



G-Cloud 14 Call-Off Contract

This Call-Off Contract for the G-Cloud 14 Framework Agreement (RM1557.14) includes:

G-Cloud 14 Call-Off Contract

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Part A: Order Form

Buyers must use this template order form as the basis for all Call-Off Contracts and must refrain from accepting a Supplier's prepopulated version unless it has been carefully checked against template drafting.

Platform service ID number	369094206010801
Call-Off Contract reference	PRJ_5032 CON 7688
Call-Off Contract title	Service Desk for ICS
Start date	1 August 2025
Expiry date	31 July 2026
Call-Off Contract value	Up to £1,600,000 over 12 months or £3,200,000 if the extension is taken up taking this contract to a total of 24 months.
Charging method	Payment by BACS following an invoice. Payments to be made monthly.
Purchase order number	To follow.

This Order Form is issued under the G-Cloud 14 Framework Agreement (RM1557.14).

Buyers can use this Order Form to specify their G-Cloud service requirements when placing an Order.

The Order Form cannot be used to alter existing terms or add any extra terms that materially change the Services offered by the Supplier and defined in the Application.

There are terms in the Call-Off Contract that may be defined in the Order Form. These are identified in the contract with square brackets.

From the Buyer	Department of Energy, Security and Net Zero, Integrated Corporate Services, 22 Whitehall, London SW1A 2EG.
To the Supplier	CGI IT UK Limited, 14 th Floor, 20 Fenchurch Street, London, EC3M 3BY Company number: 00947968
Together the 'Parties'	

Principal contact details

For the Buyer:

Name: 'Redacted' Under FOIA Section 40, Personal Information

Email: 'Redacted' Under FOIA Section 40, Personal Information

Phone: 'Redacted' Under FOIA Section 40, Personal Information

For the Supplier:

Name: Redacted' Under FOIA Section 40, Personal Information

Email: Redacted' Under FOIA Section 40, Personal Information

Phone: Redacted' Under FOIA Section 40, Personal Information

Call-Off Contract term

Start date	This Call-Off Contract Starts on 1 August 2025 and is valid for 12 months or 24 months if the extension option is taken up.
Ending (termination)	<p>The notice period for the Supplier needed for Ending the Call-Off Contract is at least 90 Working Days from the date of written notice for undisputed sums (as per clause 18.6).</p> <p>The notice period for the Buyer is a maximum of 30 days from the date of written notice for Ending without cause (as per clause 18.1).</p>

Extension period	<p>This Call-Off Contract can be extended by the Buyer for one period of up to 12 months, by giving the Supplier 1 months written notice before its expiry. The extension period is subject to clauses 1.3 and 1.4 in Part B below.</p> <p>Extensions which extend the Term beyond 36 months are only permitted if the Supplier complies with the additional exit plan requirements at clauses 21.3 to 21.8.</p> <p>Costs for undertaking exit and handover activities are not included in the Supplier's Charges and will be agreed with the Buyer separately once the requirements for exit are known.</p>
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Buyer contractual details

This Order is for the G-Cloud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cloud Services used by the Buyer may vary during this Call-Off Contract.

G-Cloud Lot	<p>This Call-Off Contract is for the provision of Services Under:</p> <ul style="list-style-type: none"> Lot 3: Cloud support
G-Cloud Services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Schedule 4 and outlined below:</p> <p>Provision of a service desk. The requirements are;</p> <p>UK-based service desk agents cleared to Security Check (SC) are required. The role includes:</p> <ul style="list-style-type: none"> Handling around 4,900 Incident per month. Handling around 300 Distribution Lists requests per month, and 360 request tasks to put leavers mobile phones into lost mode (using Redacted). Providing 24/7 service with calls handled by the Service Desk providers telephony system with calls made to Authority provided numbers. Core hours: 0800 to 1830, Monday to Friday, excluding English Bank holidays.

	<p>Requirements include:</p> <ul style="list-style-type: none"> • Monthly Service Report showing performance against SLAs. • Monthly service review meetings and weekly incident management and request fulfilment meetings. • Attendance at weekly Operational Change and Release Board meetings. • Priority handling of incidents for lost or stolen end user devices. • Coordination of major incidents (Priority 1 and 2, excluding device losses) by a Major Incident Management team, with incident updates and a Major Incident Report upon resolution. • Developer support for ServiceNow upgrades and changes, where requested by the Buyer. <p>Service Levels:</p> <ul style="list-style-type: none"> • Answer 80% of calls in 20 seconds. • Abandoned calls < 5%. • During core hours, achieve a 65% First Time Fix (FTF) rate for incidents from calls, chats, and portal tickets. <p>Outside core hours, achieve a 50% overall FTF rate for incidents</p>
Additional Services	Development of Service Now. Requirements will be listed as and when required.
Location	<p>The Services will be delivered to;</p> <p>Department of Energy, Security and Net Zero,</p> <p>Integrated Corporate Services,</p> <p>22 Whitehall,</p> <p>London SW1A 2EG.</p>
Quality Standards	The quality standards required for this Call-Off Contract are

	as listed in the specification.
Technical Standards:	The technical standards used as a requirement for this Call-Off Contract are as listed in the specification.
Service level agreement:	<p>The service level and availability criteria required for this Call-Off Contract are as follows;</p> <ul style="list-style-type: none"> • Answer 80% of calls in 20 seconds. • Abandoned calls < 5%. • During core hours, achieve a 65% First Time Fix (FTF) rate for incidents from calls, chats, and portal tickets. <p>Outside core hours, achieve a 50% overall FTF rate for incidents</p>

Limit on Parties' liability	<p>Defaults by either party resulting in direct loss or damage to the property (including technical infrastructure, assets or equipment but excluding any loss or damage to Buyer Data) of the other Party will not exceed £1,600,000 per year.</p> <p>The annual total liability of the Supplier for Buyer Data Defaults resulting in direct loss, destruction, corruption, degradation of or damage to any Buyer Data will not exceed £1,000,000 or 150% of the Charges payable by the Buyer to the Supplier during the Year the claim arises (whichever is the greater).</p> <p>The annual total liability of the Supplier for all other Defaults will not exceed £1 million or 150% of the Charges payable by the Buyer to the Supplier during the Year the claim arises (whichever is the greater).</p>
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Call-Off Contract charges and payment

The Call-Off Contract charges and payment details are in the table below. See Schedule 2 for a full breakdown.

Payment method	The payment method for this Call-Off Contract is by BACS following a correct invoice.
Payment profile	The payment profile for this Call-Off Contract is monthly in arrears.
Invoice details	The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid undisputed invoice.
Who and where to send invoices to	<p>Invoices will be sent to;</p> <p>Redacted' Under FOIA Section 40, Personal Information</p> <p>Integrated Corporate Services,</p> <p>22 Whitehall,</p> <p>London SW1A 2EG.</p> <p>Redacted' Under FOIA Section 40, Personal Information</p>
Invoice information required	All invoices must include reference number PRJ_5032 CON 7688

Invoice frequency	Invoice will be sent to the Buyer monthly.
Call-Off Contract value	The total value of this Call-Off Contract including the option of a further 12 months is up to £3,200,000 excluding VAT.
Call-Off Contract charges	The breakdown of the Charges are as listed in the supplier's proposal DESNZ Cirrus Service Desk Final August 2025 v4.2

Additional Buyer terms

Performance of the Service	This Call-Off Contract will include the following Implementation Plan, exit and offboarding plans and milestones:
Supplemental requirements in addition to the Call-Off terms	
Personal Data and Data Subjects	See Schedule 7.

1. Formation of contract

1.1 By signing and returning this Order Form (Part A), the Supplier agrees to enter into a Call-Off Contract with the Buyer.

1.2 The Parties agree that they have read the Order Form (Part A) and the Call-Off Contract terms and by signing below agree to be bound by this Call-Off Contract.

1.3 This Call-Off Contract will be formed when the Buyer acknowledges receipt of the signed copy of the Order Form from the Supplier.

1.4 In cases of any ambiguity or conflict, the terms and conditions of the Call-Off Contract (Part B) and Order Form (Part A) will supersede those of the Supplier Terms and Conditions as per the order of precedence set out in clauses 8.3 to 8.6 inclusive of the Framework Agreement.

2. Background to the agreement

2.1 The Supplier is a provider of G-Cloud Services and agreed to provide the Services under the terms of Framework Agreement number RM1557.14.

Signed	Supplier	Buyer
Name		
Signature		
Date		

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

Buyer Benefits

For each Call-Off Contract please complete a buyer benefits record, by following this link:

[G-Cloud 14 Customer Benefit Record](#)