



Crown  
Commercial  
Service

RM 1557vii

G-CLOUD 7

Call-Off Agreement and Call-Off Terms

## Schedule 2: Call-Off Terms

**[Guidance Note: This Order Form is a template example and is issued subject to the provisions of the Framework Agreement entered into between the Authority and the Supplier. This Order Form may be used by Customers to specify their exact requirements when placing an Order.]**

**The purpose of the Order Form is to specify what G-Cloud Services are being ordered under the Call-Off Agreement. Typically the specific services, quantities, and any other particulars that need to be agreed between Customer and Supplier will need to be set out in the form.**

**The Order Form cannot be used to alter existing terms or add any supplementary terms that materially change the G-Cloud Service offered by the Supplier and defined in the Tender documents that include, but are not limited to, the Service Definition and the Supplier Terms. There are a small number of terms within the Call-Off Agreement that may be defined in the Order Form these are denoted in the contract with the use of square brackets e.g. "[this is a term you can alter]".]**

<b>Effective Date</b>	29 <sup>th</sup> June 2016	<b>Order Reference</b>	HELSS/0065
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### FROM:

Customer	[Lynx Wildcat Project Team] <b>"Customer"</b>
Customer's Address	[100 Centenary House, Augusta Westland, Box 146, Lysander Road, Yeovil, Somerset, BA20 2YB]
Invoice Address	[100 Centenary House, Augusta Westland, Box 146, Lysander Road, Yeovil, Somerset, BA20 2YB]
Principal Contact	Name: [Lt Samuel Cuff]  Address: [100 Centenary House, Augusta Westland, Box 146, Lysander Road, Yeovil, Somerset, BA20 2YB]  Phone: [01935 701174]  e-mail: [DESLynx-Wildcat-SftyMgrDpty@mod.uk]

### TO:

Supplier	[tlmNEXUS Ltd] <b>"Supplier"</b>
Supplier's Address	[Telecom House, 125-135 Preston road, Brighton, BN1 6AF]
Account Manager	Name: [Charlie Webster]  Address: [Telecom House, 125-135 Preston road, Brighton, BN1 6AF]  Phone: [0845 6774480] e-mail: [cwebster@tlmnexus.com]

<b>1. TERM</b>	
<b>1.1 Commencement Date</b>	
This Call-Off Agreement commences on: [01/04/2016]	
<b>[Guidance Note: Insert the date on which this Call-Off Agreement is to take effect. The commencement date can be up to three months after the effective date.]</b>	
<b>1.2 Expiry Date</b>	
This Call-Off Agreement shall expire on:	
1.2.1	[31/03/2017]; or
1.2.2	the second (2) anniversary of the Commencement Date; whichever is the earlier, unless terminated earlier pursuant to Clause CO-9 of the Call-Off Agreement.
<b>1.3 Services Requirements</b>	
1.3.1 This Order is for the G-Cloud Services outlined below. It is acknowledged by the Parties that the volume of the G-Cloud Services utilized by Customer may vary from time to time during the course of this Call-Off Agreement, subject always to the terms of the Call-Off Agreement.	
1.3.2 G-Cloud Services	
<b>[Guidance Note: Include sufficient details of the services, volumes and other information required for the Order. You should list all services considered when awarding the Call-Off Agreement and likely to be consumed during the duration of the Call-Off Agreement.]</b>	
<b>[Due to the elastic / consumption based nature of G-Cloud Services it is not possible in a static Order Form to exactly define the consumption of services over the duration of the Call-Off Agreement. You should state the initial volumes of all services that are likely to be consumed under the Call-Off Agreement. In order to increase levels of consumption, a 20% quantity variation is permitted throughout the life of the Call-off.]</b>	
<b>[In some cases initial order volumes for each G-Cloud Service will suffice.]</b>	
1.3.2.1 Lot 3 SaaS	Provision of the Issue Management software service Resolve under a ' <b>Bronze</b> ' Service Level Agreement (SLA) supporting a Medium Team (51 - 200 users) with functionality listed below and in accordance with proposal dated 10 June 16 for the period 01 April 2016 - 31 March 2017 ( <b>12 Months</b> ).
	<ul style="list-style-type: none"> <li>• Core</li> <li>• MAA Pack</li> <li>• QOR</li> <li>• Enterprise Functions - Data Links - (Resolve/Serena interface)</li> </ul>
1.3.2.2 Lot 4 Specialist G-Cloud Services	[N/A]

<b>2. PRINCIPAL LOCATIONS</b>
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**2.1 Principal locations where the services are being performed**

Augusta Westland, Main Site, Yeovil, Somerset

RNAS Yeovilton, Somerset.

RAF Dishforth, North Yorkshire

[Guidance Note: If relevant, include details of the main locations, including arms length bodies, being served by the Supplier through this Call-Off Agreement. For many services location will not be relevant. For Lot 4 Specialist Cloud Services, particularly where there is on-site service provision, location should always be provided at the time of the Order.]

**3. STANDARDS****3.1 Quality Standards**

[ISO9001:2008;

ISO27001:2013]

**3.2 Technical Standards**

[Modified AGILE Software Development;

Hosting Service Standards are defined in – Babcock Document Q040050243 tlmNEXUS Defence Acquisition Toolkit Application Hosting - Statement of Technical Requirements - DEFENCE-0000429437 Revision 05 (dated 27/03/2015) or later

Information Technology Infrastructure Library (ITIL)-based Service Desk;

DII Architectural Guidelines for MoD Intranet Web Browser delivered applications].

[Guidance Note: Where service standards are relevant to the Order of the G-Cloud Services. That is where a given G-Cloud Services offers multiple standards one should indicate which one(s) are required e.g. if multiple file formats are offered and need to be stipulated at the time of order. This section cannot be used to stipulate quality or technical standards not already offered or defined in the G-Cloud Service as either a requirement or acceptance criteria. This section should also be used to stipulate the need for PSN compliance for the given G-Cloud Services]

**4. ONBOARDING****4.1 On-boarding**

[Not applicable as this is the continuation of an existing service.]

[Guidance Note: Consider if any information that may be relevant at the time of Order such as data volumes, formats, service levels etc. With many self-service G-Cloud Services, no details will be required.]

**5. CUSTOMER RESPONSIBILITIES**

## 5.1 Customer's Responsibilities

[This service provision requires the Customer or its agents to provide access to the MoD site for Supplier staff to fulfil the requirements set out in this arrangement.]

The Customer is also to provide the relevant data required for the setting up of users and data into the applications covered by this service contract.

The customer is to provide and book the required training facilities to allow user training and then to ensure users attend the training sessions at the agreed time]

**[Guidance Note: Include details of any specific requirements/responsibilities on the Customer – for example, the granting of access to the relevant site, provision of a telephone line etc. This may be of particular relevance for Lot 4, Specialist G-Cloud Services.]**

## 5.2 Customer's equipment

[This service provision requires the Customer or its agents to be provided with suitable, DII (C) or DII(F) compliant , RLI connected End User Devices and appropriate End User Accounts in order to access the tlmNEXUS provisioned Lot 3 or Lot 4 service. This includes any End User print services]

**[Guidance Note: Insert details of any equipment and agreement if/where necessary from third parties that the Customer is responsible for providing. Do not re-state any basic technical requirements for services to operate already stated in the Service Description e.g. do not include 'works only with browser version x'.]**

## 6. PAYMENT

### 6.1 Payment profile and method of payment

Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. Government Procurement Card (GPC) or BACS

[P2P id: EXO116831614 – tlmNEXUS Ltd

DEFCON 522A (Edition 04/09) and DEFCON 522J (Edition 05/03) apply]

Milestone (MS)	Deliverables (bulleted list showing all Deliverables required for each Milestone)	Duration (Days)	Milestone Date	Amount
01	Provision of the Issue Management software service Resolve under a 'Bronze' Service Level Agreement (SLA) supporting a Medium Team (51 - 200 users) <ul style="list-style-type: none"> <li>Core</li> <li>MAA Pack</li> <li>QOR</li> <li>Enterprise Function - Data Links (Resolve/Serena interface)</li> </ul>	30	30/04/16	
02	As per MS 01	31	31/05/16	
03	As Per MS 01	30	30/06/16	
04	As Per MS 01	31	31/07/16	

05	<i>As Per MS 01</i>	31	31/08/16	██████
06	<i>As Per MS 01</i>	30	30/09/16	██████
07	<i>As Per MS 01</i>	31	31/10/16	██████
08	<i>As Per MS 01</i>	30	30/11/16	██████
09	<i>As Per MS 01</i>	31	31/12/16	██████
10	<i>As Per MS 01</i>	31	31/01/17	██████
11	<i>As Per MS 01</i>	28	28/02/17	██████
12	<i>As Per MS 01</i>	31	31/03/17	██████

**Indicate preferred payment profile by selecting one from:**

6.1.1 [Monthly in arrears]

**[Guidance Note: Many suppliers offer payment options, state here which method of payment and profile has been agreed.]**

## 6.2 Invoice format

The Supplier shall issue electronic invoices Monthly in arrears. The Customer shall pay the Supplier within thirty (30) calendar days of receipt of a valid invoice, submitted in accordance with this paragraph 6.2, the payment profile set out in paragraph 6.1 above and the provisions of this Call-Off Agreement.

**[Guidance Note: specify the type of invoicing required and the particular details to be included on each invoice; again, foreign currency may be stipulated by the Supplier and can be accommodated here.]**

## 7. DISPUTE RESOLUTION

### 7.1 Level of Representative to whom disputes should be escalated to:

Mr Anthony Harris – tlmNEXUS Ltd Commercial Director

Mr Christopher Eitzen – DESHels-Comrcl-MajProg-2 Senior Commercial Officer

### 7.2 Mediation Provider

Centre for Effective Dispute Resolution.

## 8. LIABILITY

**Subject to the provisions of Clause CO 11 'Liability' of the Call-Off Agreement:**

8.1 The annual aggregate liability of either Party for all defaults resulting in direct loss of or damage to the property of the other Party (including technical infrastructure, assets, equipment or IPR but excluding any loss or damage to

the Customer Data or Customer Personal Data) under or in connection with this Call-Off Agreement shall in no event exceed [£500,000].

**[Guidance Note: Insert cap on any property related claims]**

8.2 The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Customer Data or the Customer Personal Data or any copy of such Customer Data, caused by the Supplier's default under or in connection with this Call-Off Agreement shall in no event exceed [£500,000].

8.3 The annual aggregate liability under this Call-Off Agreement of either Party for all defaults shall in no event exceed the greater of [£500,000] or [one hundred and twenty five percent (125%) of the Charges payable by the Customer to the Supplier during the Call-Off Agreement Period].

**[Guidance Note to the Customer: consider what figure will represent adequately cover for potential loss in relation to contract breaches. You can either accept the 125% or include a figure (which may be £100,000) that adequately covers your potential loss.]**

**[Guidance Note to Customer: Consider if the above caps on liability are appropriate and make any changes that may be considered necessary in accordance with the Call-Off Agreement. ]**

## 9. INSURANCE

### 9.1 Minimum Insurance Period

[Six (6) Years following the expiration or earlier termination of this Call-Off Agreement]

**9.2 To comply with its obligations under this Call-Off Agreement and as a minimum, where requested by the Customer in writing the Supplier shall ensure that:**

- **professional indemnity insurance** is held by the Supplier and by any agent, Sub-Contractor or consultant involved in the supply of the G-Cloud Services and that such professional indemnity insurance has a minimum limit of indemnity of [one million pounds sterling (£1,000,000)] for each individual claim or such higher limit as the Customer may reasonably require (and as required by Law) from time to time;
- **employers' liability insurance** with a minimum limit of five million pounds sterling (£5,000,000) or such higher minimum limit as required by Law from time to time.

**[Guidance Note to Customer: Consider if the above limits of insurance are appropriate and make any changes that may be considered necessary in accordance with the Call-Off Agreement. ]**

## 10. TERMINATION

### 10.1 Undisputed Sums Time Period

At least ninety (90) Working Days of the date of the written notice specified in Clause CO-9.4 of the Call-Off Agreement.

### 10.2 Termination Without Cause

At least thirty (30) Working Days in accordance with Clause CO-9.2 of the Call-Off Agreement.

## 11. AUDIT AND ACCESS

Twelve (12) Months after the expiry of the Call-Off Agreement Period or following termination of this Call-Off Agreement.

## 12. PERFORMANCE OF THE SERVICES AND DELIVERABLES

### 12.1 Implementation Plan and Milestones (including dates for completion)

**[Guidance Note: Consider what Milestones should be inserted into the table below, together with associated Deliverables and what are the dates for achievement of those milestones should be included. Please also refer to the Service Levels/Response times detailed in the Supplier G-Cloud Catalogue entry and/or Supplier Terms]**

#### 12.2

- As part of the new order, the Customer will be transitioning from legacy to Carbon Resolve. This transition process will commence in August 2016 with 'go live' in November 16.
- The table below outlines the proposed implementation plan. Please note that activity on each milestone may be concurrent to optimise the release profile. Further detail is available on request.
- Implementation Dates shown are dependent on payments being received in accordance with section 6 of this order.

Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities
1. <b>Design</b>	<ul style="list-style-type: none"> <li>Complete the Design</li> <li>Approve the design</li> </ul>	2+ weeks	31 Aug 16	Suitable and timely Customer input will be required in the generation and delivery of deliverables in <b>BOLD</b> .
2. <b>Build</b>	<ul style="list-style-type: none"> <li>Map existing user accounts (CBAC)</li> <li>Build and Test (includes data migration)</li> <li>Release for business verification.</li> </ul>	6 weeks	30 September 16	Nil
3. <b>Test</b>	<ul style="list-style-type: none"> <li>Business Verification</li> <li>UAT Release for Testing</li> <li><b>Training Commences</b></li> <li><b>Demo to SMEs and SME feedback</b></li> </ul>	7 weeks	31 October 16	Suitable and timely Customer input will be required in the generation and delivery of deliverables in <b>BOLD</b> .
4. <b>Integrate / Support</b>	<ul style="list-style-type: none"> <li><b>Release for Customer demonstration.</b></li> <li><b>Integration handover meeting.</b></li> <li>Go Live</li> <li>Post Live Release there will be a period of enhanced support to key locations.</li> </ul>	4 weeks	30 November 16	Suitable and timely Customer input will be required in the generation and delivery of deliverables in <b>BOLD</b> .

12.2.1 If so required by the Customer, the Supplier shall produce within one (1) Month of the Commencement Date a further version of the Implementation Plan (based on the above plan) in such further detail as the Customer may reasonably require. The Supplier shall ensure that each version of the Implementation Plan is subject to Customer's written approval. The Supplier shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation transition and/or transformation of the G-Cloud Services.

12.2.2 The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.

12.2.3 The Supplier shall perform its obligations so as to achieve each milestone by the milestone date.

12.2.4 Changes to the milestones shall only be made in accordance with the Variation procedure as set out in Clause CO-21 and provided that the Supplier shall not attempt to postpone any of the milestones using the Variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a milestone by the relevant milestone date).]



### 12.3 Service Levels

[A primary Information Technology Infrastructure Library (ITIL)-based Service Desk is located at HQ with two further satellite Service Desks at customer sites. The Service Desk core support hours are Monday to Friday, 8:45am to 5:15pm. Support can be requested via email or by calling a dedicated phone number. Support issues received outside of core support hours will be logged and actioned at the start of the next period.]

The following Service Level Agreements (SLAs) are applicable:

- 100% of critical enquiries to the Service Desk have an initial response within 2 hours.
- 95% of routine enquiries to the Service Desk have an initial response within 2 working days.
- 80% of all enquiries to the Service Desk to have a final response within 5 working days.

System availability is guaranteed at 95% across the life of the service. Uptime is actively monitored, recorded and reported on. This data can be made available on request. The Services are available 24/7 and 365 days a year, except for planned maintenance periods. Response times are subject to the customer site's RLI network performance.]

### 13. [COLLABORATION AGREEMENT]

In accordance with Clause CO-20 of this Call-off Agreement, the Customer [does not require] the Supplier to enter into a Collaboration Agreement.

**[Guidance Note to Customer: Consider if a Collaboration Agreement is required to ensure the operation of the G-Cloud Services within your supply chain. Customers should consider using this where they wish to provide for the ongoing cooperation of suppliers in the provision of services under their respective Call-Off Agreements to the Customer.]**

#### 11. [Alternative Clauses (select from Schedule 10: Alternative Clauses)]

[None required]

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide the G-Cloud Services. The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

**For and on behalf of the Supplier:**

Name and Title	Mr Charlie Webster
Position	Account Manager
Signature	
Date	

**For and on behalf of the Customer:**

Name and Title	
Position	
Signature	
Date	

**G-CLOUD SERVICES CALL-OFF TERMS**

Lynx Wildcat Project Team

- and -

tImNEXUS Ltd

relating to

the provision of G-Cloud Services.

**CALL-OFF AGREEMENT TERMS AND CONDITIONS**

**THIS CONTRACT** is made on the 29th day of June 2016

**BETWEEN**

- (1) **Lynx Wildcat PT** of 100 Centenary House, Augusta Westland, Box 146, Lysander Road, Yeovil, Somerset, BA20 2YB (the “**Customer**”); and
- (2) [tlmNEXUS Ltd], a company registered in [the United Kingdom] under company number [04058701] and whose registered office is at [Telecom House, 125-135 Preston Road, Brighton, BN1 6AF] (the “**Supplier**”).

**IT IS AGREED AS FOLLOWS:****CO-1 OVERRIDING PROVISIONS**

- CO-1.1 The Supplier agrees to supply the G-Cloud Services and any G-Cloud Additional Services in accordance with the Call-Off Terms, including Supplier’s Terms as identified in Framework Schedule 1 (G-Cloud Services) and incorporated into this Call-Off Agreement.
- CO-1.2 In the event of and only to the extent of any conflict or ambiguity between the Clauses of this Call-Off Agreement, the provisions of the Schedules, any document referred to in the Clauses of this Call-Off Agreement (including Supplier’s Terms) and the Framework Agreement, the conflict shall be resolved in accordance with the following order of precedence:
- CO-1.2.1 the Framework Agreement (excluding Framework Schedule 2);
- CO-1.2.2 the Clauses of this Call-Off Agreement (excluding Supplier Terms);
- CO-1.2.3 the completed Order Form;
- CO-1.2.4 the Collaboration Agreement (Framework Schedule 7);
- CO-1.2.5 the Supplier’s Terms as set out in the Framework Schedule 1 (G-Cloud Services);  
and
- CO-1.2.6 any other document referred to in the Clauses of this Call-Off Agreement.
- CO-1.3 The Supplier acknowledges and accepts that the order of prevailing provisions in this Call-Off Agreement is as set out in Clause CO-1.2 above.

**CO-2 PREVENTION OF BRIBERY AND CORRUPTION**

- CO-2.1 If the Supplier breaches
- CO-2.1.1 Clauses FW-22.1 or FW-22.2 of the Framework Agreement; or,
- CO-2.1.2 the Bribery Act 2010 in relation to the Framework Agreement
- CO-2.1.3 the Customer may terminate this Call-Off Agreement.
- CO-2.2 The Parties agree that the Management Charge payable in accordance with Clause FW-9 does not constitute an offence under section 1 of the Bribery Act 2010.

**CO-3 PROTECTION OF INFORMATION**

- CO-3.1 The provisions of this Clause CO-3, shall apply during the Call-Off Agreement Period and for such time as the Supplier holds the Customer Personal Data.
- CO-3.2 The Supplier shall and shall procure that Supplier's Staff comply with any notification requirements under the DPA and both Parties undertake to duly observe all their obligations under the DPA which arise in connection with the Call-Off Agreement.
- CO-3.3 To the extent that the Supplier is Processing the Order Personal Data the Supplier shall:
- CO-3.3.1 ensure that it has in place appropriate technical and organisational measures to ensure the security of the Order Personal Data (and to guard against unauthorised or unlawful Processing of the Order Personal Data and against accidental loss or destruction of, or damage to, the Order Personal Data; and
  - CO-3.3.2 provide the Customer with such information as the Customer may reasonably request to satisfy itself that the Supplier is complying with its obligations under the DPA;
  - CO-3.3.3 promptly notify the Customer of any breach of the security measures to be put in place pursuant to this Clause; and
  - CO-3.3.4 ensure that it does not knowingly or negligently do or omit to do anything which places the Customer in breach of its obligations under the DPA.
- CO-3.4 To the extent that the Supplier Processes Service Personal Data the Supplier shall:
- CO-3.4.1 Process Service Personal Data only in accordance with written instructions from the Customer as set out in this Call-Off Agreement;
  - CO-3.4.2 Process the Service Personal Data only to the extent, and in such manner, as is necessary for the provision of the G-Cloud Services or as is required by Law or any Regulatory Body;
  - CO-3.4.3 implement appropriate technical and organisational measures to protect Service Personal Data against unauthorised or unlawful Processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to Service Personal Data and having regard to the nature of the Service Personal Data which is to be protected;
  - CO-3.4.4 take reasonable steps to ensure the reliability of any Supplier Staff who have access to Service Personal Data;
  - CO-3.4.5 ensure that all Supplier Staff required to access Service Personal Data are informed of the confidential nature of the Service Personal Data and comply with the obligations set out in this Clause;
  - CO-3.4.6 ensure that none of the Supplier Staff publish, disclose or divulge Customer's Personal Data to any third party unless necessary for the provision of the G-Cloud Services under the Call-Off Agreement and/or directed in writing to do so by the Customer;
  - CO-3.4.7 notify the Customer within five (5) Working Days if it receives:
    - CO-3.4.7.1 a request from a Data Subject to have access to Service Personal Data relating to that person; or

- CO-3.4.7.2 a complaint or request relating to the Customer's obligations under the Data Protection Legislation;
- CO-3.4.8 provide the Customer with full cooperation and assistance in relation to any complaint or request made relating to Service Personal Data, including by:
  - CO-3.4.8.1 providing the Customer with full details of the complaint or request;
  - CO-3.4.8.2 complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Customer's instructions;
  - CO-3.4.8.3 providing the Customer with any Service Personal Data it holds in relation to a Data Subject (within the timescales required by the Customer); and
  - CO-3.4.8.4 providing the Customer with any information requested by the Data Subject.
- CO-3.5 The Supplier shall:
  - CO-3.5.1 permit the Customer or the Customer's Representative (subject to the reasonable and appropriate confidentiality undertakings), to inspect and audit the Supplier's data Processing activities (and/or those of its agents, subsidiaries and Sub-Contractors) or provide to the Customer an independent third party inspection and audit certificate in lieu of the same (unless otherwise agreed between the Parties, the option of providing a certificate in lieu shall not be available at IL3 and above) and shall comply with all reasonable requests or directions by the Customer to enable the Customer to verify and/or procure that the Supplier is in full compliance with its obligations under this Call-Off Agreement; and/or
  - CO-3.5.2 subject to Clause CO-3.6 agree to an appointment of an independent auditor selected by the Supplier to undertake the activities in Clause CO-3.5.1 provided such selection is acceptable to the Customer or Customer Representative (subject to such independent auditor complying with the reasonable and appropriate confidentiality undertakings).
- CO-3.6 The Supplier Shall:
  - CO-3.6.1 obtain prior written consent from the Customer in order to transfer Customer Personal Data to any other person (including for the avoidance of doubt any Sub-Contractors) for the provision of the G-Cloud Services;
  - CO-3.6.2 not cause or permit to be Processed, stored, accessed or otherwise transferred outside the EEA any Customer Personal Data supplied to it by the Customer without the prior written consent of the Customer. Where the Customer consents to such Processing, storing, accessing or transfer outside the European Economic Area the Supplier shall:
    - CO-3.6.3 comply with the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is so processed, stored, accessed or transferred;
    - CO-3.6.4 comply with any reasonable instructions notified to it by the Customer and either:

- CO-3.6.5 incorporate standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the Data Protection Legislation) or warrant that the obligations set out in the Supplier Terms provide Adequate protection for Personal Data.
- CO-3.7 The Supplier shall not perform its obligations under this Call-Off Agreement in such a way as to cause the Customer to breach any of its applicable obligations under the Data Protection Legislation.
- CO-3.8 The Supplier acknowledges that, in the event that it breaches (or attempts or threatens to breach) its obligations relating to Customer Personal Data that the Customer may be irreparably harmed (including harm to its reputation). In such circumstances, the Customer may proceed directly to court and seek injunctive or other equitable relief to remedy or prevent any further breach (or attempted or threatened breach).

#### **CO-4 CONFIDENTIALITY**

- CO-4.1 Except to the extent set out in this Clause or where disclosure is expressly permitted elsewhere in this Call-Off Agreement, each Party shall:
- CO-4.1.1 treat the other Party's Confidential Information as confidential and safeguard it accordingly; and
- CO-4.1.2 not disclose any Confidential Information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of this Call-Off Agreement.
- CO-4.2 The Supplier may only disclose the Customer's Confidential Information to the Supplier Staff who are directly involved in the provision of the G-Cloud Services and who need to know the information, and shall ensure that such Supplier Staff are aware of and shall comply with these obligations as to confidentiality.
- CO-4.3 The Supplier shall not, and shall procure that the Supplier Staff do not, use any of the Customer's Confidential Information received otherwise than for the purposes of this Call-Off Agreement.
- CO-4.4 The provisions of Clauses CO-4.1 shall not apply to the extent that:
- CO-4.4.1 such disclosure is a requirement of Law placed upon the Party making the disclosure, including any requirements for disclosure under Clause CO-7 (Transparency) and the FOIA, the Ministry of Justice Code or the Environmental Information Regulations pursuant to Clause CO-6 (Freedom of Information);
- CO-4.4.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;
- CO-4.4.3 such information was obtained from a third party without obligation of confidentiality;
- CO-4.4.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of this Call-Off Agreement; or
- CO-4.4.5 it is independently developed without access to the other Party's Confidential Information.
- CO-4.5 Nothing in this Call-Off Agreement shall prevent the Customer from disclosing the Supplier's Confidential Information (including the Management Information obtained under Clause FW-8 (Provision of Management Information) of the Framework Agreement):

- CO-4.5.1 for the purpose of the examination and certification of the Customer's accounts;
  - CO-4.5.2 for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Customer has used its resources;
  - CO-4.5.3 to any Crown body or any Other Contracting Body. All Crown bodies or Contracting Bodies receiving such Supplier's Confidential Information shall be entitled to further disclose the Supplier's Confidential Information to other Crown bodies or Other Contracting Bodies on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown body or any Contracting Body; or
  - CO-4.5.4 to any consultant, contractor or other person engaged by the Customer (on the basis that the information shall be held by such consultant, contractor or other person in confidence and is not to be disclosed to any third party) or any person conducting a Cabinet Office or ERG Gateway review or any additional assurance programme.
- CO-4.6 In the event that the Supplier fails to comply with Clauses CO-4.1 to Clause CO-4.4, the Customer reserves the right to terminate this Call-Off Agreement with immediate effect by notice in writing.
- CO-4.7 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in performance of this Call-Off Agreement, the Supplier undertakes to maintain adequate security arrangements that meet the requirements of Good Industry Practice.
- CO-4.8 The Supplier will immediately notify the Customer of any breach of security in relation to Customer Confidential Information obtained in the performance of this Call-Off Agreement and will keep a record of such breaches. The Supplier will use its best endeavours to recover such Customer Confidential Information however it may be recorded. This obligation is in addition to the Supplier's obligations under Clauses CO-4.1 to Clause CO-4.4. The Supplier will co-operate with the Customer in any investigation that the Customer considers necessary to undertake as a result of any breach of security in relation to Customer Confidential Information.
- CO-4.9 Subject always to Clause CO-11.4 the Supplier shall, at all times during and after the Call-Off Agreement Period, indemnify the Customer and keep the Customer fully indemnified against all losses, damages, costs or expenses and other liabilities (including legal fees) incurred by, awarded against the Customer arising from any breach of the Supplier's obligations under the DPA or this Clause CO-4 (Confidentiality) except and to the extent that such liabilities have resulted directly from the Customer's instructions.

## **CO-5 CUSTOMER DATA**

- CO-5.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Customer Data.
- CO-5.2 The Supplier shall not store, copy, disclose, or use the Customer Data except as necessary for the performance by the Supplier of its obligations under this Call-Off Agreement or as otherwise expressly approved by the Customer.
- CO-5.3 The Supplier shall ensure that any system on which the Supplier holds any Customer Data, including back-up data, is a secure system that complies with the Supplier security policy.

## **STATUTORY OBLIGATIONS AND REGULATIONS**



**CO-6 FREEDOM OF INFORMATION**

- CO-6.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and co-operate with the Customer to enable the Customer to comply with its Information disclosure obligations.
- CO-6.2 The Supplier shall:
- CO-6.2.1 transfer to the Customer all Requests for Information that it receives as soon as practicable and in any event within two (2) Working Days of receiving a Request for Information;
  - CO-6.2.2 provide the Customer with a copy of all Information, relating to a Request for Information, in its possession or control, in the form that the Customer requires within five (5) Working Days (or such other period as the Customer may specify) of the Customer's request; and
  - CO-6.2.3 provide all necessary assistance as reasonably requested by the Customer to enable the Customer to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.
- CO-6.3 The Customer shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Call-Off Agreement or any other agreement whether the Commercially Sensitive Information and/or any other Information (including Supplier's Confidential Information) is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations.
- CO-6.4 In no event shall the Supplier respond directly to a Request for Information unless authorised in writing to do so by the Customer.
- CO-6.5 The Supplier acknowledges that the Customer may, acting in accordance with the Ministry of Justice Code, be obliged under the FOIA, or the Environmental Information Regulations to disclose Information concerning the Supplier or the G-Cloud Services:
- CO-6.5.1 in certain circumstances without consulting the Supplier; or
  - CO-6.5.2 following consultation with the Supplier and having taken its views into account;
- provided always that where Clause CO-6.5.1 applies the Customer shall, in accordance with any recommendations of the Ministry of Justice Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.
- CO-6.5.3 The Supplier acknowledges that the description of information as Commercially Sensitive Information in Framework Schedule 6 (Interpretations and Definitions) is of an indicative nature only and that the Customer may be obliged to disclose it in accordance with this Clause CO-6.

**CO-7 TRANSPARENCY**

- CO-7.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Call-Off Agreement is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of this Call-Off Agreement is exempt from disclosure in accordance with the provisions of the FOIA.

- CO-7.2 Notwithstanding any other term of this Call-Off Agreement, the Supplier hereby gives its consent for the Customer to publish this Call-Off Agreement in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including from time to time agreed changes to this Call-Off Agreement, to the general public.
- CO-7.3 The Customer may consult with the Supplier to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.
- CO-7.4 The Supplier shall assist and cooperate with the Customer to enable the Customer to publish this Call-Off Agreement.

#### **CO-8 OFFICIAL SECRETS ACTS**

- CO-8.1 The Supplier shall comply with and shall ensure that the Supplier Staff comply with, the provisions of:
- CO-8.1.1 the Official Secrets Act 1911 to 1989; and
- CO-8.1.2 Section 182 of the Finance Act 1989.
- CO-8.2 In the event that the Supplier or the Supplier Staff fails to comply with this Clause, the Customer reserves the right to terminate this Call-Off Agreement with immediate effect by giving notice in writing to the Supplier.

#### **CO-9 TERM AND TERMINATION**

- CO-9.1 This Call-Off Agreement shall take effect on the Effective Date and shall expire on:
- CO-9.1.1 the date specified in paragraph 1.2 of the Order Form; or
- CO-9.1.2 twenty four (24) Months after the Effective Date, whichever is the earlier, unless terminated earlier pursuant to this Clause CO-9.
- CO-9.2 Termination without Cause
- CO-9.2.1 The Customer shall have the right to terminate this Call-Off Agreement at any time by giving the length of written notice to the Supplier as set out in paragraph 10.2 of the Order Form.
- CO-9.3 Termination on Change of Control
- CO-9.3.1 The Supplier shall notify the Customer immediately if the Supplier undergoes a change of control within the meaning of Section 450 of the Corporation Tax Act 2010 ("**Change of Control**") and provided this does not contravene any Law shall notify the Customer immediately in writing of any circumstances suggesting that a Change of Control is planned or in contemplation. The Customer may terminate the Call-Off Agreement by notice in writing with immediate effect within six (6) Months of:
- CO-9.3.1.1 being notified in writing that a Change of Control has occurred or is planned or in contemplation; or
- CO-9.3.1.2 where no notification has been made, the date that the Customer becomes aware of the Change of Control,
- but shall not be permitted to terminate where a written approval was granted prior to the Change of Control.

CO-9.3.2 For the purposes of Clause CO-9.3.1, any transfer of shares or of any interest in shares by its affiliate company where such transfer forms part of a bona fide reorganisation or restructuring shall be disregarded.

CO-9.4 Termination by Supplier

CO-9.4.1 If the Customer fails to pay the Supplier undisputed sums of money when due, the Supplier shall notify the Customer in writing of such failure to pay and allow the Customer five (5) calendar days to settle undisputed invoice. If the Customer fails to pay such undisputed sums within allotted additional 5 calendar days, the Supplier may terminate this Call-Off Agreement subject to giving the length of notice as specified in paragraph 10.1 of the Order Form.

CO-9.5 Termination on Insolvency

CO-9.5.1 The Customer may terminate this Call-Off Agreement with immediate effect by notice in writing where the Supplier:

CO-9.5.1.1 being an individual, or where the Supplier is a firm, any partner or partners in that firm who together are able to exercise direct or indirect control, as defined by Section 416 of the Income and Corporation Taxes Act 1988, and:

CO-9.5.1.2 shall at any time become bankrupt or shall have a receiving order or administration order made against him or shall make any composition or arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport so to do, or appears unable to pay or to have no reasonable prospect of being able to pay a debt within the meaning of Section 268 of the Insolvency Act 1986, or any similar event occurs under the law of any other jurisdiction; or

CO-9.5.1.3 a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Supplier's assets and such attachment or process is not discharged within fourteen (14) calendar days; or

CO-9.5.1.4 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Health Act 1983; or

CO-9.5.1.5 the Supplier suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business.

CO-9.5.2 being a company, passes a resolution, or the Court makes an order that the Supplier or its Parent Company be wound up otherwise than for the purpose of a bona fide reconstruction or amalgamation, or a receiver, manager or administrator on behalf of a creditor is appointed in respect of the business or any part thereof of the Supplier or its Parent Company (or an application for the appointment of an administrator is made or notice to appoint an administrator is given in relation to the Supplier or its Parent Company), or circumstances arise which entitle the Court or a creditor to appoint a receiver, manager or administrator or which entitle the Court otherwise than for the purpose of a bona fide reconstruction or amalgamation to make a winding-up order, or the Supplier or its Parent Company is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986 (except where the claim is made under Section 123(1)(a) and is for an amount of less than ten

thousand pounds (£10,000)) or any similar event occurs under the law of any other jurisdiction.

#### CO-9.6 Termination on Material Breach

CO-9.6.1 The Customer may terminate this Call-Off Agreement with immediate effect by giving written notice to the Supplier if the Supplier commits a Material Breach of any obligation under this Call-Off Agreement and if:

CO-9.6.1.1 the Supplier has not remedied the Material Breach within thirty (30) Working Days (or such other longer period as may be specified by the Customer) of written notice to the Supplier specifying the Material Breach and requiring its remedy; or

CO-9.6.1.2 the Material Breach is not, in the opinion of the Customer capable of remedy.

#### CO-9.7 Termination for repeated Default

CO-9.7.1 If there are two or more Defaults (of a similar nature) that will be deemed a breach for Material Breach. Where the Customer considers that the Supplier has committed a repeated Default in relation to this Call-Off Agreement or any part thereof (including any part of the G-Cloud Services) and believes that the Default is remediable, then the Customer shall be entitled to serve a notice on the Supplier:

CO-9.7.1.1 specifying that it is a formal warning notice;

CO-9.7.1.2 giving reasonable details of the breach; and

CO-9.7.1.3 stating that such breach is a breach which, if it recurs or continues, may result in a termination of this Call-Off Agreement or that part of the G-Cloud Services affected by such breach.

CO-9.7.2 If, thirty (30) Working Days after service of a formal warning notice as described in Clause CO-9.7, the Supplier has failed to demonstrate to the satisfaction of the Customer that the breach specified has not continued or recurred and that the Supplier has put in place measures to ensure that such breach does not recur, then the Customer may deem such failure to be a Material Breach not capable of remedy for the purposes of Clause CO-9.6.1.2.

CO-9.8 The termination (howsoever arising) or expiry of this Call-Off Agreement pursuant to this Clause 9 shall be without prejudice to any rights of either the Customer or the Supplier that shall have accrued before the date of such termination or expiry.

CO-9.9 Save as aforesaid, the Supplier shall not be entitled to any payment from the Customer after the termination (howsoever arising) or expiry of this Call-Off Agreement.

### **CO-10 CONSEQUENCES OF SUSPENSION, TERMINATION AND EXPIRY**

CO-10.1 Where a Customer has the right to terminate a Call-Off Agreement, it may elect to suspend this Call-Off Agreement and its performance.

CO-10.2 Notwithstanding the service of a notice to terminate this Call-Off Agreement or any part thereof, the Supplier shall continue to provide the Ordered G-Cloud Services until the date of expiry or termination (howsoever arising) of this Call-Off Agreement (or any part thereof) or such other date as required under this Clause CO-10.

CO-10.3 Within ten (10) Working Days of the earlier of the date of expiry or termination (howsoever arising) of this Call-Off Agreement, the Supplier shall return (or make available) to the Customer:

CO-10.3.1 any data (including (if any) Customer Data), Customer Personal Data and Customer Confidential Information in the Supplier's possession, power or control, either in its then current format or in a format nominated by the Customer (in which event the Customer will reimburse the Supplier's pre-agreed and reasonable data conversion expenses), together with all training manuals, access keys and other related documentation, and any other information and all copies thereof owned by the Customer, save that it may keep one copy of any such data or information for a period of up to twelve (12) Months to comply with its obligations under the Framework Schedule FW-5, or such period as is necessary for such compliance (after which time the data must be deleted); and

CO-10.3.2 any sums prepaid in respect of Ordered G-Cloud Services not provided by the date of expiry or termination (howsoever arising) of this Call-Off Agreement.

CO-10.4 The Customer and the Supplier shall comply with the exit and service transfer arrangements as per the Supplier's terms and conditions identified in Framework Schedule 1 (G-Cloud Services).

CO-10.5 Subject to Clause CO-11 (Liability), where the Customer terminates this Call-Off Agreement under Clause CO-9.2 (Termination without Cause), the Customer shall indemnify the Supplier against any reasonable and proven commitments, liabilities or expenditure which would otherwise represent an unavoidable loss by the Supplier by reason of the termination of this Call-Off Agreement, provided that the Supplier takes all reasonable steps to mitigate such loss. Where the Supplier holds insurance, the Supplier shall reduce its unavoidable costs by any insurance sums available. The Supplier shall submit a fully itemised and costed list of such loss, with supporting evidence, of losses reasonably and actually incurred by the Supplier as a result of termination under Clause CO-9.2 (Termination without Cause).

## **CO-11 LIABILITY**

CO-11.1 Nothing in this Clause CO-11 shall affect a Party's general duty to mitigate its loss.

CO-11.2 Nothing in this Call-Off Agreement shall be construed to limit or exclude either Party's liability for:

CO-11.2.1 death or personal injury caused by its negligence or that of its staff;

CO-11.2.2 bribery, Fraud or fraudulent misrepresentation by it or that of its staff;

CO-11.2.3 any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982; or

CO-11.2.4 any other matter which, by Law, may not be excluded or limited.

CO-11.3 Nothing in this Call-Off Agreement shall impose any liability on the Customer in respect of any liability incurred by the Supplier to any other person, but this shall not be taken to exclude or limit any liability of the Customer to the Supplier that may arise by virtue of either a breach of the Call-Off Agreement or by negligence on the part of the Customer, or the Customer's employees, servants or agents.

CO-11.4 Subject always to Clause CO-11.2, the aggregate liability of either Party under or in connection with each Year of this Call-Off Agreement (whether expressed as an indemnity or otherwise):

CO-11.4.1 for all defaults resulting in direct loss to the property (including technical infrastructure, assets, IPR or equipment but excluding any loss or damage to the

Customer Personal Data or Customer Data ) of the other Party, shall be subject to the financial limits set out in paragraph 8.1 of the Order Form;

CO-11.4.2 and in respect of all other defaults, claims, losses or damages, whether arising from breach of contract, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall not exceed a sum equivalent to the financial limit set out in paragraph 8.3 of the Order Form .

CO-11.5 Subject always to Clause CO-11.4 the Customer shall have the right to recover as a direct loss:

CO-11.5.1 any additional operational and/or administrative expenses arising from the Supplier's Default;

CO-11.5.2 any wasted expenditure or charges rendered unnecessary and/or incurred by the Customer arising from the Supplier's Default; and

CO-11.5.3 any losses, costs, damages, expenses or other liabilities suffered or incurred by the Customer which arise out of or in connection with the loss of, corruption or damage to or failure to deliver Customer Data by the Supplier.

CO-11.6 The Supplier shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Call-Off Agreement.

CO-11.7 Subject to Clauses CO-11.2 and Clause CO-11.5, in no event shall either Party be liable to the other for any:

CO-11.7.1 loss of profits;

CO-11.7.2 loss of business;

CO-11.7.3 loss of revenue;

CO-11.7.4 loss of or damage to goodwill;

CO-11.7.5 loss of savings (whether anticipated or otherwise); and/or

CO-11.7.6 any indirect, special or consequential loss or damage.

CO-11.8 The annual aggregate liability for all defaults resulting in direct loss, destruction, corruption, degradation or damage to the Customer Data or the Customer Personal Data or any copy of such Customer Data, caused by the Supplier's default under or in connection with this Call-Off Agreement shall be subject to the financial limits set out in paragraph 8.2 of the Order Form.

## **CO-12 INSURANCE**

CO-12.1 The Supplier shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Supplier, arising out of the Supplier's performance of its obligations under this Call-Off Agreement, including death or personal injury, loss of or damage to property or any other loss (including the insurance policies specified in the relevant paragraph of the Order Form). Such policies shall include cover in respect of any financial loss arising from any advice given or omitted to be given by the Supplier. Such insurance shall be maintained for the Call-Off Agreement Period and for the minimum insurance period as set out in paragraph 9 of the Order Form.

CO-12.2 The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under this Call-Off Agreement.

### **CO-13 PAYMENT, VAT AND CALL-OFF AGREEMENT CHARGES**

CO-13.1 In consideration of the Supplier's performance of its obligations under this Call-Off Agreement, the Customer shall pay the Charges in accordance with the Clause CO-13.2 to CO-13.8.

CO-13.2 The Customer shall pay all sums properly due and payable to the Supplier in cleared funds within the time period specified in paragraph 6 of the Order Form.

CO-13.3 The Supplier shall ensure that each invoice contains all appropriate references and a detailed breakdown of the G-Cloud Services supplied and that it is supported by any other documentation reasonably required by the Customer to substantiate the invoice.

CO-13.4 Where the Supplier enters into a Sub-Contract it shall ensure that a provision is included in such Sub-Contract which requires payment to be made of all sums due by the Supplier to the Sub-Contractor within a specified period not exceeding thirty (30) calendar days from the receipt of a validly issued invoice, in accordance with the terms of the Sub-Contract.

CO-13.5 The Supplier shall add VAT to the Charges at the prevailing rate as applicable.

CO-13.6 The Supplier shall fully indemnify the Customer on demand and keep the Customer fully indemnified on a continuing basis against any liability, including without limitation against any interest, penalties or costs, which are suffered or incurred by or levied, demanded or assessed on the Customer at any time in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Call-Off Agreement. Any amounts due under this Clause CO-13.6 shall be paid by the Supplier to the Customer not less than five (5) Working Days before the date upon which the tax or other liability is payable by the Customer.

CO-13.7 The Supplier shall not suspend the supply of the G-Cloud Services unless the Supplier is entitled to terminate this Call-Off Agreement under Clause CO-9.4 for Customer's failure to pay undisputed sums of money. Interest shall be payable by the Customer on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time).

CO-13.8 In the event of a disputed invoice, the Customer shall make payment in respect of any undisputed amount in accordance with the provisions of Clause CO-13 of this Call-Off Agreement and return the invoice to the Supplier within ten (10) Working Days of receipt with a covering statement proposing amendments to the invoice and/or the reason for any non-payment. The Supplier shall respond within ten (10) Working Days of receipt of the returned invoice stating whether or not the Supplier accepts the Customer's proposed amendments. If it does then the Supplier shall supply with the response a replacement valid invoice.

CO-13.9 The Supplier shall accept the Government Procurement Card as a means of payment for the G-Cloud Services where such card is agreed with the Customer to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Customer.

### **CO-14 GUARANTEE**

CO-14.1 Where the Customer has specified in the Order Form that this Call-Off Agreement shall be conditional upon receipt of a Guarantee from the guarantor, the Supplier shall deliver to the Customer an executed Guarantee from the guarantor, on or prior to the Commencement Date; and deliver to the Customer a certified copy of the passed resolution and/or board minutes of the guarantor approving the execution of the Guarantee.

**CO-15 FORCE MAJEURE**

CO-15.1 Neither Party shall be liable to the other Party for any delay in performing, or failure to perform, its obligations under this Call-Off Agreement to the extent that such delay or failure is a result of Force Majeure.

CO-15.2 Notwithstanding Clause CO-15.1, each Party shall use all reasonable endeavours to continue to perform its obligations under the Call-Off Agreement for the duration of such Force Majeure. However, if such Force Majeure prevents either Party from performing its material obligations under this Call-Off Agreement for a period in excess of one hundred and twenty (120) calendar days, either Party may terminate this Call-Off Agreement with immediate effect by notice in writing to the other Party.

**CO-16 TRANSFER AND SUB-CONTRACTING**

CO-16.1 The Supplier shall not assign, novate, sub-contract or in any other way dispose of this Call-Off Agreement or any part of it without the Customer's prior written approval which shall not be unreasonably withheld or delayed. Sub-Contracting any part of this Call-Off Agreement shall not relieve the Supplier of any obligation or duty attributable to the Supplier under this Call-Off Agreement.

CO-16.2 The Supplier shall be responsible for the acts and omissions of its Sub-Contractors as though they are its own.

CO-16.3 The Customer may assign, novate or otherwise dispose of its rights and obligations under the Call-Off Agreement or any part thereof to:

CO-16.3.1 any other body established by the Crown or under statute in order substantially to perform any of the functions that had previously been performed by the Customer; or

CO-16.3.2 any private sector body which substantially performs the functions of the Customer

provided that any such assignment, novation or other disposal shall not increase the burden of the Supplier's obligations under the Call-Off Agreement.

**CO-17 THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999**

CO-17.1 A person who is not party to this Call-Off Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Call-Off Agreement but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

**CO-18 LAW & JURISDICTION**

CO-18.1 This Call-Off Agreement and/or any non-contractual obligations or matters arising out of or in connection with it, shall be governed by and construed in accordance with the Laws of England and Wales and without prejudice to the dispute resolution procedures set out in Clause FW-14 or CO-22 (Dispute Resolution) each Party agrees to submit to the exclusive jurisdiction of the courts of England and Wales and for all disputes to be conducted within England and Wales.

**CO-19 ADDITIONAL G-CLOUD SERVICES**

CO-19.1 The Customer may require the Supplier to provide the Additional G-Cloud Services. The Supplier acknowledges that the Customer is not obliged to take any Additional G-Cloud Services from the Supplier and that there is nothing preventing the Customer from receiving services that are the same as or similar to the Additional G-Cloud Services from any third party.



CO-19.2 The Supplier shall provide Additional G-Cloud Services in accordance with any relevant Implementation Plan(s) and the Supplier shall monitor the performance of such Additional G-Cloud Services against the Implementation Plan(s).

## **CO-20 COLLABORATION AGREEMENT**

CO-20.1 Where the Customer has specified in paragraph 13 of the Order Form that the Customer requires the Supplier to enter into a Collaboration Agreement, [the Supplier shall deliver to the Customer an executed Collaboration Agreement [Collaboration Agreement must be executed between the Parties] , on or prior to the Commencement Date].

CO-20.2 In addition to its obligations under any Collaboration Agreement, the Supplier shall:

CO-20.2.1 work pro-actively with each of the Customer's contractors in a spirit of trust and mutual confidence;

CO-20.2.2 in addition to its obligations under the Collaboration Agreement the Supplier shall cooperate with the Customer's contractors of other services to enable the efficient operation of the ICT services; and

CO-20.2.3 assist in sharing information with the Customer's contractors for the purposes of facilitating adequate provision of the G-Cloud Services and/or Additional G-Cloud Services.

## **CO-21 VARIATION PROCEDURE**

CO-21.1 The Customer may request in writing a variation to this Call-Off Agreement provided that such variation does not amount to a material change of the Framework Agreement and/or this Call-Off Agreement and is within the meaning of the Regulations and the Law. Such a change once implemented is hereinafter called a "**Variation**".

CO-21.2 The Supplier shall notify the Customer immediately in writing of any changes proposed or in contemplation in relation to G-Cloud Services or their delivery by submitting Variation request. For the avoidance of doubt such changes would include any changes within the Supplier's supply chain.

CO-21.3 In the event that:

- (a) Either Party is unable to agree (agreement shall not be unreasonably withheld or delayed) to or provide the Variation;
- (b) the Customer may:
  - (i) agree to continue to perform its obligations under this Call-Off Agreement without the Variation; or
  - (ii) terminate this Call-Off Agreement by giving thirty (30) written days notice to the Supplier.

## **CO-22 DISPUTE RESOLUTION**

CO-22.1 The Customer and the Supplier shall attempt in good faith to negotiate a settlement of any dispute between them arising out of or in connection with this Call-Off Agreement within twenty (20) Working Days of either Party notifying the other of the dispute and such efforts shall involve the escalation of the dispute to the Customer Representative and the Supplier Representative.

CO-22.2 If the dispute cannot be resolved by the Parties pursuant to this Clause, the Parties shall refer it to mediation unless the Customer considers that the dispute is not suitable for resolution by mediation.

CO-22.3 If the dispute cannot be resolved by mediation the Parties may refer it to arbitration.

CO-22.4 The obligations of the Parties under this Call-Off Agreement shall not be suspended, cease or be delayed by the reference of a dispute to mediation or arbitration pursuant to this Clause and the Supplier and Supplier's Staff shall continue to comply fully with the requirements of this Call-Off Agreement at all times.