantha-Mudd@phoenixs.co.uk 01904 562200</p> <p><b>Centre for Environment, Fisheries and Aquaculture Science (CEFAS)</b> Account Manager – Liam Serginson <a href="mailto:Liam-serginson@phoenixs.co.uk">Liam-serginson@phoenixs.co.uk</a> 01904 928220 Sales Manager – Paul Scaling <a href="mailto:Paul-scaling@phoenixs.co.uk">Paul-scaling@phoenixs.co.uk</a> 01904 562267 Microsoft Licensing Specialist – Olivia Buckland <a href="mailto:Olivia-buckland@phoenixs.co.uk">Olivia-buckland@phoenixs.co.uk</a> 07706 344056</p> <p><b>Competition &amp; Markets Authority</b> Account Manager – Liam Serginson <a href="mailto:Liam-serginson@phoenixs.co.uk">Liam-serginson@phoenixs.co.uk</a> 01904 928220 Sales Manager – Paul Scaling <a href="mailto:Paul-scaling@phoenixs.co.uk">Paul-scaling@phoenixs.co.uk</a> 01904 562267 Microsoft Licensing Specialist – Sam Mephram <a href="mailto:Sam-mephram@phoenixs.co.uk">Sam-mephram@phoenixs.co.uk</a> 07834 342221</p> <p><b>Countess of Chester NHS</b> Account Manager – Sam Taylor <a href="mailto:Sam-taylor@phoenixs.co.uk">Sam-taylor@phoenixs.co.uk</a> 01904 563417 Sales Manager – Ben Lopez <a href="mailto:Ben-lopez@phoenixs.co.uk">Ben-lopez@phoenixs.co.uk</a> 01904 562334 Microsoft Licensing Specialist – Sabina Brahim <a href="mailto:Sabina-brahimi@phoenixs.co.uk">Sabina-brahimi@phoenixs.co.uk</a> 07719 556840</p> <p><b>Crown Commercial Service</b> Account Manager – Sam Duffy <a href="mailto:Sam-duffy@phoenixs.co.uk">Sam-duffy@phoenixs.co.uk</a> 01904 563303 Sales Manager – Paul Scaling <a href="mailto:Paul-scaling@phoenixs.co.uk">Paul-scaling@phoenixs.co.uk</a> 01904 562267 Microsoft Licensing Specialist – Sabina Brahim <a href="mailto:Sabina-brahimi@phoenixs.co.uk">Sabina-brahimi@phoenixs.co.uk</a> 07719 556840</p> <p><b>East of England Ambulance</b> Account Manager – Jacob Allen <a href="mailto:Jacob-allen@phoenixs.co.uk">Jacob-allen@phoenixs.co.uk</a> 01904 928168 Sales Manager – Ben Lopez <a href="mailto:Ben-lopez@phoenixs.co.uk">Ben-lopez@phoenixs.co.uk</a> 01904 562334</p>
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		<p>Microsoft Licensing Specialist – Joanne Johnston <a href="mailto:Joanne-johnston@phoenixs.co.uk">Joanne-johnston@phoenixs.co.uk</a> 07739 634496</p> <p><b>Homes England</b> Account Manager – Sam Duffy <a href="mailto:Sam-duffy@phoenixs.co.uk">Sam-duffy@phoenixs.co.uk</a> 01904 563303 Sales Manager – Paul Scaling <a href="mailto:Paul-scaling@phoenixs.co.uk">Paul-scaling@phoenixs.co.uk</a> 01904 562267 Microsoft Licensing Specialist – Joanne Johnston <a href="mailto:Joanne-johnston@phoenixs.co.uk">Joanne-johnston@phoenixs.co.uk</a> 07739 634496</p> <p><b>Surrey &amp; Borders NHS</b> Account Manager – Rohan Anwar <a href="mailto:Rohan-anwar@phoenixs.co.uk">Rohan-anwar@phoenixs.co.uk</a> 01904 928239 Sales Manager – Ben Lopez <a href="mailto:Ben-lopez@phoenixs.co.uk">Ben-lopez@phoenixs.co.uk</a> 01904 562334 Microsoft Licensing Specialist – Sam Mephram <a href="mailto:Sam-mephram@phoenixs.co.uk">Sam-mephram@phoenixs.co.uk</a> 07834 342221</p> <p><b>Sussex Police</b> Account Manager – Chris Smith <a href="mailto:Chris-smith@phoenixs.co.uk">Chris-smith@phoenixs.co.uk</a> 01904 562221 Sales Manager – Lucie Collings <a href="mailto:Lucie-collings@phoenixs.co.uk">Lucie-collings@phoenixs.co.uk</a> 01904 562318 Microsoft Licensing Specialist – Sam Waller <a href="mailto:Samantha-waller@phoenixs.co.uk">Samantha-waller@phoenixs.co.uk</a> 07821 641467</p> <p><b>West Suffolk NHS</b> Account Manager – Oliver Lee <a href="mailto:Oliver-lee@phoenixs.co.uk">Oliver-lee@phoenixs.co.uk</a> 01904 562330 Sales Manager – Ben Lopez <a href="mailto:Ben-lopez@phoenixs.co.uk">Ben-lopez@phoenixs.co.uk</a> 01904 562334 Microsoft Licensing Specialist – Sam Waller <a href="mailto:Samantha-waller@phoenixs.co.uk">Samantha-waller@phoenixs.co.uk</a> 07821 641467</p>
3.6	Please provide the name and contact information of the contract manager for each Customer (if same as 3.5 please just state that). Note, the contract manager will be the Supplier	As above

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	<p>Authorised Representative in the Call Off Contract unless you provide further details here of who the Supplier Authorised Representative shall be.</p>	
3.7	<p>Please provide your organisation's target date for becoming Carbon Net Zero.</p>	2040
3.8	<p>Please provide the name and contact details for your Data Protection Officer.</p>	<p>Trevor Hutchinson Trevor-hutchinson@phoenixs.co.uk 01904 562293</p> <p>Amy Trimble Amy-trimble@phoenixs.co.uk 01904 928180</p>
3.9	<p>Please provide details of your Microsoft Gold (or equivalent) Accreditations and competencies.</p>	<p>On the 3rd of October 2022, Microsoft launched the Microsoft Cloud Partner Program, replacing the Microsoft Partner Network and retiring the gold and silver competencies, these are:</p> <ul style="list-style-type: none"> <li>• Gold Cloud Platform</li> <li>• Gold Datacentre</li> <li>• Gold Cloud Productivity</li> <li>• Gold Security</li> <li>• Gold Collaboration and Content</li> <li>• Gold Application Development</li> <li>• Gold Application Integration</li> <li>• Gold Enterprise Resource Planning</li> <li>• Gold Project and Portfolio Management</li> <li>• Gold Messaging</li> <li>• Gold Enterprise mobility Management</li> <li>• Gold Windows and Devices</li> <li>• Gold Small and Midmarket Cloud Solutions</li> <li>• Silver Data Analytics</li> <li>• Silver Communications</li> <li>• Silver Cloud Business Applications</li> </ul>

**Call-Off Schedule 4 (Call-Off Tender)**

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3.10	Please provide details of any other Microsoft Accreditations and competencies you hold.	<p>Phoenix is a Microsoft Gold Partner and one of the UK's most experienced and highly skilled Microsoft Partners in the UK.</p> <p>Phoenix holds several top partner accreditations with Microsoft, we are an Azure Expert Managed Service Provider which is the highest level of Microsoft Accreditation and independently validates Phoenix's expertise and quality of cloud transformation services, covering planning, migration, optimisation, operation, and management of cloud services on the Azure platform.</p> <p>On the 3rd of October 2022, Microsoft launched the Microsoft Cloud Partner Program, replacing the Microsoft Partner Network and retiring the gold and silver competencies (which Phoenix hold 13 Gold and 3 Silver). Phoenix have been preparing for this and working towards the new accreditations, which focus on Advanced Specialisation and Solutions Partner Designations, and we are now one of the highest accredited Microsoft Partners in the UK and Globally.</p> <p>The new accreditations Phoenix have obtained are 11 Advanced Specialisations as well as 5 Solutions Partner Designations:</p> <p>Advanced Specialisations:</p> <ul style="list-style-type: none"><li>· Information Protection and Governance</li><li>· Identity and Access Management</li><li>· Cloud Security</li><li>· Threat Protection</li><li>· Modernize Endpoint</li><li>· Teamwork Deployment</li><li>· Adoption and Change Management</li></ul>
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**Call-Off Schedule 4 (Call-Off Tender)**

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		<ul style="list-style-type: none"> <li>· Calling for Microsoft Teams</li> <li>· Meetings and Meeting Rooms for Microsoft Teams</li> <li>· Windows Server and SQL Server Migration to Microsoft Azure</li> <li>· Windows Virtual Desktop</li> </ul> <p>Solutions Partner Designations:</p> <ul style="list-style-type: none"> <li>· Modern Work</li> <li>· Security</li> <li>· Data &amp; AI (Azure)</li> <li>· Digital &amp; App Innovation (Azure)</li> <li>· Infrastructure (Azure)</li> </ul> <p>Phoenix also holds the following:</p> <ul style="list-style-type: none"> <li>• Azure Expert MSP</li> <li>• FastTrack Ready Partner</li> <li>• Surface Gold Partner</li> <li>• Member of Microsoft Intelligent Security Association</li> </ul>
3.11	Please confirm the portal to be utilised by each Customer in order to deploy their licensing.	<p>Microsoft licensing is visible within the Volume Licensing Services Centre (VLSC). Microsoft also provide an O365 portal for administration and allocation of online service licensing.</p> <p>Phoenix offer support across all the available portals. We can provide training and guidance and fully manage your VLSC site on your behalf.</p>
3.12	Please provide your latest copy of your Modern Slavery report (as required annually by 3.1.8 of Joint Schedule 5 Corporate Social Responsibility of the Framework Agreement).	See Annex A – Modern Slavery Report to this Schedule

**Call-Off Schedule 4 (Call-Off Tender)**

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3.13	Please provide the process you will follow for enrolment and on-boarding. You are not restricted in format or length, though please only provide one attachment for this question.	See Annex B – Onboarding Process to this Schedule
3.14	Please provide details of how you intend to fulfil the Account Management Plan. You are not restricted in format or length, though please only provide one attachment for this question.	See Annex C – Account Management to this Schedule 'EA Contract Implementation Plan'

**TECHNICAL ENVELOPE****Weighting 10%**

<b>TECHNICAL - SOCIAL VALUE</b>		<b>WEIGHTING 100%</b>
<b>Response Guidance</b>		
Potential Bidders <b>MUST</b> answer the following question.		
Unless otherwise specified, you must upload your response as an attachment.		
It is requested that the attachment is submitted in Microsoft Word or Open Document format and must be in Arial font size 11. Upload <b>ONLY</b> those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.		
<b>No costings should be included in responses to this Question.</b>		
<b>Question Number</b>	<b>Question</b>	<b>Your response</b>
4.1	<p>The Buyers want to purchase services that deliver wider benefits to people, the environment and the economy within their sphere of operation.</p> <p>The social value priority theme for this requirement is tackling economic inequality.</p> <p>Please set out activities you would be able to undertake which would support and enable the Buyer in achieving this aim and delivering against that Social Value priority.</p>	See Annex D – Social Value to this Schedule
<b>Response Criteria:</b>		

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#### Question 4.1: Response guidance

Tackling economic inequality addresses government's desired policy outcomes of:

- a. increasing supply chain resilience and capacity; and
- b. creating new businesses, new jobs and new skills

NOTE the successful Supplier may be required by a Buyer to provide a social value plan detailing how the social value set out in response to this question could be applied to that Buyer.

Your response MUST address each of points a, b and c below. Please set out separate paragraphs/page with relevant title relating to the point you are addressing.

- a. creating and promoting employment and skills offerings through provision of local initiatives including but not limited to apprenticeships and/or work experience and/or participation in careers fairs and/or supporting SMEs.  
NOTE that sweeping statements of international or national activities will be deemed not relevant unless you explain how those activities could be applied to any Buyer.  
To clarify, your response does NOT need to address each individual Buyer of the aggregation, it just needs to be clear that your activities could be made relevant to any Buyer
- b. demonstrating collaboration throughout the supply chain, and an even (equal) and responsible approach to working with supply chain partners in delivery of the contract
- c. supporting innovation either throughout the supply chain or for Buyers to deliver lower cost and/or higher quality goods and services.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum page count for Question 4.1 – 6 pages including spaces and punctuation. Any information over the maximum page count will be disregarded from evaluation.

Bidders must refrain from including information not relevant to the topic and information related to marketing of your organisation.

You may include sections from existing internal documentation and policies as part of your answer but no further attachments are permitted; any additional documents submitted will not be taken into consideration for the purpose of evaluation. Links to external content such as, but not limited to, website material and/or policy documents will not be accepted or considered in the evaluation.

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**COMMERCIAL ENVELOPE**

**Weighting 90%**

See Attachment 4 Price Schedule of the Order Form

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Model Version: v3.1

## **Annex A – Modern Slavery Report:**



PHX099 Modern Slavery and Human Trafficking Statement.doc.pdf

### ***Copy of text from embedded doc:***

#### **Modern Slavery and Human Trafficking Statement**

#### **PHX099**

#### **Policy Statement**

The Modern Slavery Act 2015 requires each business with an annual turnover of over £36m to publish a transparency statement which sets out the steps they have taken to ensure there is no modern slavery in their own business or in their supply chains. This statement is made pursuant of the Act. Modern slavery is a crime and a violation of fundamental human rights. It can take various forms such as slavery, servitude, forced and compulsory labour and human trafficking, all of which include the deprivation of a person’s liberty by another in order to exploit them for personal or commercial gain. Phoenix Software has a zero-tolerance approach to modern slavery and its constituent parts within its business and supply chains. Phoenix therefore is committed to taking appropriate steps to ensure that everyone that works for Phoenix in any capacity, benefits from a working environment in which their fundamental rights and freedoms are respected.

#### **Supplier Chain**

Phoenix Software is committed to acting ethically and with integrity in all our business dealings and relationships while implementing and enforcing controls to ensure that modern slavery is not taking place anywhere within the business or within our supply chains We expect the same high standards from all of our suppliers. As part of our contracting process, we have sought confirmation from our top suppliers of their compliance to the act to include specific prohibitions against modern slavery and we expect that our Suppliers will hold their own suppliers to the same high standards. An employee or supplier must report any incidence or suspicion of modern slavery at the earliest possible stage to Senior Administration or the Operations Manager. Phoenix Software may terminate its relationship with a Supplier if it is in breach of this policy. Phoenix Software may elect to work with the Supplier to resolve the issue. The software/licensing business sector is not considered high risk in relation to the Modern Slavery Act 2015. The Company does not enter into intricate supply chains, have multiple levels of contracting or subcontracting, or partner with businesses based in impoverished regions of the world where labour/employment laws are minimal or poorly enforced.

#### **Employment**

Phoenix Software treat our employees in a fair, lawful and professional manner and provide excellent working conditions including H&S provision, holiday entitlements and other benefits. Recruitment processes are in place to ensure that employment laws are met including “right to work” document checks are carried out, checks to ensure everyone employed is 16 plus and that contracts of employment are issued. Phoenix Software requires all employees to act in an ethical manner and to comply with legal requirements at all times by putting our values into practice. There is a confidential Whistle Blowing Policy in place

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for any employee to raise concerns relating to the behaviour of suppliers, customers, partners or employees. Phoenix Software does not consider that the potential risk of slavery or trafficking has increased for the business as a result of the COVID-19 pandemic. We continue to focus on the wellbeing, health and safety of our employees and to maintaining responsible relationships with our suppliers during the pandemic.

Signed: Samantha Mudd, Managing Director

Dated: 1 st November 2021

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### Annex B – Onboarding Process:



On-Boarding  
CCS.docx

#### **Copy of text from embedded doc:**

#### **EXPERT PARTNER SUPPORT**

We are a Microsoft Gold LSP with over 30 years' experience managing and implementing Microsoft licensing contracts. We currently manage over 690 Enterprise agreements and 1000 EES contracts working across the whole of the Public Sector.

Phoenix work closely with CCS to support the aggregation service and driving best value to our customers. Combining procurement takes pressure off individual IT departments and allows customers to benefit from a stronger combined buying power, thus benefiting from best pricing and the support of CCS running the tender process on behalf of the customer.

#### **TAILORED IMPLEMENTATION PLANS**

The implementation of the agreement will involve two phases; the first will address the steps to be taken to lay the foundations for the three customers with Phoenix. The second stage will involve working with each individual Authority as required to ensure the smooth and prompt integration onto the new agreement.

Our PRINCE2 Implementation Team has proven experience of implementing collaborative multi-authority agreements including South West Police (7 Police Forces) and Yorkshire Humberside Police (5 Police Forces).



Service  
Provision



Service Desk  
Availability



Open  
Communication  
Channels



SLA/KPI's



Focused on  
Customer Goals



Continual  
Improvement

#### **1-3 WEEKS PRIOR TO CONTRACT COMMENCEMENT**

The below will vary with personalisation, however this structure outlines the process we will follow to ensure we provide the best support and transition for the Authorities under this tender:

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## Call-Off Schedule 4 (Call-Off Tender)

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1. Implementation Plan to be designed and commence from contract award, this is tailored per customer requirement. The full plan takes one week to complete and includes key foundations of the agreement i.e Members, Marketing, KPI's, MI, Pricing Models.
2. Each new Contract BOM finalised, paperwork completed and submitted and agreed with Microsoft within 2.5 working days.
3. An ISO and Prince 2 accredited Customer Success Team will support the Authorities throughout the process.
4. Your dedicated Account Management Team will conduct a strategy planning meeting and design an engagement model to support the whole three-year contract and complement the Authorities unique digital strategies.
5. We will agree the most appropriate communication plan for each contract and formalise.
6. The Authorities will gain a training schedule to support the move to new licensing, new cloud technologies and portals.
7. We will define agreement governance by understanding your reporting and management information requirements, and we will agree on appropriate service level agreements for the Authorities.
8. We will explain our risk management approach
9. Go Live marketing meeting to take place to provide the Authorities with a range of information and allow for important introductions including members of our Technical and Marketing teams.

### POST IMPLEMENTATION

Following "Go-Live", a Health Check will be undertaken to analyse performance against agreed targets in respect of service levels and products supplied. The health check is also an excellent forum for discussing potential service enhancements and process improvements.

A dedicated Aggregate specialist team will work with each Authority to showcase the benefits of the agreement and collaborative procurement. We will support the Authorities to smoothly transition into their new contracts and 'kick off' the new contracts by introducing each customer's dedicated Account team and Account Management process.

## Call-Off Schedule 4 (Call-Off Tender)

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### Annex C – Account Management:



EA Contract  
Implementation Plan.

***Copy of text from embedded doc:***

#### **CONTRACT IMPLEMENTATION**

Phoenix will develop an implementation plan to suit the unique needs of CUSTOMER. Our implementation plan will be created in conjunction with CUSTOMER so that it considers your strategy, timelines and meets the requirement of the new agreement. Our full implementation plan can be completed within one week to ensure a seamless transition to Phoenix and this new agreement.

The below will vary with personalisation, however this structure outlines the process we will follow to ensure we provide the best support and transition for CUSTOMER:

1. Implementation Plan to be designed and commence from contract award. The full plan takes one week to complete.
2. New Contract BOM finalised, paperwork completed and submitted and agreed with Microsoft within 2.5 working days
3. An ISO and Prince 2 accredited Customer Success Team will support CUSTOMER throughout the process.
4. Your dedicated Account Management Team will conduct a strategy planning meeting and design an engagement model to support the whole three-year contract and complement CUSTOMER' digital strategy.
5. We will agree the most appropriate communication plan for this contract and formalise.
6. CUSTOMER will gain a training schedule to support the move to new licensing, new cloud technologies and portals.
7. We will define agreement governance by understanding your reporting and management information requirements, and we will agree on appropriate service level agreements for CUSTOMER.
8. We will explain our risk management approach.
9. Go Live marketing meeting to take place to provide CUSTOMER with a range of information and allow for important introductions including members of our Technical and Marketing teams.

It is Phoenix's responsibility to arrange and implement the above stages, this does however rely on prompt communication, scheduling and confirmation from CUSTOMER.

One week implementation

Phoenix manage over 688 Enterprise Agreements and have managed many complex contract set ups. Our plan will be complete within one week to provide immediate support, guidance and advice to CUSTOMER. During this week we will

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take the pain of contract management and set up away from CUSTOMER. We will help to finalise the BOM, submit paperwork to Microsoft, arrange meetings and calls with key members of your Phoenix Team, and complete many other tasks to ensure you are equipped with the knowledge and support to enter into a new Enterprise Agreement (EA).

new contract set up

Phoenix will complete the contract set up for CUSTOMER. We have completed many successful EA implementations and managed complex BOM's, contractual amendments and mergers. We can promptly get all paperwork completed within 2.5 days with Microsoft, meaning all CUSTOMER will need to do is sign the new agreement. Everything will then be finalised well in advance of the contract start date.

Below details the proposed timeline and defines responsibilities further:



customer success team

Phoenix is a Microsoft Gold Partner and one of the UK's most experienced and highly skilled Microsoft Partners in the UK.

Phoenix holds several top partner accreditations with Microsoft, we are an Azure Expert Managed Service Provider which is the highest level of Microsoft Accreditation and independently validates Phoenix's expertise and quality of cloud transformation services, covering planning, migration, optimisation, operation, and management of cloud services on the Azure platform.

On the 3<sup>rd</sup> of October 2022, Microsoft launched the **Microsoft Cloud Partner Program**, replacing the Microsoft Partner Network and retiring the gold and silver competencies (which Phoenix hold 13 Gold and 3 Silver). Phoenix have been preparing for this and working towards the new accreditations, which focus on **Advanced Specialisation** and **Solutions Partner Designations**, and we are now one of the highest accredited Microsoft Partners in the UK and Globally.

The new accreditations Phoenix have obtained are **11 Advanced Specialisations** as well as **5 Solutions Partner Designations**:

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Microsoft

# Advanced Specialization

- ✓ Information Protection and Governance
- ✓ Identity and Access Management
- ✓ Cloud Security
- ✓ Threat Protection
- ✓ Modernize Endpoint
- ✓ Teamwork Deployment
- ✓ Adoption and Change Management
- ✓ Calling for Microsoft Teams
- ✓ Meetings and Meeting Rooms for Microsoft Teams
- ✓ Windows Server and SQL Server Migration to Microsoft Azure
- ✓ Windows Virtual Desktop



Phoenix also hold the following:

- Azure Expert MSP
- FastTrack Ready Partner
- Surface Gold Partner
- Member of Microsoft Intelligent Security Association

CUSTOMER will have a specific Customer Success Team to provide an additional level of support and expertise. The teams are underpinned by our ISO9001 and Prince 2 qualifications and will help define your requirements and ensure we exceed them throughout the contract.

### Help Desk

We will deliver free Technical Advice for software purchased from us. This service gives you telephone advice on product features, capabilities and basic troubleshooting. You can contact our Technical Advice Desk on 01904 562207 or [helpdesk@phoenixs.co.uk](mailto:helpdesk@phoenixs.co.uk) during normal office hours.

You will benefit from our IT Service Desk portal. Our IT Service Desk uses the award-winning Zendesk Customer Service Platform. This platform supports customer interaction and ticket logging via email, internet portal, chat, and phone. You simply need to create a ticket via your chosen method to access our support team. Upon logging a ticket, you get an automated email confirmation, including the reference number and other details. When onboarded, all customers receive walk-through training and a user guide for end-user support and service desk solutions. This means they know how to raise tickets across the multiple methods.

Our 24/7 helpdesk provision is run by a team of highly accredited and trained Technical Analysts. This team has access to a specialist overlay team of 20 Consultants and Engineers who can give the customer access to enhanced technical expertise. The portal is available at: <https://support.phoenixs.co.uk>.

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The standard service levels offered with this free of charge service are:

- Low (a question or basic request about how to do something) – 24 hours
- Normal (Something is not working, and it is slowing you down, one person or team affected, workaround available) – 4 hours

High or Urgent (A major service has stopped working, this could have severe business impact, team, business or function affected) – 2 hours

### EA management Team

Phoenix operate as a Microsoft Centre of Operational Excellence. Our EA Operational Team manage all our customers Microsoft agreements including the contractual set up. We pride ourselves on our expertise and accuracy and will endeavour to deliver this exact standard to CUSTOMER for all contracts.

microsoft licensing

CUSTOMER have a dedicated Licensing Specialist; we have the largest team in the industry as outlined below:



### Systems that integrate with Microsoft

We heavily use the Microsoft Volume License Service Centre and Partner Centre, these are two vital Microsoft portals that our internal systems seamlessly integrate with. We can therefore ensure seamless communication and knowledge transfer with Microsoft. We also have a dedicated in house VLSC team who can support CUSTOMER with any queries relating to this portal. Once we are granted access to your site, we can manage the site for you if desired. Alternatively, we are available to offer support with common VLSC queries, such as downloading product and volume licence keys, viewing licence statements, and activating Software Assurance Benefits.

account management team

CUSTOMER have a comprehensive Account Management Team to oversee all aspects of your agreements and requirements. They are responsible for managing and completing the implementation plan with you.

Strategy planning

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Phoenix is a UK leading supplier of Digital Transformation and Licensing to the Public Sector in the UK and is constantly assisting our customers to improve, transform and engage better with their staff and citizens. Phoenix manage over 320 Azure customers and more than 730 Office 365 and Microsoft 365 customers. We look after 6.5 million Public Sector & Education seats under contracts for Microsoft. Phoenix's highly accredited team of in-house consultants have migrated over 500,000 mailboxes to O365.

We will work in partnership with CUSTOMER to help define their Digital Strategy, taking into consideration the cultural aspects and technical and non-technical strategic goals of the organisation. This is based on a structured transformation framework which we have used with many other Authority's which share synergies with the requirements and aspirations of CUSTOMER. Phoenix have supported a range of requirements and stages of cloud transformation.

### Agreement Kick off

During the initial EA kick-off meeting, the frequency of future review meetings will be determined, depending on CUSTOMER' requirement. Typically, these are quarterly, however can be on-demand, bi-annual or yearly. Phoenix recommend quarterly due to the changing nature of Microsoft Licensing and would use this opportunity to communicate any updates.

Review meetings with your aligned Licensing Specialist would be arranged to cover the below agenda, however they can be tailored to include additional topics of interest:

- Microsoft licensing updates
- Future requirements of the customer
- Complex licensing scenarios
- A review of remaining Software Assurance Benefits
- Microsoft technology roadmap
- Cloud journey

### Personalised Engagement model

Within this introductory week of implementing this agreement and Phoenix as a new supplier, we will work collaboratively with CUSTOMER to create an initial 12-month engagement and milestone plan. This plan will focus on key areas of CUSTOMER' strategy and organisational goals and will deliver additional free services. Our initial guide to what this plan will look like is provided below, this shows that we can deliver a wide range of workshops throughout the contract split into each year's goals.

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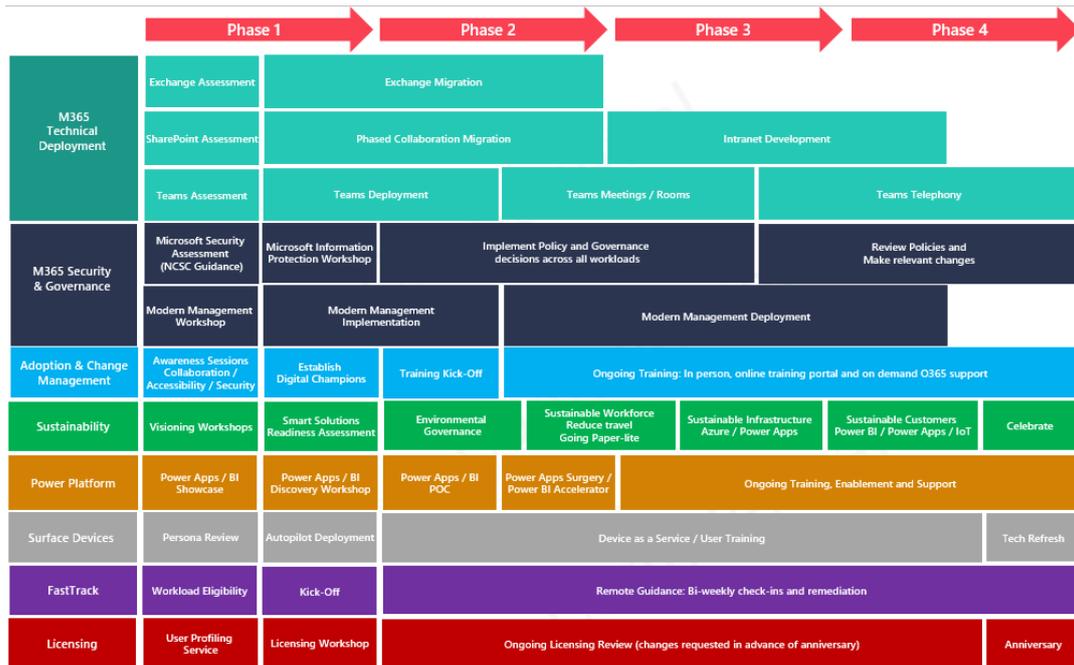
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### communication plan

We will agree the preferred methods of communication with CUSTOMER and ensure these are built into a thorough communication plan.

The purpose of this communication plan between both parties named as Phoenix and CUSTOMER is to formalise the professional working arrangements between the organisations, ensuring the delivery of a high-level quality service to agreed timescales and standards. Phoenix have some customers who prefer telephone updates and some who prefer emailed communications; therefore, the communication plan can be tailored to your specific organisation and even on a per personnel preference. Our initial suggestion would be to aim for the following and review and develop over time to perfectly fit the requirements of CUSTOMER.

- Phoenix will respond to any request within three working hours (between working hours 9.00am-5.30pm Monday-Friday). Quotations will be submitted within this time subject to manufacturer feedback. Where there are delays from manufacturers in sourcing pricing (outside of the standard product portfolio), Phoenix will inform CUSTOMER and provide guidelines as to when they will be able to submit a quotation
- All orders received from CUSTOMER before 4.00pm will be processed the same day
- Phoenix will inform CUSTOMER of lead times on orders placed. As a general guide, delivery will usually take between two and three working days, although most deliveries are achieved for the next working day if placed before 3.00pm. Delivery times can vary from manufacturer to manufacturer; however, Phoenix will provide as much detail as possible. You may request part shipment if required
- Phoenix will appoint a single point of contact for all account management services, who will take the responsibility of CUSTOMER' account daily. If the Account Manager is out of the office, CUSTOMER will have access to Sales Support and Sales Manager
- Phoenix will provide access to Executive Sponsor, Sam Mudd.

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- Your Account Team will all have access to CRM records and will communicate effectively to ensure they work together to support the best interests for CUSTOMER
- Phoenix will provide a dedicate Microsoft Licensing and Online Services Specialist.
- Phoenix will inform CUSTOMER of RELEVANT volume licence agreements price changes or product licensing changes in advance, either by your software account manager directly, e-Newsletter, webinars, podcasts, events or via Teams.
- All key issues will be verbally discussed by Phoenix and CUSTOMER, in addition to other services that Phoenix provides with relevant industry news that may impact on the procurement of software for.

Following the creation of this formal agreement, both meeting schedules and peer to peer introductions will also be arranged.

### training and Roadmap opportunities

We will work with CUSTOMER to define a training program that suits your needs and supports your end users adopt the new technology within this agreement. As people are the heart of everything you do, this is vital to give them the support and encouragement they deserve when making the move to new ways of working.

### Technology Roadmap Days

Phoenix is committed to supporting CUSTOMER to maximise investment in Microsoft Technology by providing bi -annual Technology Days throughout the Agreement. Technology experts within Phoenix will deliver these and take you on a journey through the relevant Microsoft technology areas. Each Technology day allows you to see how deployment of the technology can turn your investment into genuine Business enablers. This can be delivered in our dedicated Microsoft Technology Suite in our York Offices or can be delivered on-site if required.

### Events

We host a range of in person events and webinars. In 2021, we hosted over 65 different types of events including Cloud Immersion Experience Days, Microsoft workload specific days and tailored one to one workshops. Phoenix also provided staff and resources for a substantial number of activities including partner conferences and exhibitions. You can attend all future seminars free of charge where you can mix with other industry professionals and discuss emerging technologies. Ian MacDonald attended a Discover Microsoft event in Edinburgh in October last year, this event explored O365 and how Teams could enhance CUSTOMER' working environment. We can arrange a follow up at any time convenient to plan in a teamwork assessment which would be next steps after attending this event.

Subject matter for recent events ranges from 'An Introduction to Windows 10' to 'IT Transformation' and 'Software-Defined Networking'. Each event caters for the full spectrum of organisations from Universities, Colleges and Schools to Local and Central Government, Charities and Housing Associations. Examples of events can be found at <https://www.phoenixs.co.uk/events/>. Lorraine McCluskey recently

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expressed interest in our Azure workloads bootcamp that unfortunately had to be postponed. We can deliver these sessions on demand to CUSTOMER should this still be of interest.

We will also inform you of some useful Microsoft events you could attend, below are some examples Microsoft are currently offering customers:

Azure Events - <https://azure.microsoft.com/en-gb/community/events/>

General Microsoft Events - <https://events.microsoft.com/>

TechNet UK Events - <https://blogs.technet.microsoft.com/uktechnet/events/>

UK Events - <https://www.microsoft.com/en-gb/events/>

### Podcasts

Phoenix On-Demand (POD) is a series of podcasts where we aim to help and educate you further on all things IT. We have already covered topics such as smart regions, accessibility and Technology impacts on the Sectors. We regularly add additional training onto our Podcast page and are interested to know what you would like to see. CUSTOMER can therefore let us know if you wish to know more on a specific subject affecting you and your employees. All podcasts are available here: <https://www.phoenixs.co.uk/phoenix-on-demand-pod/>

### Licensing workshops

We will present Licensing Workshops on demand to teach you the licensing fundamentals. Your Licensing Specialist will deliver these free of charge Licensing Workshops at customer site, or at the Phoenix offices just outside of York. The workshop will typically span over 2-3 hours and be tailored to suit the training needs of CUSTOMER.

These workshops provide high level training to teach you the core fundamentals of Microsoft licensing. They will clarify the terms associated licenses you currently purchase and explain the different agreements that are available and where these might be appropriate within CUSTOMER. This is not a replacement for an accurate licensing position but offers knowledge share and support for future and current deployment changes, by enhancing your licensing understanding. We will also address your users' profile to ensure we help CUSTOMER with cost avoidance

### Volume license services centre portal management

The Microsoft Volume License Service Centre (VLSC) is the online site where customers and partners can view and manage Microsoft licenses. Our VLSC team deliver training to our customers and we also provide full help desk services. Microsoft collage license and Agreement details within this site. We can help you filter and understand this data to make best use of it. Once we are granted access to your site, we can manage the site for you if desired. Alternatively, we are available to offer support with common VLSC queries, such as downloading product and volume

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licence keys, viewing licence statements, and activating Software Assurance Benefits.

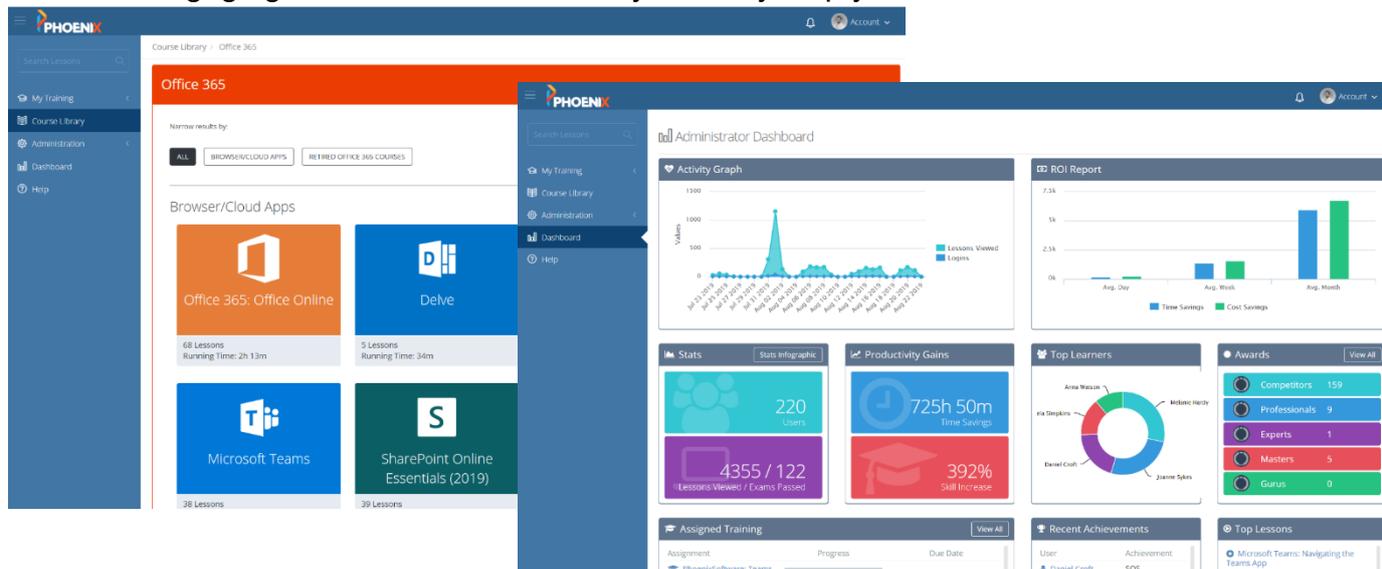
Proactively manage your cloud environments with O365 and Azure portal training

We support queries from simply accessing these portals to understanding how to fully manage your O365 and Azure environments. Should you have additional technical queries our consultancy team will ensure they are available to support. We will teach you how to run reports, establish license usage and how you can unlock additional functionality to provide further benefits to you.

### End-User Training Portal

We will provide CUSTOMER with a three-month pilot for our Online Training Portal. This training platform will help you ensure a successful adoption of cloud technologies by providing learning opportunities. Training will drive adoption, improve users understanding of technology and detail functionality and the benefits to you as an employee.

This online resource provides access to hundreds of video lessons allowing your end-users to adapt to the new technology faster, feel more confident and become more efficient. Microsoft Specialists and training experts develop lessons to ensure videos are engaging and will deliver value to you. They help you solve the 'how-to'



type questions to ultimately save you time and enhance productivity.

We will offer CUSTOMER a three-month pilot for 50 users to help support your end user adoption. This will include an initial demo and walkthrough of how to use the portal. Once you have experienced the value you could gain from this portal and benefited from the training you could then decide to continue utilising this service. Licenses can be procured at 60p per user per month. We use this platform to deliver our internal cloud technology training and in our experience by saving each

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employee just 5 mins per day the solution pays for itself within 11 days and has an annual ROI of circa. 2300%.

### Free Training

#### Microsoft Learn

Software Assurance eLearning has been replaced with Microsoft Learn. The E-Learning Software Assurance benefit has been retired, and access to current courses, transcripts, completion certificates and administrative tools residing on those sites will be unavailable. Microsoft Learn is a free, interactive, quick, and fun way to learn Microsoft products and services. Microsoft Learn offers self-paced interactive training for end users all accessible online via the Microsoft Learn Portal.



#### Microsoft Labs

Microsoft Hands-on Labs allows you to practice with the latest cloud products in a live environment and advance your skills. Microsoft offer free self-paced learning online accessible at any time to improve and refresh knowledge. The range of 'lab' sessions can be found by following this link

<https://www.microsoft.com/handsonlabs/selfpacedlabs>.

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<p><b>A day in the life of a Teams admin</b> OS00202</p> <p>120 min</p> <p>Self-paced Lab: Acquire the cloud skills you need, at your own pace.</p> <p>Launch</p>	<p><b>Active Directory Deployment and Management Enhancements</b> WS00068</p> <p>120 min</p> <p>In this lab, you will learn how to deploy Active Directory Domain Controllers with Windows Server 2012. You will deploy domain controllers using the new Server Manager, as well as deploying remote domain controllers using Windows PowerShell. You will be able to explore the new Active Directory Management tool and use its PowerShell History Viewer.</p> <p>Launch</p>	<p><b>Administer Microsoft SharePoint Online</b> OS00165</p> <p>120 min</p> <p>Learn how to perform common administrative tasks in the Microsoft SharePoint Online Administration Center. After completing this lab, you will be better able to: 1) create and apply permissions to site collections, 2) enable external sharing end to end, and 3) manage user profiles - all via the Web user interface and leveraging the SharePoint Online Management Shell (aka, PowerShell for SharePoint Online).</p> <p>Launch</p>
<p><b>Administer Office 365 with Windows PowerShell - an introduction</b> OS00181</p> <p>120 min</p> <p>Microsoft Windows PowerShell is a command-line shell and scripting language designed for system administrators to help IT professionals and power users to administer Windows Operating System and applications such as Microsoft Office 365. PowerShell for Office 365 is a powerful tool enabling scenarios including bulk editing, data filtering, and access to more functionality. This lab introduces you to the</p> <p>Launch</p>	<p><b>Administering and using Microsoft Teams</b> OS00193</p> <p>120 min</p> <p>Self-paced Lab: Acquire the cloud skills you need, at your own pace.</p> <p>Launch</p>	<p><b>Administering Microsoft 365</b> OS00207</p> <p>120 min</p> <p>Self-paced Lab: Acquire the cloud skills you need, at your own pace.</p> <p>Launch</p>

### Microsoft Learning Paths

Microsoft provide excellent free learning paths for a wide range of courses. All training is completely free with affordable exams to gain the qualifications once training is complete. Phoenix and many of our customers themselves are working through some of the most recent training content, and then taking the exam to gain qualifications in Azure and M365. CUSTOMER and your employees might be interested to learn more about these key Microsoft products and can do so using these learning paths. These and many more courses are available using the following links:

M365 Fundamentals learning path - <https://docs.microsoft.com/en-gb/learn/paths/m365-fundamentals/>

Azure Fundamentals learning path - <https://docs.microsoft.com/en-us/learn/paths/azure-fundamentals/>

governance

Working closely with CUSTOMER within this week of contract implementation we will define your service requirement needs and ensure both the management information and reporting capabilities of Phoenix are explained and finalised for your contract.

### Proposed Contract Reporting and Management Information

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We have a custom design infrastructure system to support customer relationship management and the provision of licensing. We can analyse historical records as all transactions and quotes are logged under unique customer reference numbers. We download and collate the information every night to our UK Data Warehouse which provides the foundation for our in-house report generation program.

We have the flexibility to retrieve all data streams recorded directly from our UK Data Warehouse. This allows us to produce different types of report to support the unique reporting requirements of CUSTOMER. See below for a list of example reports:

- Monthly spend by lines, cost centre/delivery point and organisation
- Monthly spend by Product Type
- Number of orders placed by value
- Number of lines per order
- Average order value, by cost centre and by delivery point
- Ordering method used – including number of orders placed and value
- Expenditure by product group and sub-product group
- Overall expenditure by current year versus last year
- Expenditure on software products and services by SMEs
- Performance against key performance indicators (KPIs)
- Savings tracker

In addition to standard purchase history style reporting, we can send CUSTOMER regular monthly reports examining your online service utilization. From reviewing these reports, we can work with you to gain greater ROI from your licenses. Our skilled cloud team will work with you to explore how the features of O365 can benefit you. The Licensing workshops and CIE sessions we deliver work well alongside this service, providing the knowledge and understanding of the O365 product set.

### Service Level Agreement (SLA)

We will work with you to design a robust SLA that exceeds CUSTOMER' expectations and ensures Phoenix deliver excellent service. Below is a guide based on our initial recommendation:

	SLA	Contact Name	Contact Position
<b>Licensing Advice</b>			
Acknowledgement	1 Hour		Account Manager/Sales Support
Initial Query	2 Hours		Account Manager/Sales Support
Licensing Advice Escalation	1 Hour		Microsoft Licensing Specialist
Licensing Advice 2nd Escalation	2 Hours	Becky Wilson	Microsoft Licensing Practise Manager
Management Escalation	3 Hours		Sales Manager
Senior Management Escalation	5 Hours	Keith Martin	Sales Director
Board Level Escalation	6 Hours	Sam Mudd	MD

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Technical			
Acknowledgment	1 Hour		Account Manager/Sales Support
Initial Query	Business Hours		Account Manager/Sales Support
Technical Query Escalation	Business Hours	Helpdesk Team	A named help desk operative will support until the query is closed
Management Escalation	3 Hours		Sales Manager
Senior Management Escalation	5 Hours	Keith Martin	Sales Director
Board Level Escalation	4 Hours	Sam Mudd	MD
Operations			
Order & Quote Requests	2 Hours (Same Working Day If Pre 4pm)		Account Manager/Sales Support
Order & Quote Acknowledgement	2 Hours	Email	Email
Price Lists	2nd of Each Calendar Month		Account Manager/Sales Support
Purchase Reports	2nd of Each Calendar Month		Account Manager/Sales Support
OLS Reports	2nd of Each Calendar Month		Account Manager/Sales Support
Management Escalation	3 Hours		Sales Manager
Senior Management Escalation	5 Hours	Keith Martin	Sales Director
Board Level Escalation	6 Hours	Sam Mudd	MD

Invoices will as per your request contain the following information as a minimum:

- Description of purchase
- Quantity
- Price per item
- Delivery date

### Risk management

Risk management is important feature of solution design. We work in partnership with our customers to identify and mitigate the risks associated with their procurements. Our Risk Management Systems (RMS) is designed to identify, quantify and predict the impact of risk on the project.

### Procedure

#### UNDERSTAND CUSTOMERS RISK POSITION

Phoenix acknowledges the importance of validating the customers risk position. We operate a consultative approach to service design and as part of this process, the risk appetite and tolerance is validated. Our RMS features the key risk associated with technology services together with potential mitigations. We can determine a high-level risk impact dependent upon the solution design. This provides the customer with a high-level view of their risk landscape. This baseline then allows us to develop a customised risk assessment. As part of this assessment, we hold

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discussion and interviews with key stakeholders to ensure that we fully understand risk position and tolerance.

### SERVICE DESIGN

Service strategies are then designed to ensure compliance with the agreed risk position. In accordance with our Prince2 Project Management protocols, risk analysis and registers are completed and held within Project Documentation to ensure all parties are fully briefed on the risk position and customer tolerance. To ensure effective risk management, we conduct regular reviews to help mitigate and identify new risks. Our RMS considers Project Management, Internal, Predictable, Technical and Legal Risks. Commercial modelling which includes Total Cost of Ownership, Cost Avoidance, Cost Efficiencies and Savings are a key feature of the system. This allows us to accurately assess the potential implications of a changing risk landscape.

Changes in risk status or identification of new ones will be presented to CUSTOMER on the regular basis. Depending on the severity or likely impact, we may expedite a meeting to ensure all parties are fully briefed on the risk status. As part of these meetings will outline the risk and mitigations in place together with the financial implications. This information will allow CUSTOMER to make an informed decision on the risk landscape

### IDENTIFICATION AND MANAGEMENT OF RISKS

Our risk assessment has been developed alongside the requirements of ISO27001:2013 for risk assessment in an ICT environment and the principles of ISO31000 for generic risk assessment both of which are recognised as good practice methodology by the UK government.

The Risk Assessment Policy defines the approach undertaken by Phoenix to risk assessment within its own business. The process and approach defined by this policy is the starting point for all Phoenix risk assessments.

Our PRINCE2 Project Managers are responsible for ensuring the necessary and appropriate skills are available when conducting the risk assessment so that the best outcome and most accurate risk analysis is achieved. Risk analysis should start with the analysis of the wider business requirements and objectives of the Customer.

### RISK ASSESSMENT PROCESS

The process is designed to give a "Business Wide Overview" of the program, project and contract activity from a risk analysis perspective with the utilisation of consistent risk assessment tools and techniques. All risk assessments will be assessed and numerically quantified to assist the project team to quantify any risk to the customer throughout the entire work program lifecycle.

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Phoenix has a responsibility to define and apply a suitable business wide risk assessment process that will:

- Establish and maintain records of risks
- Identifies and quantifies and categorises project risks and risk owners
- Analytically review the risks
- Phoenix will numerically quantify the level of risk
- Quantify the risk and prioritise the risk assessment for risk corrective action

Phoenix will retain all documented information gathered from the risk assessment process captured within the risk management system and log for ongoing and future reference.

change management workshops

We will encourage employees to harness their enthusiasm within technology available to them. We will deliver sessions throughout the agreement and project lifecycle that are purely Change focussed. Initially, we suggest a workshop to capture and summarise all requirements and discuss the culture of change specific to your organisation. These workshops follow the Microsoft change management methodology, using a three-phased adoption approach;

1. **Envision** phase is designed to help you define the scope and objectives of the change; understand people in your organisation who will drive the change; prioritize the groups who will be affected by the change; and identify the ways they will need to work differently. We suggest a workshop to capture and summarise all requirements and discuss the culture of change specific to your organisation.
2. **Onboard** phase delivers the plans created during the envision phase and includes all activities up to the service launch. All affected users will be trained and as capable as possible with the new ways of working prior to the launch.
3. **Drive value** phase looks at how your organisation can sustain the change by Continuing focus on change implementation, management, and monitoring.

Following this, we will present the findings and create a tailored end user adoption plan to maximise your investment in technology. To carefully analyse if the technology roadmap considers all areas of change, your Solution Architect team will be appointed a change specialist. This will support CUSTOMER in the successful adoption of cloud technology, enabling cultural and business change through successful use of technology.

marketing

During the implementation phase Phoenix will work together to agree an effective marketing and communication plan. Recognising that marketing and communications are critical to the uptake of any new agreement, Phoenix will craft a marketing communication plan to include; “pre-launch”, “on-boarding” and “Go Live” communications. We have devised a marketing plan which will be agreed with CUSTOMER and executed through a variety of media including; roadshows, online

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video webinars, one to one forums, e-marketing and telemarketing campaigns, online noticeboards, LinkedIn, Twitter and marketing materials.

Through our marketing automation platform, HubSpot, we can build various workflows to enrol people in relevant messaging such as our Office 365 Readiness Assessment, Exchange Online, SharePoint Online, Teams and Security sessions that we hold to raise awareness and drive user adoption.

We will hold Customer Immersion Experiences to engage, inform, inspire and debate the art of the possible across the Microsoft Modern workplace solution stack. Phoenix will also produce a range of on-demand webinars that can be shared with the organisation to aid employee's knowledge and adoption.

We will also ensure we send CUSTOMER an 'intro pack' with information on key contacts, benefits, agreement detail, and any other relevant details you would like to see from us during this initial implementation phase

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### Annex D – Social Value:



4.1 Social Value  
Question.docx

#### ***Copy of text from embedded doc:***

Phoenix will support the following three outcomes:

A

We are committed to working with a diverse supply chain to provide a route to market. SMEs represent over 70% of our services supply chain. Phoenix holds quarterly events to promote supply chain opportunities and ensure they meet our core values.

For example, we have helped Digital Cloud scale their growing business to support the additional employment of a further two people. Both businesses have already invested in the government apprenticeship programme, and we will shortly be helping a new apprentice secure the training and expertise in the MS Business Applications arena. We are also helping to fund additional employees for Digital Cloud to support their future growth.

Another example of supporting entrepreneurship and start-ups is a new partnership with Scrapp. Scrapp is a team of Scottish university graduates who have developed an app to increase recycling and engagement for local authorities. We have helped them secure enhanced support from Microsoft for further app development. In addition, we provide ongoing sales and marketing support for their continued growth.

To scale our volunteering and social delivery, we have partnered with Brighton based tech for good start-up, onHand. Their application allows our workforce to undertake volunteering missions remotely and across the UK to deliver social value for our customers. We also help our charity sector customers onboard their volunteering opportunities for enhanced visibility and volunteering support.

B

Phoenix is a signatory of the Prompt Payment Code to show our dedication to driving change towards fair payment terms and boosting the economy. We maintain strategic partnerships with all our supply chain partners, built on collaboration, discussing best practices, delivering innovation and value, and sharing cost reductions.

Our Alliances Team works with each partner to support and help them achieve their goals. We use open-book pricing models with our partners for fair margin distribution and encourage implementing improvements for mutual gain-share.

Phoenix prides itself on its corporate values and promotes these to its employees, customers and suppliers. As a Value-Added Reseller, we strive to give value for money on our products and services, always aiming to reduce costs for customers by providing innovative solutions.

Framework Ref: RM6068

Project Version: v1.0

Model Version: v3.1

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We ensure our partners are treated fairly by using mutually beneficial commercial arrangements and the prompt payment of invoices. Furthermore, Phoenix encourages our partners to source products from sustainable sources and maintain best quality and environmental practices. This includes ensuring that human rights are adhered to throughout the supply chain. Phoenix is an ethical employer and is committed to raising its staff's well-being, living standards, skills, and health. Our Supplier Code of Conduct upholds these values, which ensures our customers are working with an ethical, social and sustainable supply chain.

Phoenix is Carbon Neutral through investing in gold standard carbon removal projects, committed to achieving Net Zero emissions by 2040. We use our ISO 14001 Environmental Management System to drive environmental best practices across our supply chain and operations. Our employees receive regular training and are annually certified on our business policies.

We work with our partners to deliver joint social impact for our customers, combining our volunteering and assets for greater impact. For example, we work with our security partner, Sophos, to distribute free of charge cyber security kits to families. We also organise regular charity events to raise awareness and donations.

Phoenix is an active member of the Microsoft Partner Pledge group, which focuses on Diversity, Digital Skills, Apprenticeships, Responsible and Ethical AI and Sustainability. Every Phoenix employee has undertaken Microsoft's Accessibility Training to help them and our customers deliver an inclusive and collaborative workplace. Phoenix holds key security accreditations, including Cyber Essentials Plus and ISO 27001. We encourage our partners to adopt these standards by giving them access to free advice and heavily discounted auditing services from our GRC Team.

### C

We are committed to working with a diverse supply chain to provide a route to market. Over 70% of our services supply chain is represented by SMEs. Phoenix holds quarterly events to promote supply chain opportunities and ensure they are meeting our core values, including employment and sustainability.

An example of this is our work with Digital Cloud (DC), who are an emerging business, growing from just 1 person to 3 this year. We are investing in a mutual growth program for DC to provide MS Business Applications solutions to our customers. Both businesses already invest in the government apprenticeship programme, and we are working together to invest in another apprentice between us to help skill an individual in the MS Business Applications arena. The individual will receive guidance, work experience and invaluable training from both parties. In addition, we are working with DC and investing in a joint funded head program, this will assist in DC's growth, giving them the confidence to invest in additional employees and allowing them to support on opportunities that would previously be unavailable to them.

Another example of supporting entrepreneurship and start-ups is with a new partner we are working alongside, Scrapp Ltd. Scrapp are university graduates with start-up business based in Scotland, who have developed an app to increase recycling and engagement for local authorities. With our customers, we are helping them to grow out the business by implementing the Scrapp software with our customers, to realise its potential in public sector

Framework Ref: RM6068

Project Version: v1.0

Model Version: v3.1

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and have also connected them to Microsoft where they have been selected to be a part of an AI for Sustainability programme, which will give them support to develop the capabilities of the App further.

To scale out volunteering and deliver social impact nationwide we have partnered with a tech for good start up business based in Brighton called onHand. Their software app 'onHand' enables our workforce to undertake volunteering missions across the UK and remotely deliver social value for our customers. We offer the software to our charities customers for them to onboard volunteers helping to future proof and reduce resources.

We have developed a Sustainability App that allows us and our customers to Record, Report and Reduce carbon emissions across all factors of the organisation. It is scalable by its use of Microsoft Teams, Power Apps, and PowerBI functionality that is already included in licencing and futureproofed with flexibility to add in different silos of data across any carbon emissions at any time. The Sustainability App enables us and our customers to get added value from licencing, modernising the delivery of carbon emissions reporting and improves productivity by moving away from extended spreadsheets and manual calculations. Microsoft have recognised the importance of this application in public sector in future by awarding it as a Finalist in their recent Partner Pledge Awards.

**Phoenix Solutions Platform (PSP) portal:** Customers will receive access to our in-house, bespoke PSP portal which acts as the sole destination for full license management; offering self-service reporting and a complete dashboard view of orders and agreements managed by Phoenix.

Phoenix will offer free of charge workshops, individually to all organisations in the aggregate to showcase the art of the possible for their organisation, to modernise and increase productivity.

- Power – how data can be gathered and used effectively
- Sustainability – how technology can support you to achieve your sustainability goals
- Teams communication/collaboration – improving engagement and productivity
- Hybrid working – introducing successful hybrid-working
- Accessibility – raising awareness of accessibility functionality to be an inclusive organisation
- Viva – how to improve productivity and avoid workforce digital burnout
- Security, governance, risk – keeping your organisation secure
- Fast Track – ensuring you deliver value for money from your Microsoft licencing

## CALL-OFF SCHEDULE 6 (ICT SERVICES)

### 1. Definitions

1.1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Buyer Property"</b>	the property, other than real property and IPR, including the Buyer System, any equipment issued or made available to the Supplier by the Buyer in connection with this Contract;
<b>"Buyer Software"</b>	any software which is owned by or licensed to the Buyer and which is or will be used by the Supplier for the purposes of providing the Deliverables;
<b>"Buyer System"</b>	the Buyer's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Buyer or the Supplier in connection with this Contract which is owned by or licensed to the Buyer by a third party and which interfaces with the Supplier System or which is necessary for the Buyer to receive the Deliverables;
<b>"Defect"</b>	any of the following: <ul style="list-style-type: none"><li>a) any error, damage or defect in the manufacturing of a Deliverable; or</li><li>b) any error or failure of code within the Software which causes a Deliverable to malfunction or to produce unintelligible or incorrect results; or</li><li>c) any failure of any Deliverable to provide the performance, features and functionality specified in the requirements of the Buyer or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the relevant Deliverable from passing any Test required under this Call Off Contract; or</li><li>d) any failure of any Deliverable to operate in conjunction with or interface with any other Deliverable in order to provide the performance, features and functionality specified in the requirements of the Buyer or the Documentation (including any adverse effect on response times) regardless of whether or not it prevents the</li></ul>

relevant Deliverable from passing any Test required under this Contract;

<b>"Emergency Maintenance"</b>	ad hoc and unplanned maintenance provided by the Supplier where either Party reasonably suspects that the ICT Environment or the Services, or any part of the ICT Environment or the Services, has or may have developed a fault;
<b>"ICT Environment"</b>	the Buyer System and the Supplier System;
<b>"Licensed Software"</b>	all and any Software licensed by or through the Supplier, its Sub-Contractors or any third party to the Buyer for the purposes of or pursuant to this Call Off Contract, including any COTS Software;
<b>"Maintenance Schedule"</b>	has the meaning given to it in paragraph 8 of this Schedule;
<b>"Malicious Software"</b>	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
<b>"New Release"</b>	an item produced primarily to extend, alter or improve the Software and/or any Deliverable by providing additional functionality or performance enhancement (whether or not defects in the Software and/or Deliverable are also corrected) while still retaining the original designated purpose of that item;
<b>"Open Source Software"</b>	computer software that has its source code made available subject to an open-source licence under which the owner of the copyright and other IPR in such software provides the rights to use, study, change and distribute the software to any and all persons and for any and all purposes free of charge;
<b>"Operating Environment"</b>	means the Buyer System and any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which:  e) the Deliverables are (or are to be) provided; or

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- f) the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables; or
- g) where any part of the Supplier System is situated;

**"Permitted Maintenance"**

has the meaning given to it in paragraph 8.2 of this Schedule;

**"Quality Plans"**

has the meaning given to it in paragraph 6.1 of this Schedule;

**"Sites"**

has the meaning given to it in Joint Schedule 1(Definitions), and for the purposes of this Call Off Schedule shall also include any premises from, to or at which physical interface with the Buyer System takes place;

**"Software"**

Specially Written Software, COTS Software and non-COTS Supplier and third party Software;

**"Software Supporting Materials"**

has the meaning given to it in paragraph 9.1 of this Schedule;

**"Source Code"**

computer programs and/or data in eye-readable form and in such form that it can be compiled or interpreted into equivalent binary code together with all related design comments, flow charts, technical information and documentation necessary for the use, reproduction, maintenance, modification and enhancement of such software;

**"Specially Written Software"**

any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Supplier (or by a Sub-Contractor or other third party on behalf of the Supplier) specifically for the purposes of this Contract, including any modifications or enhancements to COTS Software. For the avoidance of doubt Specially Written Software does not constitute New IPR;

**"Supplier System"**

the information and communications technology system used by the Supplier in supplying the Deliverables, including the COTS Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Buyer System);

## **Call-Off Schedule 6 (ICT Services)**

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### **2. When this Schedule should be used**

- 2.1. This Schedule is designed to provide additional provisions necessary to facilitate the provision of ICT services which are part of the Deliverables.

### **3. Buyer due diligence requirements**

- 3.1. This paragraph 3 applies where the Buyer has conducted a Further Competition. The Supplier shall satisfy itself of all relevant details, including but not limited to, details relating to the following;
  - 3.1.1. suitability of the existing and (to the extent that it is defined or reasonably foreseeable at the Start Date) future Operating Environment;
  - 3.1.2. operating processes and procedures and the working methods of the Buyer;
  - 3.1.3. ownership, functionality, capacity, condition and suitability for use in the provision of the Deliverables of the Buyer Assets; and
  - 3.1.4. existing contracts (including any licences, support, maintenance and other contracts relating to the Operating Environment) referred to in the Due Diligence Information which may be novated to, assigned to or managed by the Supplier under this Contract and/or which the Supplier will require the benefit of for the provision of the Deliverables.
- 3.2. The Supplier confirms that it has advised the Buyer in writing of:
  - 3.2.1. each aspect, if any, of the Operating Environment that is not suitable for the provision of the Deliverables;
  - 3.2.2. the actions needed to remedy each such unsuitable aspect; and
  - 3.2.3. a timetable for and the costs of those actions.

### **4. Software warranty**

- 4.1. The Supplier represents and warrants that:
  - 4.1.1. it has and shall continue to have all necessary rights in and to the Licensed Software made available by the Supplier (and/or any Sub-Contractor) to the Buyer which are necessary for the performance of the Supplier's obligations under this Contract including the receipt of the Deliverables by the Buyer;
  - 4.1.2. all components of the Specially Written Software shall:
    - 4.1.2.1. be free from material design and programming errors;
    - 4.1.2.2. perform in all material respects in accordance with the relevant specifications and Documentation; and
    - 4.1.2.3. not infringe any IPR.

### **5. Provision of ICT Services**

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### 5.1. The Supplier shall:

- 5.1.1. ensure that the release of any new COTS Software in which the Supplier owns the IPR, or upgrade to any Software in which the Supplier owns the IPR complies with any interface requirements of the Buyer specified in this Contract and (except in relation to new Software or upgrades which are released to address Malicious Software) shall notify the Buyer three (3) Months before the release of any new COTS Software or Upgrade;
- 5.1.2. ensure that all Software including upgrades, updates and New Releases used by or on behalf of the Supplier are currently supported versions of that Software and perform in all material respects in accordance with the relevant specification;
- 5.1.3. ensure that the Supplier System will be free of all encumbrances;
- 5.1.4. ensure that the Deliverables are fully compatible with any Buyer Software, Buyer System, or otherwise used by the Supplier in connection with this Contract;
- 5.1.5. minimise any disruption to the Services and the ICT Environment and/or the Buyer's operations when providing the Deliverables;

## 6. Standards and Quality Requirements

- 6.1. The Supplier shall, where specified by the Buyer as part of their Further Competition, and in accordance with agreed timescales, develop quality plans that ensure that all aspects of the Deliverables are the subject of quality management systems and are consistent with BS EN ISO 9001 or any equivalent standard which is generally recognised as having replaced it ("**Quality Plans**").
- 6.2. The Supplier shall seek Approval from the Buyer (not be unreasonably withheld or delayed) of the Quality Plans before implementing them. Approval shall not act as an endorsement of the Quality Plans and shall not relieve the Supplier of its responsibility for ensuring that the Deliverables are provided to the standard required by this Contract.
- 6.3. Following the approval of the Quality Plans, the Supplier shall provide all Deliverables in accordance with the Quality Plans.
- 6.4. The Supplier shall ensure that the Supplier Personnel shall at all times during the Call Off Contract Period:
  - 6.4.1. be appropriately experienced, qualified and trained to supply the Deliverables in accordance with this Contract;
  - 6.4.2. apply all due skill, care, diligence in faithfully performing those duties and exercising such powers as necessary in connection with the provision of the Deliverables; and
  - 6.4.3. obey all lawful instructions and reasonable directions of the Buyer (including, if so required by the Buyer, the ICT Policy) and provide the Deliverables to the reasonable satisfaction of the Buyer.

## 7. ICT Audit

- 7.1. The Supplier shall allow any auditor access to the Supplier premises to:
  - 7.1.1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
  - 7.1.2. review any records created during the design and development of the Supplier System and pre-operational environment such as information relating to Testing;
  - 7.1.3. review the Supplier's quality management systems including all relevant Quality Plans.

## 8. Maintenance of the ICT Environment

- 8.1. If specified by the Buyer undertaking a Further Competition, the Supplier shall create and maintain a rolling schedule of planned maintenance to the ICT Environment ("**Maintenance Schedule**") and make it available to the Buyer for Approval in accordance with the timetable and instructions specified by the Buyer.
- 8.2. Once the Maintenance Schedule has been Approved, the Supplier shall only undertake such planned maintenance (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.
- 8.3. The Supplier shall give as much notice as is reasonably practicable to the Buyer prior to carrying out any Emergency Maintenance.
- 8.4. The Supplier shall carry out any necessary maintenance (whether Permitted Maintenance or Emergency Maintenance) where it reasonably suspects that the ICT Environment and/or the Services or any part thereof has or may have developed a fault. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible so as to minimise) disruption to the ICT Environment and the provision of the Deliverables.

## 9. Intellectual Property Rights in ICT

### 9.1. Assignments granted by the Supplier: Specially Written Software

- 9.1.1. The Supplier assigns (by present assignment of future rights to take effect immediately on it coming into existence) to the Buyer with full guarantee (or shall procure assignment to the Buyer), title to and all rights and interest in the Specially Written Software together with and including:
  - 9.1.1.1. the Documentation, Source Code and the Object Code of the Specially Written Software; and
  - 9.1.1.2. all build instructions, test instructions, test scripts, test data, operating instructions and other documents and tools necessary for maintaining and supporting the Specially Written Software and the New IPR (together the "**Software Supporting Materials**").
- 9.1.2. The Supplier shall:

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- 9.1.2.1. inform the Buyer of all Specially Written Software or New IPRs that are a modification, customisation, configuration or enhancement to any COTS Software;
  - 9.1.2.2. deliver to the Buyer the Specially Written Software and any computer program elements of the New IPRs in both Source Code and Object Code forms together with relevant Documentation and all related Software Supporting Materials within seven days of completion or, if a relevant Milestone has been identified in an Implementation Plan, Achievement of that Milestone and shall provide updates of them promptly following each new release of the Specially Written Software, in each case on media that is reasonably acceptable to the Buyer and the Buyer shall become the owner of such media upon receipt; and
  - 9.1.2.3. without prejudice to paragraph 9.1.2.2, provide full details to the Buyer of any of the Supplier's Existing IPRs or Third Party IPRs which are embedded or which are an integral part of the Specially Written Software or New IPR and the Supplier hereby grants to the Buyer and shall procure that any relevant third party licensor shall grant to the Buyer a perpetual, irrevocable, non-exclusive, assignable, royalty-free licence to use, sub-license and/or commercially exploit such Supplier's Existing IPRs and Third Party IPRs to the extent that it is necessary to enable the Buyer to obtain the full benefits of ownership of the Specially Written Software and New IPRs.
- 9.1.3. The Supplier shall promptly execute all such assignments as are required to ensure that any rights in the Specially Written Software and New IPRs are properly transferred to the Buyer.
- 9.2. **Licences for non-COTS IPR from the Supplier and third parties to the Buyer**
  - 9.2.1. Unless the Buyer gives its Approval the Supplier must not use any:
    - a) of its own Existing IPR that is not COTS Software;
    - b) third party software that is not COTS Software
  - 9.2.2. Where the Buyer Approves the use of the Supplier's Existing IPR that is not COTS Software the Supplier shall grant to the Buyer a perpetual, royalty-free and non-exclusive licence to use adapt, and sub-license the same for any purpose relating to the Deliverables (or substantially equivalent deliverables) or for any purpose relating to the exercise of the Buyer's (or, if the Buyer is a Central Government Body, any other Central Government Body's) business or function including the right to load, execute, store, transmit, display and copy (for the purposes of archiving, backing-up, loading, execution, storage, transmission or display) for the Call Off Contract Period and after expiry of the Contract to the extent necessary to ensure continuity of service and an effective transition of Services to a Replacement Supplier.

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9.2.3. Where the Buyer Approves the use of third party Software that is not COTS Software the Supplier shall procure that the owners or the authorised licensors of any such Software grant a direct licence to the Buyer on terms at least equivalent to those set out in Paragraph 9.2.2. If the Supplier cannot obtain such a licence for the Buyer it shall:

9.2.3.1. notify the Buyer in writing giving details of what licence terms can be obtained and whether there are alternative software providers which the Supplier could seek to use; and

9.2.3.2. only use such third party IPR as referred to at paragraph 9.2.3.1 if the Buyer Approves the terms of the licence from the relevant third party.

9.2.4. Where the Supplier is unable to provide a license to the Supplier's Existing IPR in accordance with Paragraph 9.2.2 above, it must meet the requirement by making use of COTS Software or Specially Written Software.

9.2.5. The Supplier may terminate a licence granted under paragraph 9.2.1 by giving at least thirty (30) days' notice in writing if there is an Authority Cause which constitutes a material Default which, if capable of remedy, is not remedied within twenty (20) Working Days after the Supplier gives the Buyer written notice specifying the breach and requiring its remedy.

### 9.3. Licenses for COTS Software by the Supplier and third parties to the Buyer

9.3.1. The Supplier shall either grant, or procure that the owners or the authorised licensors of any COTS Software grant, a direct licence to the Buyer on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.

9.3.2. Where the Supplier owns the COTS Software it shall make available the COTS software to a Replacement Supplier at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.

9.3.3. Where a third party is the owner of COTS Software licensed in accordance with this Paragraph 9.3 the Supplier shall support the Replacement Supplier to make arrangements with the owner or authorised licensee to renew the license at a price and on terms no less favourable than those standard commercial terms on which such software is usually made commercially available.

9.3.4. The Supplier shall notify the Buyer within seven (7) days of becoming aware of any COTS Software which in the next thirty-six (36) months:

9.3.4.1. will no longer be maintained or supported by the developer; or

9.3.4.2. will no longer be made commercially available

### 9.4. Buyer's right to assign/novate licences

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- 9.4.1. The Buyer may assign, novate or otherwise transfer its rights and obligations under the licences granted pursuant to paragraph 9.2 (to:
  - 9.4.1.1. a Central Government Body; or
  - 9.4.1.2. to any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Buyer.
- 9.4.2. If the Buyer ceases to be a Central Government Body, the successor body to the Buyer shall still be entitled to the benefit of the licences granted in paragraph 9.2.

### 9.5. Licence granted by the Buyer

- 9.5.1. The Buyer grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Contract Period to use the Buyer Software and the Specially Written Software solely to the extent necessary for providing the Deliverables in accordance with this Contract, including the right to grant sub-licences to Sub-Contractors provided that any relevant Sub-Contractor has entered into a confidentiality undertaking with the Supplier on the same terms as set out in Clause 15 (Confidentiality).

### 9.6. Open Source Publication

- 9.6.1. Unless the Buyer otherwise agrees in advance in writing (and subject to paragraph 9.6.3) all Specially Written Software and computer program elements of New IPR shall be created in a format, or able to be converted (in which case the Supplier shall also provide the converted format to the Buyer) into a format, which is:
  - 9.6.1.1. suitable for publication by the Buyer as Open Source; and
  - 9.6.1.2. based on Open Standards (where applicable),
- 1.3.1 and the Buyer may, at its sole discretion, publish the same as Open Source.
- 9.6.2. The Supplier hereby warrants that the Specially Written Software and the New IPR:
  - 9.6.2.1. are suitable for release as Open Source and that the Supplier has used reasonable endeavours when developing the same to ensure that publication by the Buyer will not enable a third party to use them in any way which could reasonably be foreseen to compromise the operation, running or security of the Specially Written Software, New IPRs or the Buyer System;
  - 9.6.2.2. have been developed using reasonable endeavours to ensure that their publication by the Buyer shall not cause any harm or damage to any party using them;
  - 9.6.2.3. do not contain any material which would bring the Buyer into disrepute;

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- 9.6.2.4. can be published as Open Source without breaching the rights of any third party;
  - 9.6.2.5. will be supplied in a format suitable for publication as Open Source ("**the Open Source Publication Material**") no later than the date notified by the Buyer to the Supplier; and
  - 9.6.2.6. do not contain any Malicious Software.
- 9.6.3. Where the Buyer has Approved a request by the Supplier for any part of the Specially Written Software or New IPRs to be excluded from the requirement to be in an Open Source format due to the intention to embed or integrate Supplier Existing IPRs and/or Third Party IPRs (and where the Parties agree that such IPRs are not intended to be published as Open Source), the Supplier shall:
- 9.6.3.1. as soon as reasonably practicable, provide written details of the nature of the IPRs and items or Deliverables based on IPRs which are to be excluded from Open Source publication; and
  - 9.6.3.2. include in the written details and information about the impact that inclusion of such IPRs or Deliverables based on such IPRs, will have on any other Specially Written Software and/or New IPRs and the Buyer's ability to publish such other items or Deliverables as Open Source.

### 9.7. Malicious Software

- 9.7.1. The Supplier shall, throughout the Contract Period, use the latest versions of anti-virus definitions and software available from an industry accepted anti-virus software vendor to check for, contain the spread of, and minimise the impact of Malicious Software.
- 9.7.2. If Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Government Data, assist each other to mitigate any losses and to restore the provision of the Deliverables to its desired operating efficiency.
- 9.7.3. Any cost arising out of the actions of the Parties taken in compliance with the provisions of paragraph 9.7.2 shall be borne by the Parties as follows:
  - 9.7.3.1. by the Supplier, where the Malicious Software originates from the Supplier Software, the third party Software supplied by the Supplier or the Government Data (whilst the Government Data was under the control of the Supplier) unless the Supplier can demonstrate that such Malicious Software was present and not quarantined or otherwise identified by the Buyer when provided to the Supplier; and

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- 9.7.3.2. by the Buyer, if the Malicious Software originates from the Buyer Software or the Buyer Data (whilst the Buyer Data was under the control of the Buyer).

### **10. Supplier-Furnished Terms**

#### **10.1. Software Licence Terms**

- 10.1.1.1. Terms for licensing of COTS software in accordance with Paragraph 9.3 are detailed in Annex B of this Call-Off Schedule 6.

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**ANNEX A**  
**Non-COTS Third Party Software Licensing Terms**  
**Not Used**

**Call-Off Schedule 6 (ICT Services)**

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**ANNEX B**

**COTS Licensing Terms**

As per Buyer agreement signed with Microsoft.

## CALL-OFF SCHEDULE 7 (KEY SUPPLIER STAFF)

- 1.1 The Annex 1 to this Schedule lists the key roles (“**Key Roles**”) and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.
- 1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- 1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- 1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
- 1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);
  - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
  - 1.4.3 the person’s employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.
- 1.5 The Supplier shall:
- 1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
  - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
  - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least one (1) Months’ notice;
  - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
  - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.

- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

## Annex 1- Key Roles

Key Role	Key Staff	Contact Details
Account Manager	As detailed in the Order Form	As detailed in the Order Form

## CALL-OFF SCHEDULE 14 (SERVICE LEVELS)

### Definitions

In this Part Call-Off Schedule 14, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>“Critical Service Failure”</b>	Means a failure to meet a Service Level Threshold in respect of a Service Level
<b>Performance Monitoring Report</b>	Means a Performance Monitoring Report as specified by Section 3 of this Call-Off Schedule 14
<b>"Service Level Threshold"</b>	shall be as set out against the relevant Service Level in the Annex to Section 2 to this Call-Off Schedule 14

### 1. WHAT HAPPENS IF YOU DON'T MEET THE SERVICE LEVELS

The Supplier shall at all times provide the Deliverables to meet the Service Level Performance Measure for each Service Level.

The Supplier acknowledges that any Critical Service Failure shall entitle the Buyer to the rights set out in Section 2 to this Schedule 14.

The Supplier shall send Performance Monitoring Reports to the Buyer in accordance with the provisions of Section 3 (Performance Monitoring) of this Call-Off Schedule 14.

### 2. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

the Buyer shall be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("Compensation for Critical Service Level Failure"),

provided that the operation of this paragraph 2 shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

## Section 2: Service Levels

### 1. Service Levels

- 1.1 If the level of performance of the Supplier is likely to or fails to meet any Service Level Performance Measure the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:

1.1.1 require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer;

1.1.2 instruct the Supplier to comply with the Rectification Plan Process; and/or

1.1.4 if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).

## ANNEX 1 TO SECTION 2: SERVICES LEVELS TABLE

Service Level Performance Criterion	Key Indicator	Service Level Threshold
Issues valid Invoices on time	Accuracy /Timelines	Any failure to meet any timelines
Provides support in line with the Account Management Plan	Delivery to Time	Any failure to meet any timelines

## Section 3: Performance Monitoring

### 1. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 1.1 The Supplier shall provide the Buyer with performance monitoring reports ("Performance Monitoring Reports") at each Buyer Meeting, as set out in the Account Management Plan, which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
  - 1.1.1 for each Service Level, the actual performance achieved over the relevant Service Period;
  - 1.1.2 details of any Critical Service Level Failures;
  - 1.1.3 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence; and
  - 1.1.4 such other details as the Buyer may reasonably require .
- 1.2 The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier for any specified Service Period.