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CH Framework Agreement
Schedule 3.8 (Data Centre Onboarding)

Crown Hosting Framework Agreement

Schedule 3.8

Data Centre Onboarding

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1. Introduction

1.1 This Schedule:

- (a) defines the process to be followed by the Parties in respect of the onboarding and assurance of Data Centres and Data Halls from which the Services are proposed to be delivered; and
- (b) sets out those Data Centres and Data Halls in respect of which an Assurance Report or a Qualified Assurance Report has been issued as at the Framework Effective Date.

2. Approved Data Centres / Data Halls

2.1 As at the Framework Effective Date:

- (a) an Assurance Report has been provided in respect of the Data Centres and Data Halls listed in Table 1 of Appendix 1 to this Schedule 3.8 (Data Centre Onboarding) for delivery of the Services by the Supplier (the "**Initial Approved Data Centres**"); and
- (b) a Qualified Assurance Report has been provided in respect of the Data Centres and Data Halls listed in Table 2 of Appendix 1 to this Schedule 3.8 (Data Centre Onboarding) ("**Initial Unapproved Data Centres**").

2.2 The Supplier undertakes, at its own cost and expense, to perform the Remedial Activities set out in the Qualified Assurance Report in respect of the Initial Unapproved Data Centres no later than twenty (20) Working Days following the Framework Effective Date. The Supplier shall promptly notify the Framework Authority upon completion of the Remedial Activities.

2.3 Upon such notification, the Framework Authority shall initiate an Operational Requirements Review. If the Operational Requirements Review identifies that the Data Centre Assurance Criteria have not been achieved the Framework Authority shall procure that an Assurance Report is issued in respect of the Initial Unapproved Data Centres. Upon issuance of an Assurance Report the Initial Unapproved Data Centres shall become Initial Approved Data Centres.

2.4 If the Operational Requirements Review carried out pursuant to paragraph 2.3 identifies that the Data Centre Assurance Criteria have not been met, the Supplier shall be granted a further forty (40) Working Days to carry out the Remedial Activities at its own cost and expense ("**Remediation Period**"). Once the Supplier believes that the Remedial Activities have been completed, the Supplier shall notify the Framework Authority who shall upon such notification initiate a further Operational Requirements Review. If an Assurance Report has not been issued by expiry of the Remediation Period, this shall constitute a Supplier Termination Event and a irremediable Default under the Standard Terms.

2.5 The Supplier shall not deliver Services from the Initial Unapproved Data Centres unless and until an Assurance Report has been issued in respect of the Initial Unapproved Data Centres.

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3. Additional Data Centres

- 3.1 The Supplier shall notify the Framework Authority in writing where the Supplier proposes to deliver Services from any Data Centre(s) and/or Data Hall(s) which are not Initial Approved Data Centres (each an "**Additional Data Centre**"), and such Additional Data Centre(s) shall be subject to the onboarding and assurance processes set out in this paragraph 3.
- 3.2 Following notification of any Additional Data Centre(s), the Supplier shall complete the Data Centre Assurance Questionnaire and submit the completed questionnaire to the Framework Authority within five (5) Working Days of receipt.
- 3.3 Following receipt of the completed Data Centre Assurance Questionnaire, the Framework Authority shall initiate an Operational Requirements Review.
- 3.4 Following completion of the Operational Requirements Review, if the Data Centre Assurance Criteria have been achieved, the Framework Authority shall procure that an Assurance Report is issued in respect of the compliant Additional Data Centre(s).
- 3.5 If the Data Centre Assurance Criteria has not been met, the Framework Authority shall procure that a Qualified Assurance Report is issued which shall set out the Remedial Activities which the Supplier must undertake.
- 3.6 The Supplier undertakes to perform the Remedial Activities at its own cost and expense no later than twenty (20) Working Days following receipt of the Qualified Assurance Report. The Supplier shall promptly notify the Framework Authority upon completion of the Remedial Activities.
- 3.7 Upon such notification, the Framework Authority shall engage CPNI and CESG to undertake a further Operational Requirements Review. If the Operational Requirements Review identifies that the Data Centre Assurance Criteria have been achieved, the Framework Authority shall procure that an Assurance Report is issued in respect of the Additional Data Centre(s). Upon issuance of an Assurance Report the Additional Data Centre(s) shall become Approved Data Centre(s).
- 3.8 If the Operational Requirements Review carried out pursuant to paragraph 3.7 identifies that the Data Centre Assurance Criteria have not been met, the Supplier shall be granted a further forty (40) Working Days to carry out the Remedial Activities ("**Long Stop Date**") at its own cost and expense. Once the Supplier believes that the Remedial Activities have been completed, the Supplier shall notify the Framework Authority who shall upon such notification initiate a further Operational Requirements Review. If an Assurance Report has not been issued by the Long Stop Date, the Framework Authority shall be entitled to cancel any Service Requests which are related to the Additional Data Centre(s) at no additional charge.

4. Delays

- 4.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay in the onboarding of any Initial Approved Data Centres and Additional Data Centre(s) it shall:
- (a) notify the Framework Authority of such Delay in accordance with Clause 33 (Rectification Plan Process) of the Framework Agreement; and

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- (b) comply with the Rectification Plan Process in order to address the impact of the Delay or anticipated Delay; and
- (c) use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay.

5. Data Centre Assurance Criteria

- 5.1 The Supplier acknowledges and agrees that the Approved Data Centre(s) must at all times comply with the prevailing Data Centre Assurance Criteria and further that the Framework Authority may from time to time:
- (a) amend the Data Centre Assurance Criteria including without limitation as a consequence of changes to Laws, standards, policies and regulations; and/or
 - (b) include additional criteria related to any requirements to host secret, top secret or otherwise sensitive data.
- 5.2 The Framework Authority may, at its absolute discretion, initiate a further Operational Requirements Review to verify the relevant Approved Data Centre(s) compliance with the revised Data Centre Assurance Criteria and the Supplier shall perform, at the Supplier's own cost and expense, any remedial action identified in the subsequent Qualified Assurance Report.

6. Obligation to Notify

- 6.1 The Supplier shall notify the Framework Authority immediately upon becoming aware of any changes to the responses provided to a Data Centre Assurance Questionnaire provided in respect of the Initial Approved Data Centres or any Additional Data Centre(s).
- 6.2 Upon notification of any changes pursuant to paragraph 6.1, the Framework Authority may in its absolute discretion require a further Operational Requirements Review to be undertaken and the Supplier shall perform, at the Supplier's own cost and expense, any remedial action identified in the subsequent Qualified Assurance Report.

7. Annual Review

- 7.1 An Annual Review shall be conducted on behalf of the Framework Authority in respect of each Approved Data Centre.
- 7.2 If an Annual Review identifies that any Approved Data Centre(s) does not comply with the Data Centre Assurance Criteria, the Framework Authority shall procure that an Annual Review Report is produced highlighting the areas of non-compliance and the Remedial Activities required in order for the Approved Data Centre(s) to comply with the Data Centre Assurance Criteria. The Annual Review Report shall specify the time period for completion of the remedial activities.
- 7.3 The costs of the Remedial Activities required to be undertaken pursuant to paragraph 7.2 above shall be at the Supplier's own cost and expense.
- 7.4 In respect of the Initial Approved Data Centre(s), the first Annual Review will take place the earlier of:

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- (a) the first anniversary of the Framework Effective Date; and
- (b) the first anniversary of the delivery of the Qualified Assurance Report in respect of the Initial Approved Data Centre(s).

In respect of all other Approved Data Centres, the Annual Review will take place no later than twelve (12) months following the issuance of the relevant Assurance Report.

8. Spot Checks

- 8.1 The Framework Authority may, no more frequently than three (3) times in any Contract Year, instruct CPNI and/or CESG (or any replacement bodies) to undertake a spot check on one or more of the Approved Data Centres to verify the continued compliance of the Approved Data Centre(s) with the relevant Data Centre Assurance Criteria.
- 8.2 The costs of any spot checks undertaken pursuant to paragraph 8.1 above shall be for the Framework Authority's account unless the spot check identifies any areas of non-compliance with the Data Centre Assurance Criteria. If any such non-compliance is identified, the Supplier shall:
 - (a) reimburse the Framework Authority for any costs it, CPNI and/or CESG (or any replacement bodies) has incurred in relation to the relevant spot check; and
 - (b) undertake and complete, within thirty (30) Working Days, any remedial activities required to ensure compliance with the Data Centre Assurance Criteria as specified in the Qualified Assurance Report issued on behalf of the Framework Authority following the spot check.

9. Withdrawal of Data Centres

- 9.1 The Supplier may withdraw an Additional Data Centre from the approval process set out in this Schedule with the prior written approval of the Framework Authority (such approval not to be unreasonably withheld or delayed).

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APPENDIX 1

Initial Data Centres

Table 1: Initial Approved Data Centres

Data Centre / Data Hall Details (including address)	Approved Security Level
REDACTED	REDACTED
REDACTED	REDACTED
REDACTED	REDACTED

Table 2: Initial Unapproved Data Centres

Data Centre / Data Hall Details (including address)	Approved Security Level