**Framework Schedule 6** **(Order Form Template and Call-Off Schedules)**

**Order Form**

CALL-OFF REFERENCE: C19556

Nuclear Decommissioning Authority Software Value Added Reseller

THE BUYER: Nuclear Decommissioning Authority on behalf of: -

 Nuclear Decommissioning Authority,

Nuclear Transport Solutions,

Nuclear Restoration Services (Dounreay and Magnox)

Nuclear Waste Services.

BUYER ADDRESS Herdus House, Westlake’s Science Park, Moor Row, Cumbria CA24 3HU

THE SUPPLIER: Computacenter (UK) Limited

SUPPLIER ADDRESS:Hatfield Business Park, Hatfield Avenue, Hatfield AL10 9TW

REGISTRATION NUMBER: 01584718

DUNS NUMBER: 387319403

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 03/02/2025.

It’s issued under the Framework Contract with the reference number RM6098 for the provision of Technology Products & Associated Service 2.

CALL-OFF LOT(S):

Lot 4 Information Assured Technology

CALL-OFF INCORPORATED TERMS

This is a Bronze Contract

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 Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) RM6098
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
* Joint Schedules for RM6098
	+ Joint Schedule 2 (Variation Form)
	+ Joint Schedule 3 (Insurance Requirements)
	+ Joint Schedule 4 (Commercially Sensitive Information)
	+ Joint Schedule 10 (Rectification Plan)
	+ Joint Schedule 11 (Processing Data)
	+ Joint Schedule 12 (Supply Chain Visibility)
* Call-Off Schedules for RM6098
	+ [Call-Off Schedule 2 (Staff Transfer)]
	+ [Call-Off Schedule 3 (Continuous Improvement)]
	+ [Call-Off Schedule 4 (Call Off Tender)]
	+ [Call-Off Schedule 5 (Pricing Details)]
	+ [Call-Off Schedule 6 (ICT Services)]
	+ [Call-Off Schedule 7 (Key Supplier Staff)
	+ [Call-Off Schedule 8 (Business Continuity and Disaster Recovery) [amended for a Bronze Contract as per paragraph 10 of Part A of that Schedule]]
	+ [Call-Off Schedule 9 (Security)
	+ [Call-Off Schedule 10 (Exit Management)
	+ [Call-Off Schedule 13 (Implementation Plan & Testing)
	+ [Call-Off Schedule 14 (Service Levels)
	+ [Call-Off Schedule 15 (Call-Off Contract Management)
1. CCS Core Terms (version 3.0.11) as amended by the Framework Award Form
2. Joint Schedule 5 (Corporate Social Responsibility) RM6098
3. [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.]
4. [Annexes A-E to 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.

CALL-OFF SPECIAL TERMS

The parties acknowledge that the Customer shall raised individual Purchase Orders pursuant to this Call-Off Contract. Each Purchase Order shall be subject to the terms of this Call-Off Contract with the following clarifications unless otherwise agreed by the parties.

1. Third party software (if any) shall be licensed subject to the third-party licensor’s standard license terms which shall govern the supply, the Buyer’s use of and obligations relating to the software in their entirety and which shall prevail in the event of any conflict with the terms and conditions of this Call-Off Contract.
2. Software Support & Maintenance Terms - Third party services (if any) shall be supplied subject to the applicable third party’s standard service terms.
3. The Purchase Order cannot be terminated for convenience

CALL-OFF START DATE: **03/02/2025**

CALL-OFF EXPIRY DATE: **02/02/2030**

CALL-OFF INITIAL PERIOD: **Three Years** **with two optional 12-month extensions**

CALL-OFF DELIVERABLES

[Option B: See details in Call-Off Schedule 20 (Call-Off Specification)]

LOCATION FOR DELIVERY

**Buyer address**

DATES FOR DELIVERY

[Option B: See details in Call-Off Schedule 13 (Implementation Plan & Testing)]

TESTING OF DELIVERABLES

[Option A: None]

WARRANTY PERIOD

The warranty period for the purposes of Clause 3.1.2 of the Core Terms shall be [Minimum is 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 **£9m**

CALL-OFF CHARGES

[Option B: See details in Call-Off Schedule 5 (Pricing Details)]

REIMBURSABLE EXPENSES

None

PAYMENT METHOD

[BACS]

BUYER’S INVOICE ADDRESS:

NDA - apqueries@nda.gov.uk

NRS – nrservices.Invoices@proactiscapture.com

Dounreay – accounts@dounreay.com

NTS – insl.invoices@ntsglobal.uk & purchase.invoices@ntsglobal.uk

NWS – accountspayable@nuclearwasteservices.uk

BUYER’S AUTHORISED REPRESENTATIVE

Stephen Peters

**ICT Category Specialist**

stephen.peters@nda.gov.uk

BUYER’S ENVIRONMENTAL POLICY



BUYER’S SECURITY POLICY



SUPPLIER’S AUTHORISED REPRESENTATIVE

Hugh Smith

Senior Account Manager

Hugh.smith@computacenter.com

Computacenter UK Ltd, Hatfield Avenue, Hatfield, AL10 9TW

SUPPLIER’S CONTRACT MANAGER

Colin Smith

Framework Sales Director

government@computacenter.com

Computacenter UK Ltd, Hatfield Avenue, Hatfield, AL10 9TW

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

During the Implementation Period progress meetings will be held weekly. Following Implementation, they will be held Quarterly on the first Working Day of each quarter.

KEY STAFF

Hugh Smith

Senior Account Manager

 Hugh.Smith@Computacenter.com

KEY SUBCONTRACTOR(S)

**None**

COMMERCIALLY SENSITIVE INFORMATION

 Supplier’s pricing and/or any Supplier specific solution(s) for the period of the Call-Off Term +2 years

SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

ADDITIONAL INSURANCES

Additional Insurances required in accordance with Joint Schedule 3 (Insurance Requirements)

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)]

|  |  |
| --- | --- |
| **For and on behalf of the Supplier:** | **For and on behalf of the Buyer:** |
| Signature: | ssssssssssssssss | Signature: | sssssssssssssssss |
| Name: | sssssssssssssssssss | Name: | Frank Rainford |
| Role: | Ssssssssssssssssssssssssssssssssssssssssss | Role: | Interim NDA Chief Commercial Officer |
| Date: | ssssssssssssss | Date: | sssssssssssssssss |

**TABLE OF CONTENTS**

[Joint Schedule 1 (Definitions) 8](#_Toc187758931)

[Joint Schedule 2 (Variation Form) 38](#_Toc187758932)

[Joint Schedule 3 (Insurance Requirements) 40](#_Toc187758933)

[Joint Schedule 4 (Commercially Sensitive Information) 43](#_Toc187758939)

[Joint Schedule 10 (Rectification Plan) 44](#_Toc187758940)

[Joint Schedule 11 (Processing Data) 46](#_Toc187758941)

[Joint Schedule 12 (Supply Chain Visibility) 67](#_Toc187758945)

[Call-Off Schedule 2 (Staff Transfer) 70](#_Toc187758946)

[Part C: No Staff Transfer on the Start Date 75](#_Toc187758947)

[Call-Off Schedule 3 (Continuous Improvement) 1](#_Toc187758948)

[Call-Off Schedule 4 (Call Off Tender) 133](#_Toc187758949)

[Call-Off Schedule 5 (Pricing Details) 178](#_Toc187758952)

[Call-Off Schedule 6 (ICT Services) 179](#_Toc187758953)

[Call-Off Schedule 7 (Key Supplier Staff) 193](#_Toc187758961)

[Call-Off Schedule 8 (Business Continuity and Disaster Recovery) 195](#_Toc187758962)

[Call-Off Schedule 9 (Security) 213](#_Toc187758963)

[Call-Off Schedule 10 (Exit Management) 221](#_Toc187758964)

[Call-Off Schedule 13 (Implementation Plan and Testing) 231](#_Toc187758965)

[Call-Off Schedule 14 (Service Levels) 248](#_Toc187758966)

[Call-Off Schedule 15 (Call-Off Contract Management) 255](#_Toc187758967)

[Core Terms - RM6098 258](#_Toc187758974)

[Joint Schedule 5 (Corporate Social Responsibility) 282](#_Toc187759009)

Joint Schedule 1 (Definitions)

* 1. 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.
	2. 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.
	3. In each Contract, unless the context otherwise requires:
		1. the singular includes the plural and vice versa.
		2. reference to a gender includes the other gender and the neuter.
		3. references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Central Government Body.
		4. a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time.
		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**";
		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;
		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;
		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;
		9. references to **"Paragraphs"** are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;
		10. references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;
		11. the headings in each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract;
		12. where the Buyer is a Central Government Body it shall be treated as contracting with the Crown as a whole;
		13. any reference in a Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
			1. any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“**EU References**”) which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
			2. any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred; and
		14. unless otherwise provided, references to “**Buyer**” shall be construed as including Exempt Buyers; and
		15. unless otherwise provided, references to “**Call-Off Contract**” and “**Contract**” shall be construed as including Exempt Call-off Contracts.
	4. In each Contract, unless the context otherwise requires, the following words shall have the following meanings:

|  |  |
| --- | --- |
| **"Achieve"** | in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue of a Satisfaction Certificate in respect of that Milestone and "**Achieved**", "**Achieving**" and "**Achievement**" shall be construed accordingly; |
| **"Additional Insurances"** | insurance requirements relating to a Call-Off Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements);  |
| **"Admin Fee”** | 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: http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees; |
| **"Affected Party"** | the Party seeking to claim relief in respect of a Force Majeure Event; |
| **"Affiliates"** | 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; |
| **“Annex”** | extra information which supports a Schedule; |
| **"Approval"** | the prior written consent of the Buyer and "**Approve**" and "**Approved**" shall be construed accordingly; |
| **"Audit"** | the Relevant Authority’s right to: 1. 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);
2. 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;
3. verify the Open Book Data;
4. verify the Supplier’s and each Subcontractor’s compliance with the Contract and applicable Law;
5. 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;
6. 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;
7. 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;
8. review any books of account and the internal contract management accounts kept by the Supplier in connection with each Contract;
9. 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;
10. 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
11. verify the accuracy and completeness of any Management Information delivered or required by the Framework Contract;
 |
| **"Auditor"** | 1. the Relevant Authority’s internal and external auditors;
2. the Relevant Authority’s statutory or regulatory auditors;
3. the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;
4. HM Treasury or the Cabinet Office;
5. any party formally appointed by the Relevant Authority to carry out audit or similar review functions; and
6. successors or assigns of any of the above;
 |
| **"Authority"** |  CCS and each Buyer; |
| **"Authority Cause"** | 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; |
| **"BACS"** | the Bankers’ Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom; |
| **"Beneficiary"** | a Party having (or claiming to have) the benefit of an indemnity under this Contract; |
| **"Buyer"** | the relevant public sector purchaser identified as such in the Order Form; |
| **"Buyer Assets"** | 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; |
| **"Buyer Authorised Representative"** | the representative appointed by the Buyer from time to time in relation to the Call-Off Contract initially identified in the Order Form; |
| **"Buyer Premises"** | 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); |
| **"Call-Off Contract"** | 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; |
| **"Call-Off Contract Period"** | the Contract Period in respect of the Call-Off Contract; |
| **"Call-Off Expiry Date"** | the scheduled date of the end of a Call-Off Contract as stated in the Order Form; |
| **"Call-Off Incorporated Terms"** | the contractual terms applicable to the Call-Off Contract specified under the relevant heading in the Order Form; |
| **"Call-Off Initial Period"** | the Initial Period of a Call-Off Contract specified in the Order Form; |
| **"Call-Off Optional Extension Period"** | such period or periods beyond which the Call-Off Initial Period may be extended as specified in the Order Form; |
| **"Call-Off Procedure"** | the process for awarding a Call-Off Contract pursuant to Clause 2 (How the contract works) and Framework Schedule 7 (Call-Off Award Procedure); |
| **"Call-Off Special Terms"** | any additional terms and conditions specified in the Order Form incorporated into the applicable Call-Off Contract;  |
| **"Call-Off Start Date"** | the date of start of a Call-Off Contract as stated in the Order Form; |
| **"Call-Off Tender"** | 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); |
| **"CCS"** | 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; |
| **"CCS Authorised Representative"** | the representative appointed by CCS from time to time in relation to the Framework Contract initially identified in the Framework Award Form; |
| **"Central Government Body"** | 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:* 1. Government Department;
	2. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);
	3. Non-Ministerial Department; or
	4. Executive Agency;
 |
| **"Change in Law"** | 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; |
| **"Change of Control"** | a change of control within the meaning of Section 450 of the Corporation Tax Act 2010; |
| **"Charges"** | 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; |
| **"Claim"** | any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract; |
| **"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; |
| **"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; |
| **"Contract Period"** | the term of either a Framework Contract or Call-Off Contract on and from the earlier of the:a) applicable Start Date; orb) the Effective Dateup to and including 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 UK GDPR; |
| **“Core Terms”** | CCS’ terms and conditions for common goods and services which govern how Suppliers 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:* 1. the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Work Day, of engaging the Supplier Staff, including:
		1. base salary paid to the Supplier Staff;
		2. employer’s National Insurance contributions;
		3. pension contributions;
		4. car allowances;
		5. any other contractual employment benefits;
		6. staff training;
		7. work place accommodation;
		8. work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and
		9. reasonable recruitment costs, as agreed with the Buyer;
	2. 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;
	3. 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
	4. Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables;

 but excluding:* 1. Overhead;
	2. financing or similar costs;
	3. 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;
	4. taxation;
	5. fines and penalties;
	6. amounts payable under Call-Off Schedule 16 (Benchmarking) where such Schedule is used; and
	7. non-cash items (including depreciation, amortisation, impairments and movements in provisions).
 |
| **"CRTPA"** | the Contract Rights of Third Parties Act 1999; |
| **“"Cyber Essentials Equivalent"** | ISO27001 certification where:1. the Cyber Essentials requirements, at either basic or Plus levels as appropriate, have been included in the scope, and verified as such; and
2. the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the accreditation bodies

This would be regarded as holding an equivalent standard to Cyber Essentials.  |
| **“Data Protection Impact Assessment”** | an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data; |
| **"Data Protection Legislation"** | (i) the UK GDPR as amended from time to time; (ii) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy; (iii) all applicable Law about the Processing of Personal Data and privacy; |
| **“Data Protection Liability Cap”** | the amount specified in the Framework Award Form; |
| **"Data Protection Officer"** | has the meaning given to it in the UK GDPR; |
| **"Data Subject"** | has the meaning given to it in the UK 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; |
| **"Deductions"** | all Service Credits, Delay Payments (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 by either (a) confirmation in writing to the Supplier; or (b) where Call-Off Schedule 13 (Implementation Plan and Testing) is used issue by the Buyer of a Satisfaction Certificate. "**Deliver**" and "**Delivered**" shall be construed accordingly; |
| **"Disclosing Party"** | the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential); |
| **"Dispute"** | any claim, dispute or difference (whether contractual or non-contractual) arising 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;  |
| **"Dispute Resolution Procedure"** | the dispute resolution procedure set out in Clause 34 (Resolving disputes); |
| **"Documentation"** | 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:* 1. 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
	2. is required by the Supplier in order to provide the Deliverables; and/or
	3. has been or shall be generated for the purpose of providing the Deliverables;
 |
| **"DOTAS"** | 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; |
| **“DPA 2018”** | the Data Protection Act 2018; |
| **"Due Diligence Information"** | any information supplied to the Supplier by or on behalf of the Authority prior to the Start Date; |
| **“Effective Date”** | the date on which the final Party has signed the Contract; |
| **"EIR"** | the Environmental Information Regulations 2004; |
| **“Electronic Invoice”** | an invoice which has been issued, transmitted and received in a structured electronic format which allows for its automatic and electronic processing and which complies with (a) the European standard and (b) any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870; |
| **"Employment Regulations"** | 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; |
| **"End Date"**  | the earlier of: * 1. the Expiry Date (as extended by any Extension Period exercised by the Relevant Authority under Clause 10.1.2); or
	2. if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract;
 |
| **"Environmental Policy"** | 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; |
| **"Equality and Human Rights Commission"** | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |
| **“Estimated Year 1 Charges”** | the anticipated total Charges payable by the Buyer in the first Contract Year specified in the Order Form; |

|  |  |
| --- | --- |
| **"Estimated Yearly Charges"** | means for the purposes of calculating each Party’s annual liability under clause 11.2 :i)  in the first Contract Year, the Estimated Year 1 Charges; or ii) in the any subsequent Contract Years, the Charges paid or payable in the previous Call-off Contract Year; or    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;   |
| “**Exempt Buyer**” | a public sector purchaser that is:1. eligible to use the Framework Contract; and
2. is entering into an Exempt Call-off Contract that is not subject to (as applicable) any of:
	1. the Regulations;
	2. the Concession Contracts Regulations 2016 (SI 2016/273);
	3. the Utilities Contracts Regulations 2016 (SI 2016/274);
	4. the Defence and Security Public Contracts Regulations 2011 (SI 2011/1848);
	5. the Remedies Directive (2007/66/EC);
	6. Directive 2014/23/EU of the European Parliament and Council;
	7. Directive 2014/24/EU of the European Parliament and Council;
	8. Directive 2014/25/EU of the European Parliament and Council; or
	9. Directive 2009/81/EC of the European Parliament and Council;
 |
| “**Exempt Call-off Contract**” | the contract between the Exempt Buyer and the Supplier for Deliverables which consists of the terms set out and referred to in the Order Form incorporating and, where necessary, amending, refining or adding to the terms of the Framework Contract; |
| “**Exempt Procurement Amendments**” | any amendments, refinements or additions to any of the terms of the Framework Contract made through the Exempt Call-off Contract to reflect the specific needs of an Exempt Buyer to the extent permitted by and in accordance with any legal requirements applicable to that Exempt Buyer; |

|  |  |
| --- | --- |
| **"Existing IPR"** | 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); |
| **“Exit Day”** | shall have the meaning in the European Union (Withdrawal) Act 2018; |
| **"Expiry Date"** | the Framework Expiry Date or the Call-Off Expiry Date (as the context dictates);  |
| **"Extension Period"** | the Framework Optional Extension Period or the Call-Off Optional Extension Period as the context dictates; |
| **“Financial Reports”** | a report by the Supplier to the Buyer that:a) provides a true and fair reflection of the Costs and Supplier Profit Margin forecast by the Supplier;b) provides a true and fair reflection of the costs and expenses to be incurred by Key Subcontractors (as requested by the Buyer);c) is in the same software package (Microsoft Excel or Microsoft Word), layout and format as the blank templates which have been issued by the Buyer to the Supplier on or before the Start Date for the purposes of the Contract; andis certified by the Supplier’s Chief Financial Officer or Director of Finance; |
| **"FOIA"** | 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; |
| **"Force Majeure Event"** | any event outside the reasonable control of either Party affecting its performance of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including:* 1. riots, civil commotion, war or armed conflict;
	2. acts of terrorism;
	3. acts of government, local government or regulatory bodies;
	4. fire, flood, storm or earthquake or other natural disaster,

but excluding any industrial dispute relating to the Supplier, the Supplier Staff or any other failure in the Supplier or the Subcontractor's supply chain; |
| **"Force Majeure Notice"** | 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; |
| **"Framework Award Form"** | the document outlining the Framework Incorporated Terms and crucial information required for the Framework Contract, to be executed by the Supplier and CCS; |
| **"Framework Contract"** | 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 notice published on the Find a Tender Service; |
| **"Framework Contract Period"** | the period from the Framework Start Date until the End Date of the Framework Contract; |
| **"Framework Expiry Date"** | the scheduled date of the end of the Framework Contract as stated in the Framework Award Form; |
| **"Framework Incorporated Terms"** | the contractual terms applicable to the Framework Contract specified in the Framework Award Form; |
| **"Framework Optional Extension Period"** | such period or periods beyond which the Framework Contract Period may be extended as specified in the Framework Award Form; |
| **"Framework Price(s)"** | the price(s) applicable to the provision of the Deliverables set out in Framework Schedule 3 (Framework Prices); |
| **"Framework Special Terms"** | any additional terms and conditions specified in the Framework Award Form incorporated into the Framework Contract; |
| **"Framework Start Date"** | the date of start of the Framework Contract as stated in the Framework Award Form; |
| **"Framework Tender Response"** | the tender submitted by the Supplier to CCS and annexed to or referred to in Framework Schedule 2 (Framework Tender); |
| **"Further Competition Procedure"** | the further competition procedure described in Framework Schedule 7 (Call-Off Award Procedure); |
| **"UK GDPR"** | the retained EU law version of the General Data Protection Regulation (Regulation (EU) 2016/679); |
| **"General Anti-Abuse Rule"** | * 1. the legislation in Part 5 of the Finance Act 2013 and; and
	2. any future legislation introduced into parliament to counteract Tax advantages arising from abusive arrangements to avoid National Insurance contributions;
 |
| **"General Change in Law"** | a Change in Law where the change is of a general legislative nature (including Tax or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply; |
| **“Gold Contract”**  | a Call-Off Contract categorised as a Gold contract using the Cabinet Office Contract Tiering Tool; |
| **"Goods"** | 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 ; |
| **"Good Industry Practice"** | 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; |
| **"Government"** | 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; |
| **"Government Data"** | 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:* + 1. are supplied to the Supplier by or on behalf of the Authority; or
		2. the Supplier is required to generate, process, store or transmit pursuant to a Contract;
 |
| **"Guarantor"** | 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; |
| **"Halifax Abuse Principle"** | the principle explained in the CJEU Case C-255/02 Halifax and others; |
| **“HM Government”** | Her Majesty's Government; |
| **"HMRC"** | Her Majesty’s Revenue and Customs; |
| **"ICT Policy"** | 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; |
| **"Impact Assessment"** | an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including:* 1. details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under the Contract;
	2. details of the cost of implementing the proposed Variation;
	3. details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Framework 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;
	4. a timetable for the implementation, together with any proposals for the testing of the Variation; and
	5. such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request;
 |
| **"Implementation Plan"** | 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; |
| **"Indemnifier"** | a Party from whom an indemnity is sought under this Contract; |
| **“Independent Control”** | where a Controller has provided Personal Data to another Party which is not a Processor or a Joint Controller because the recipient itself determines the purposes and means of Processing but does so separately from the Controller providing it with Personal Data and “**Independent Controller**” shall be construed accordingly; |
| **"Indexation"** | the adjustment of an amount or sum in accordance with Framework Schedule 3 (Framework Prices) and the relevant Order Form; |
| **"Information"** | has the meaning given under section 84 of the Freedom of Information Act 2000; |
| **"Information Commissioner"** | 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;  |
| **"Initial Period"** | the initial term of a Contract specified in the Framework Award Form or the Order Form, as the context requires; |
| **"Insolvency Event"** | with respect to any person, means:(a) that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or:(i) (being a company or a LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or(ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986;(b) that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, a LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;(c) another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person;(d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person’s assets and such attachment or process is not discharged within 14 days;(e) that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;(f) where that person is a company, a LLP or a partnership:(i) a petition is presented (which is not dismissed within 14 days of its service), a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;(ii) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;(iii) (being a company or a LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or(iv) (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or(g) any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above; |
| **"Installation Works"** | 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; |
| **"Intellectual Property Rights" or "IPR"** | * 1. 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;
	2. 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
	3. all other rights having equivalent or similar effect in any country or jurisdiction;
 |
| **"Invoicing Address"** | the address to which the Supplier shall invoice the Buyer as specified in the Order Form; |
| **"IPR Claim"** | 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; |
| **"IR35"** | the off-payroll rules requiring individuals who work through their company pay the same income tax and National Insurance contributions as an employee which can be found online at: <https://www.gov.uk/guidance/ir35-find-out-if-it-applies>; |
| **“ISO”** | International Organization for Standardization; |
| **“Joint Controller Agreement”** | the agreement (if any) entered into between the Relevant Authority and the Supplier substantially in the form set out in Annex 2 of Joint Schedule 11 (*Processing Data*); |
| **“Joint Controllers”** | where two or more Controllers jointly determine the purposes and means of Processing; |
| **"Key Staff"** | the individuals (if any) identified as such in the Order Form; |
| **"Key Sub-Contract"** | each Sub-Contract with a Key Subcontractor; |
| **"Key Subcontractor"** | any Subcontractor:* 1. which is relied upon to deliver any work package within the Deliverables in their entirety; and/or
	2. 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
	3. 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,

and the Supplier shall list all such Key Subcontractors in section 19 of the Framework Award Form and in the Key Subcontractor Section in Order Form; |
| **"Know-How"** | 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; |
| **"Law"** | 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 relevant Party is bound to comply; |
| **"Losses"** | 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; |
| **"Lots"** | the number of lots specified in Framework Schedule 1 (Specification), if applicable; |
| **"Management Charge"** | the sum specified in the Framework Award Form payable by the Supplier to CCS in accordance with Framework Schedule 5 (Management Charges and Information); |
| **"Management Information" or “MI”** | the management information specified in Framework Schedule 5 (Management Charges and Information); |
| **“MI Default”** | means whentwo (2) MI Reports are not provided in any rolling six (6) month period |
| **"MI Failure"** | means when an MI report:* 1. contains any material errors or material omissions or a missing mandatory field; or
	2. is submitted using an incorrect MI reporting Template; or
	3. is not submitted by the reporting date (including where a declaration of no business should have been filed);
 |
| **"MI Report"** | means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 5 (Management Charges and Information); |
| **"MI Reporting Template"** | 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; |
| **"Milestone"** | an event or task described in the Implementation Plan; |
| **"Milestone Date"** | the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved; |
| **"Month"** | a calendar month and "**Monthly**" shall be interpreted accordingly; |
| **"National Insurance"** | contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004); |
| **"New IPR"** | * 1. 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
	2. 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;

but shall not include the Supplier’s Existing IPR; |
| **"Occasion of Tax Non–Compliance"** | where: * 1. any Tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of:
		1. 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 in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
		2. 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
	2. 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;
 |
| **"Open Book Data "** | 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:* 1. 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;
	2. operating expenditure relating to the provision of the Deliverables including an analysis showing:
		1. the unit costs and quantity of Goods and any other consumables and bought-in Deliverables;
		2. staff costs 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 grade;
		3. a list of Costs underpinning those rates for each grade, being the agreed rate less the Supplier Profit Margin; and
		4. Reimbursable Expenses, if allowed under the Order Form;
	3. Overheads;
	4. all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;
	5. the Supplier Profit achieved over the Framework Contract Period and on an annual basis;
	6. 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;
	7. 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
	8. the actual Costs profile for each Service Period;
 |
| **"Order"** | means an order for the provision of the Deliverables placed by a Buyer with the Supplier under a Contract; |
| **"Order Form"** | a completed Order Form Template (or equivalent information issued by the Buyer) used to create a Call-Off Contract; |
| **"Order Form Template"** | the template in Framework Schedule 6 (Order Form Template and Call-Off Schedules); |
| **"Other Contracting Authority"** | any actual or potential Buyer under the Framework Contract; |
| **"Overhead"** | 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"; |
| **"Parliament"** | takes its natural meaning as interpreted by Law; |
| **"Party"** | 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. "**Parties**" shall mean both of them where the context permits; |
| **"Performance Indicators" or "PIs"** | the performance measurements and targets in respect of the Supplier’s performance of the Framework Contract set out in Framework Schedule 4 (Framework Management); |
| **"Personal Data"** | has the meaning given to it in the UK GDPR; |
| **“Personal Data Breach”** | has the meaning given to it in the UK GDPR; |
| **“Personnel”** | 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; |
| **"Prescribed Person"** | 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: <https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies>; |
| **“Processing”** | has the meaning given to it in the UK GDPR; |
| **“Processor”** | has the meaning given to it in the UK GDPR; |
| **"Progress Meeting"** | a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;  |
| **"Progress Meeting Frequency"** | the frequency at which the Supplier shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form; |
| **“Progress Report”** | a report provided by the Supplier indicating the steps taken to achieve Milestones or delivery dates; |
| **“Progress Report Frequency”** | the frequency at which the Supplier shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form; |
| **“Prohibited Acts”** | * 1. 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:
		1. induce that person to perform improperly a relevant function or activity; or
		2. reward that person for improper performance of a relevant function or activity;
	2. 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
	3. committing any offence:
		1. under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or
		2. under legislation or common law concerning fraudulent acts; or
		3. defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or
	4. 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;
 |
| **“Protective Measures”** | appropriate technical and organisational measures which may include: 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 including those outlined in Framework Schedule 9 (Cyber Essentials Scheme), if applicable, in the case of the Framework Contract or Call-Off Schedule 9 (Security), if applicable, in the case of a Call-Off Contract. |
| **“Rating Agency”** | as defined in the Framework Award Form or the Order Form, as the context requires; |
| **“Recall”** | 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 right IPR rights) that might endanger health or hinder performance; |
| **"Recipient Party"** | the Party which receives or obtains directly or indirectly Confidential Information; |
| **"Rectification Plan"** | the Supplier’s plan (or revised plan) to rectify it’s breach using the template in Joint Schedule 10 (Rectification Plan) which shall include:* 1. full details of the Default that has occurred, including a root cause analysis;
	2. the actual or anticipated effect of the Default; and
	3. 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);
 |
| **"Rectification Plan Process"** | the process set out in Clause 10.3.1 to 10.3.4 (Rectification Plan Process);  |
| **"Regulations"** | the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires); |
| **"Reimbursable Expenses"** | 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:* 1. 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
	2. 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;
 |
| **"Relevant Authority"** | the Authority which is party to the Contract to which a right or obligation is owed, as the context requires;  |
| **"Relevant Authority's Confidential Information"** | * 1. 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);
	2. 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; |
| **"Relevant Requirements"** | 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; |
| **"Relevant Tax Authority"** | HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established; |
| **"Reminder Notice"** | a notice sent in accordance with Clause 10.5 given by the Supplier to the Buyer providing notification that payment has not been received on time;  |
| **"Replacement Deliverables"** | 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; |
| **"Replacement Subcontractor"** | 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);  |
| **"Replacement Supplier"** | 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; |
| **"Request For Information"** | 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; |
| **"Required Insurances"** | the insurances required by Joint Schedule 3 (Insurance Requirements) or any additional insurances specified in the Order Form;  |
| **“RTI”** | Real Time Information; |
| **"Satisfaction Certificate"** | the certificate (materially in the form of the document contained in of Part B of Call-Off Schedule 13 (Implementation Plan and Testing) or as agreed by the Parties where Call-Off Schedule 13 is not used in this Contract) granted by the Buyer when the Supplier has met all of the requirements of an Order, Achieved a Milestone or a Test; |
| **"Security Management Plan"** | the Supplier's security management plan prepared pursuant to Call-Off Schedule 9 (Security) (if applicable);  |
| **"Security Policy"** | 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; |
| **"Self Audit Certificate"** | means the certificate in the form as set out in Framework Schedule 8 (Self Audit Certificate); |
| **"Serious Fraud Office"** | the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time; |
| **“Service Levels”** | any service levels applicable to the provision of the Deliverables under the Call Off Contract (which, where Call Off Schedule 14 (Service Levels) is used in this Contract, are specified in the Annex to Part A of such Schedule); |
| **"Service Period"** | has the meaning given to it in the Order Form; |
| **"Services"** | 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; |
| **"Service Transfer"** | 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; |
| **"Service Transfer Date"** | the date of a Service Transfer; |
| **"Sites"** | any premises (including the Buyer Premises, the Supplier’s premises or third party premises) from, to or at which:* 1. the Deliverables are (or are to be) provided; or
	2. the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables;
 |
| **"SME"** | 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; |
| **"Special Terms"** | any additional Clauses set out in the Framework Award Form or Order Form which shall form part of the respective Contract; |
| **"Specific Change in Law"** | 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; |
| **"Specification"** | the specification set out in Framework Schedule 1 (Specification), as may, in relation to a Call-Off Contract, be supplemented by the Order Form; |
| **"Standards"** | any:* 1. standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or 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;
	2. standards detailed in the specification in Schedule 1 (Specification);
	3. standards detailed by the Buyer in the Order Form or agreed between the Parties from time to time;
	4. relevant Government codes of practice and guidance applicable from time to time;
 |
| **"Start Date"** | 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; |
| **"Statement of Requirements"** | a statement issued by the Buyer detailing its requirements in respect of Deliverables issued in accordance with the Call-Off Procedure; |
| **"Storage Media"** | the part of any device that is capable of storing and retrieving data;  |
| **"Sub-Contract"** | 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:* 1. provides the Deliverables (or any part of them);
	2. provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or
	3. is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);
 |
| **"Subcontractor"** | any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person; |
| **"Subprocessor"** | any third Party appointed to process Personal Data on behalf of that Processor related to a Contract; |
| **"Supplier"** | the person, firm or company identified in the Framework Award Form; |
| **"Supplier Assets"** | all assets and rights used by the Supplier to provide the Deliverables in accordance with the Call-Off Contract but excluding the Buyer Assets; |
| **"Supplier Authorised Representative"** | the representative appointed by the Supplier named in the Framework Award Form, or later defined in a Call-Off Contract;  |
| **"Supplier's Confidential Information"** | * 1. 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;
	2. 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;
	3. Information derived from any of (a) and (b) above;
 |
| **"Supplier's Contract Manager**  | 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 intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment; |
| **"Supplier Equipment"** | 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; |
| **"Supplier Marketing Contact"** | shall be the person identified in the Framework Award Form; |
| **"Supplier Non-Performance"** | where the Supplier has failed to:* 1. Achieve a Milestone by its Milestone Date;
	2. provide the Goods and/or Services in accordance with the Service Levels ; and/or
	3. comply with an obligation under a Contract;
 |
| **"Supplier Profit"** | 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; |
| **"Supplier Profit Margin"** | 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; |
| **"Supplier Staff"** | 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; |
| **"Supporting Documentation"** | 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; |
| **“Tax”** | 1. all forms of taxation whether direct or indirect;
2. national insurance contributions in the United Kingdom and similar contributions or obligations in any other jurisdiction;
3. all statutory, governmental, state, federal, provincial, local government or municipal charges, duties, imports, contributions. levies or liabilities (other than in return for goods or services supplied or performed or to be performed) and withholdings; and
4. any penalty, fine, surcharge, interest, charges or costs relating to any of the above,

in each case wherever chargeable and whether of the United Kingdom and any other jurisdiction; |
| **"Termination Notice"** | 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;  |
| **"Test Issue"** | any variance or non-conformity of the Deliverables from their requirements as set out in a Call-Off Contract; |
| **"Test Plan"** | a plan:* 1. for the Testing of the Deliverables; and
	2. setting out other agreed criteria related to the achievement of Milestones;
 |
| **"Tests "** | any tests required to be carried out pursuant to a Call-Off Contract as set out in the Test Plan or elsewhere in a Call-Off Contract and "**Tested**" and “**Testing**” shall be construed accordingly; |
| **"Third Party IPR"** | Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables; |
| **"Transferring Supplier Employees"** | those employees of the Supplier and/or the Supplier’s Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;  |
| **"Transparency Information"** | 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; |
| **"Transparency Reports"** | 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); |
| **“TUPE”** | Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other regulations or UK legislation implementing the Acquired Rights Directive |
| **“United Kingdom”** | the country that consists of England, Scotland, Wales, and Northern Ireland |
| **"Variation"** | any change to a Contract; |
| **"Variation Form"** | the form set out in Joint Schedule 2 (Variation Form); |
| **"Variation Procedure"** | the procedure set out in Clause 24 (Changing the contract); |
| **"VAT"** | value added tax in accordance with the provisions of the Value Added Tax Act 1994; |
| **"VCSE"** | a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives; |
| **"Worker"** | 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) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables; |
| **"Working Day"** | 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; |
| **"Work Day"** | Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; and |
| **"Work Hours"** | the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks. |

# 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: | **[delete** as applicable:CCS / Buyer**]** ("**CCS” “the Buyer"**)And **[insert** name of Supplier**]** (**"the Supplier"**) |
| Contract name: | **[insert** name of contract to be changed] **(“the Contract”)** |
| Contract reference number: | **[insert** contract reference number] |
| **Details of Proposed Variation** |
| Variation initiated by: | **[delete** as applicable: CCS/Buyer/Supplier] |
| Variation number: | **[insert** variation number] |
| Date variation is raised: | **[insert** date] |
| Proposed variation |  |
| Reason for the variation: | **[insert** reason] |
| An Impact Assessment shall be provided within: | **[insert** number] days |
| **Impact of Variation** |
| Likely impact of the proposed variation: | **[Supplier to insert** assessment of impact]  |
| **Outcome of Variation** |
| Contract variation: | This Contract detailed above is varied as follows:* **[CCS/Buyer to insert** original Clauses or Paragraphs to be varied and the changed clause]
 |
| Financial variation: | Original Contract Value: | £ **[insert** amount] |
| Additional cost due to variation: | £ **[insert** amount] |
| New Contract value: | £ **[insert** 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 |  |

# Joint Schedule 3 (Insurance Requirements)

1. **The insurance you need to have**
	1. 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. the Framework Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and
		2. the Call-Off Contract Effective Date in respect of the Additional Insurances.
	2. The Insurances shall be:
		1. maintained in accordance with Good Industry Practice;
		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;
		3. taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and
		4. maintained for at least six (6) years after the End Date.
	3. 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**
	1. Without limiting the other provisions of this Contract, the Supplier shall:
		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. promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
		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**
	1. 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.
	2. 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**
	1. 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**
	1. 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**
	1. 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.
	2. 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**
	1. 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.
	2. 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.
	3. Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.
	4. 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.

**ANNEX: REQUIRED INSURANCES**

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

1.1 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.

1.2 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.

1.3 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.

1.4 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?**
	1. 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.
	2. 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).
	3. 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** |
| --- | --- | --- | --- |
| 1 | 03/02/2025 | Supplier’s pricing and/or any Supplier specific solution(s)  | 3 years and any subsequent extension period |

# Joint Schedule 10 (Rectification Plan)

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

# Joint Schedule 11 (Processing Data)

**Definitions**

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

|  |  |
| --- | --- |
| 1. **“Processor Personnel”**
 | 1. 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;
 |

**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 2018. A Party may act as:
		1. “Controller” in respect of the other Party who is “Processor”;
		2. “Processor” in respect of the other Party who is “Controller”;
		3. “Joint Controller” with the other Party;
		4. “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**

* 1. 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 and may not otherwise be determined by the Processor.
	2. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
	3. 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:
		1. a systematic description of the envisaged Processing and the purpose of the Processing;
		2. an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
		3. an assessment of the risks to the rights and freedoms of Data Subjects; and
		4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
	4. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
		1. Process that Personal Data only in accordance with Annex 1 *(Processing Personal Data*) and shall not Process the Personal Data for any other purpose, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
		2. ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, 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. In the event of the Controller reasonably rejecting Protection Measures put in place by the Processor, the Processor must propose alternative Protective Measures to the satisfaction of the Controller. Failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures. Protective Measures must take account of the:
			1. nature of the data to be protected;
			2. harm that might result from a Data Loss Event;
			3. state of technological development; and
			4. cost of implementing any measures;
		3. ensure that:
			1. the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 *(Processing Personal Data*));
			2. 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:
				1. 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*) of the Core Terms;
				2. are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
				3. 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
				4. have undergone adequate training in the use, care, protection and handling of Personal Data;
		4. not transfer, Process, or otherwise make available for Processing, Personal Data outside of the UK unless the prior written consent of the Controller has been obtained (such consent may be withheld or subject to such conditions as the Customer considers fit at the Customer's absolute discretion) and the following conditions are fulfilled:
			1. the destination country has been recognised as adequate by the UK Government in accordance with Article 45 UK GDPR or section 74 of the DPA 2018;
			2. Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 DPA 2018) as determined by the Controller;
			3. the Data Subject has enforceable rights and effective legal remedies;
			4. 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
			5. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data;

if any of the mechanisms relied on under paragraph 6(d) in respect of any transfers of Personal Data by the Processor at any time ceases to be valid, the Processor shall, if possible, implement an alternative mechanism to ensure compliance with the Data Protection Legislation. If no alternative mechanism is available, the Controller and the Processor shall work together in good faith to determine the appropriate measures to be taken, taking into account any relevant guidance and accepted good industry practice. The Controller reserves the right to require the Processor to cease any affected transfers if no alternative mechanism to ensure compliance with Data Protection Legislation is reasonably available; and

* + 1. at the written direction, and absolute discretion, 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.
	1. Subject to paragraph 8 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to Processing Personal Data under or in connection with the Contract it:
		1. receives a Data Subject Access Request (or purported Data Subject Access Request);
		2. receives a request to rectify, block or erase any Personal Data;
		3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
		4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
		5. 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
		6. becomes aware of a Data Loss Event.
	2. The Processor’s obligation to notify under paragraph 7 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
	3. Taking into account the nature of the Processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 7 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
		1. the Controller with full details and copies of the complaint, communication or request;
		2. such assistance as is requested by the Controller to enable the Controller to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
		3. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
		4. assistance as requested by the Controller following any Data Loss Event; and/or
		5. 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.
	4. 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:
		1. the Controller determines that the Processing is not occasional;
		2. the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
		3. the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
	5. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller’s designated auditor.
	6. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
	7. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
		1. notify the Controller in writing of the intended Subprocessor and Processing that will be undertaken by the Subprocessor;
		2. obtain the written consent of the Controller (such consent may be withheld or subject to such conditions as the Controller considers fit at the Controller’s absolute discretion);
		3. enter into a written legally binding agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor, prior to any Personal Data being transferred to or accessed by the Subprocessor; and
		4. provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
	8. Any Processing by a Subprocessor or transfer of Personal Data to a Subprocessor permitted by the Controller shall not relieve the Processor from any of its liabilities, responsibilities and obligations to the Controller under this Joint Schedule 11, and the Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
	9. The Relevant Authority may, at any time on not less than thirty (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).
	10. The Parties agree to take account of any guidance issued by the Information Commissioner’s Office. The Relevant Authority may on not less than thirty (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**

* 1. 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 UK GDPR Article 26 based on the terms set out in Annex 3 to this Joint Schedule 11.

**Independent Controllers of Personal Data**

* 1. 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.
	2. 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.
	3. Where a Party has provided Personal Data to the other Party in accordance with paragraph 18 of this Joint Schedule 11 above, 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.
	4. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
	5. The Parties shall only provide Personal Data to each other:
		1. to the extent necessary to perform their respective obligations under the Contract;
		2. 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 UK GDPR); and
		3. where it has recorded it in Annex 1 *(Processing Personal Data).*
	6. 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 UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
	7. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
	8. 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”)**:
		1. 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
		2. 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:
			1. 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
			2. 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.
	9. Each Party shall promptly notify the other Party upon it becoming aware of any Data Loss Event relating to Personal Data provided by the other Party pursuant to the Contract and shall:
		1. do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Data Loss Event;
		2. implement any measures necessary to restore the security of any compromised Personal Data;
		3. 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
		4. 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.
	10. 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).*
	11. 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)*.
	12. Notwithstanding the general application of paragraphs 2 to 16 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 18 to 28 of this Joint Schedule 11.

## Annex 1 - Processing Personal Data (Lot 1-7 Authority & Supplier, Call-Off Contract)

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. The contact details of the Relevant Authority’s Data Protection Officer are: **simon.tucker@nda.gov.uk**
			2. The contact details of the Supplier’s Data Protection Officer are: Mark Goddard, Data Protection Officer – Mark.Goddard@Computacenter.com
			3. The Processor shall comply with any further written instructions with respect to Processing by the Controller.
			4. Any such further instructions shall be incorporated into this Annex.

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of Controller for each Category of Personal Data | **The Relevant Authority is Controller and the Supplier is the Processor**The Parties acknowledge that in accordance with paragraph 3 to paragraph 16 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the Personal Data recorded belowBoth parties will comply with their respective obligations set out in the Data Protection Legislation and that any of their staff involved with the activities under this Framework Agreement shall comply. This framework agreement is in addition to, and does not relieve, remove or replace, a party’s obligations under the Data Protection Legislation.* The Names, Job Titles, Work Email Addresses & Work Telephone Numbers
* The scope of processing personal data is limited to the processing of quotations, invoicing and payments

**The Parties are Joint Controllers**Not applicable**The Parties are Independent Controllers of Personal Data**Not applicable |
| Subject matter of the Processing | *The processing is needed in order to ensure that the**Processor can effectively deliver the contract for All Value Added Reseller Services only as necessary for the performance of all obligations under this framework agreement (i.e. to provide the Authority with the services as described in the contract and to manage the contract..* |
| Duration of the Processing | Term of the Call Off Contract |
| Nature and purposes of the Processing | *The nature of the Processing means any operation for Delivering the Value Added Reseller Service across the NDA Group* |
| Type of Personal Data being Processed | * The Names, Job Titles, Work Email Addresses & Work Telephone Numbers
 |
| Categories of Data Subject |  *NDA employees and contractors*  |
| International transfers and legal gateway | *UK and EEA* |
| Plan for return and destruction of the data once the Processing is completeUNLESS requirement under Union or Member State law to preserve that type of data | *Data will be retained for the duration of the contract and will be returned or destroyed at the end of the contract, as indicated by the client at the time of contract termination* |

## Annex 1 - Processing Personal Data (CCS & Supplier, Framework Contract)

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of Controller for each Category of Personal Data | **The Relevant Authority is Controller and the Supplier is the Processor**The Parties acknowledge that in accordance with paragraph 3 to paragraph 16 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:1. Any Personal Data for effective communication between the Authority and the Supplier.
2. Any Personal Data for maintaining full and accurate records of the Framework Contract.
 |
| Subject matter of the Processing | The processing is needed in order to ensure that theProcessor can effectively maintain and deliver its obligations under the Framework Contract. |
| Duration of the Processing | Up to 7 years after the expiry or termination of the Framework Contract unless longer retention is required by Law or the terms of any Call-Off Contract arising hereunder. |
| Nature and purposes of the Processing | To facilitate the fulfilment of the Supplier’s obligations arising under this Framework Contract including;1. Ensuring effective communication between the Supplier and CSS.
2. Maintaining full and accurate records of every Call-Off Contract arising under the Framework Contract in accordance with Core Terms Clause 6 (Record Keeping and Reporting).
 |
| Type of Personal Data being Processed | Includes:1. Names, email addresses, telephone numbers and communications with, CSS staff concerned with management of the Framework Contract.
2. Names, email addresses, telephone numbers and communications with, Buyer staff concerned with award and management of Call-Off Contracts awarded under the Framework Contract.
3. Names, email addresses, telephone numbers, and communications with, Sub-contractor staff concerned with fulfilment of the Supplier’s obligations arising from this Framework Contract.
4. Names, email addresses, telephone numbers and communications with Supplier staff concerned with management of the Framework Contract.
 |
| Categories of Data Subject | Includes:1. CSS staff concerned with management of the Framework Contract.
2. Buyer staff concerned with award and management of Call-Off Contracts awarded under the Framework Contract.
3. Sub-contractor staff concerned with fulfilment of the Supplier’s obligations arising from this Framework Contract.
4. Supplier staff concerned with fulfilment of the Supplier’s obligations arising under this Framework Contract.
 |
| International transfers and legal gateway | 1. The Supplier shall provide CCS with a statement of the physical location where data will be stored, processed and managed.
2. The Supplier will not transfer any Personal Data outside of the European Economic Area (EEA) without the prior written consent of the Authority.
 |
| Plan for return and destruction of the data once the Processing is completeUNLESS requirement under Union or Member State law to preserve that type of data | 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. |

**Annex 2 – Security**

The technical security requirements set out below provide an indication of the types of security measures that might be considered, in order to protect Personal Data. More, or less, measures may be appropriate depending on the subject matter of the contract, but the overall approach must be proportionate. The technical requirements must also be compliant with legislative and regulatory obligations for content and data, such as UK GDPR. The example technical security requirements set out here are intended to supplement, not replace, security schedules that will detail the total contractual security obligations and requirements that the Processor (i.e. a supplier) will be held to account to deliver under contract. Processors are also required to ensure sufficient ‘flow-down’ of legislative and regulatory obligations to any third party Sub-processors.

**External Certifications e.g.** Buyers should ensure that Suppliers hold at least Cyber

Essentials certification and ISO 27001:2013 certification if proportionate to the service being procured.

**Risk Assessment e.g.** Supplier should perform a technical information risk assessment on the service supplied and be able to demonstrate what controls are in place to address those risks.

**Security Classification of Information e.g.** If the provision of the Services requires the Supplier to Process Authority/Buyer Data which is classified as OFFICIAL,OFFICIAL-SENSITIVE or Personal Data, the Supplier shall implement such additional measures as agreed with the Authority/Buyer from time to time in order to ensure that such information is safeguarded in accordance with the applicable legislative and regulatory obligations.

**End User Devices e.g.**

* The Supplier shall ensure that any Authority/Buyer Data which resides on a mobile, removable or physically uncontrolled device is stored encrypted using a product or system component which has been formally assured through a recognised certification process agreed with the Authority/Buyer except where the Authority/Buyer has given its prior written consent to an alternative arrangement.
* The Supplier shall ensure that any device which is used to Process Authority/Buyer Data meets all of the security requirements set out in the NCSC End User Devices Platform Security Guidance, a copy of which can be found at: <https://www.ncsc.gov.uk/guidance/end-user-device-security>.

**Testing e.g.** The Supplier shall at their own cost and expense, procure a CHECK or CREST Certified Supplier to perform an ITHC or Penetration Test prior to any live Authority/Buyer data being transferred into their systems. The ITHC scope must be agreed with the Authority/Buyer to ensure it covers all the relevant parts of the system that processes, stores or hosts Authority/Buyer data.

**Networking e.g.** The Supplier shall ensure that any Authority/Buyer Data which it causes to be transmitted over any public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device shall be encrypted when transmitted.

**Personnel Security e.g.** All Supplier Personnel shall be subject to a pre-employment check before they may participate in the provision and or management of the Services. Such pre-employment checks must include all pre-employment checks which are required by the HMG Baseline Personnel Security Standard or equivalent including: verification of the individual's identity; verification of the individual's nationality and immigration status; and,

verification of the individual's employment history; verification of the individual's criminal record. The Supplier maybe required to implement additional security vetting for some roles.

**Identity, Authentication and Access Control e.g.** The Supplier must operate an appropriate access control regime to ensure that users and administrators of the service are uniquely identified. The Supplier must retain records of access to the physical sites and to the service.

**Data Destruction/Deletion e.g.** The Supplier must be able to demonstrate they can supply a copy of all data on request or at termination of the service, and must be able to securely erase or destroy all data and media that the Authority/Buyer data has been stored and processed on.

**Audit and Protective Monitoring e.g.** The Supplier shall collect audit records which relate to security events in delivery of the service or that would support the analysis of potential and actual compromises. In order to facilitate effective monitoring and forensic readiness such Supplier audit records should (as a minimum) include regular reports and alerts setting out details of access by users of the service, to enable the identification of (without limitation) changing access trends, any unusual patterns of usage and/or accounts accessing higher than average amounts of Authority/Buyer Data. The retention periods for audit records and event logs must be agreed with the Authority/Buyer and documented.

**Location of Authority/Buyer Data e.g.** The Supplier shall not, and shall procure that none of its Sub-contractors, process Authority/Buyer Data outside the EEA without the prior written consent of the Authority/Buyer and the Supplier shall not change where it or any of its Sub-contractors process Authority/Buyer Data without the Authority/Buyer's prior written consent which may be subject to conditions.

**Vulnerabilities and Corrective Action e.g.** Suppliers shall procure and implement security patches to vulnerabilities in accordance with the timescales specified in the NCSC Cloud Security Principle 5.

Suppliers must ensure that all COTS Software and Third Party COTS Software be kept up to date such that all Supplier COTS Software and Third Party COTS Software are always in mainstream support.

**Secure Architecture e.g.** Suppliers should design the service in accordance with:

* NCSC "Security Design Principles for Digital Services"
* NCSC "Bulk Data Principles"
* NSCS "Cloud Security Principles"

**Annex 3 - Joint Controller Agreement**

**1. Joint Controller Status and Allocation of Responsibilities**

1.1 With respect to Personal Data under Joint Control of the Parties, the Parties envisage that they shall each be a Data Controller in respect of that Personal Data in accordance with the terms of this Annex 3 (Joint Controller Agreement) in replacement of paragraphs 3-16 of Joint Schedule 11 (Where one Party is Controller and the other Party is Processor) and paragraphs 18-28 of Joint Schedule 11 (Independent Controllers of Personal Data). Accordingly, the Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.

1.2 The Parties agree that the [Supplier/Relevant Authority]:

* + 1. is the exclusive point of contact for Data Subjects and is responsible for all steps necessary to comply with the UK GDPR regarding the exercise by Data Subjects of their rights under the UK GDPR;
		2. shall direct Data Subjects to its Data Protection Officer or suitable alternative in connection with the exercise of their rights as Data Subjects and for any enquiries concerning their Personal Data or privacy;
		3. is solely responsible for the Parties’ compliance with all duties to provide information to Data Subjects under Articles 13 and 14 of the UK GDPR;
		4. is responsible for obtaining the informed consent of Data Subjects, in accordance with the UK GDPR, for Processing in connection with the Deliverables where consent is the relevant legal basis for that Processing; and
		5. shall make available to Data Subjects the essence of this Annex (and notify them of any changes to it) concerning the allocation of responsibilities as Joint Controller and its role as exclusive point of contact, the Parties having used their best endeavours to agree the terms of that essence. This must be outlined in the [Supplier’s/Relevant Authority’s] privacy policy (which must be readily available by hyperlink or otherwise on all of its public facing services and marketing).

1.3 Notwithstanding the terms of clause 1.2, the Parties acknowledge that a Data Subject has the right to exercise their legal rights under the Data Protection Legislation as against the relevant Party as Controller.

* + 1. **Undertakings of both Parties**
			1. The Supplier and the Relevant Authority each undertake that they shall:
		2. report to the other Party every [x] months on:
			1. the volume of Data Subject Access Request (or purported Data Subject Access Requests) from Data Subjects (or third parties on their behalf);
			2. the volume of requests from Data Subjects (or third parties on their behalf) to rectify, block or erase any Personal Data;
			3. any other requests, complaints or communications from Data Subjects (or third parties on their behalf) relating to the other Party’s obligations under applicable Data Protection Legislation;
			4. any communications from the Information Commissioner or any other regulatory authority in connection with Personal Data; and
			5. any requests from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law,

that it has received in relation to the subject matter of the Contract during that period;

* + 1. notify each other immediately if it receives any request, complaint or communication made as referred to in Clauses 2.1(a)(i) to (v);
		2. provide the other Party with full cooperation and assistance in relation to any request, complaint or communication made as referred to in Clauses 2.1(a)(iii) to (v) to enable the other Party to comply with the relevant timescales set out in the Data Protection Legislation;
		3. not disclose or transfer the Personal Data to any third party unless necessary for the provision of the Deliverables and, for any disclosure or transfer of Personal Data to any third party, (save where such disclosure or transfer is specifically authorised under the Contract or is required by Law) ensure consent has been obtained from the Data Subject prior to disclosing or transferring the Personal Data to the third party. For the avoidance of doubt, the third party to which Personal Data is transferred must be subject to equivalent obligations which are no less onerous than those set out in this Annex;
		4. request from the Data Subject only the minimum information necessary to provide the Deliverables and treat such extracted information as Confidential Information;
		5. ensure that at all times it has in place appropriate Protective Measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction or damage to the Personal Data and unauthorised or unlawful disclosure of or access to the Personal Data;
		6. take all reasonable steps to ensure the reliability and integrity of any of its Personnel who have access to the Personal Data and ensure that its Personnel:
			1. are aware of and comply with their duties under this Annex 3 (Joint Controller Agreement) and those in respect of Confidential Information;
			2. are informed of the confidential nature of the Personal Data, are subject to appropriate obligations of confidentiality and do not publish, disclose or divulge any of the Personal Data to any third party where the that Party would not be permitted to do so; and
			3. have undergone adequate training in the use, care, protection and handling of personal data as required by the applicable Data Protection Legislation;
		7. ensure that it has in place Protective Measures as appropriate to protect against a Data Loss Event having taken account of the:
			1. nature of the data to be protected;
			2. harm that might result from a Data Loss Event;
			3. state of technological development; and
			4. cost of implementing any measures;
		8. ensure that it has the capability (whether technological or otherwise), to the extent required by Data Protection Legislation, to provide or correct or delete at the request of a Data Subject all the Personal Data relating to that Data Subject that it holds; and
		9. ensure that it notifies the other Party as soon as it becomes aware of a Data Loss Event.
			1. Each Joint Controller shall use its reasonable endeavours to assist the other Controller to comply with any obligations under applicable Data Protection Legislation and shall not perform its obligations under this Annex in such a way as to cause the other Joint Controller to breach any of its obligations under applicable Data Protection Legislation to the extent it is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.
		10. **Data Protection Breach**
			1. Without prejudice to clause 3.2, each Party shall notify the other Party promptly and without undue delay, and in any event within 48 hours, upon becoming aware of any Data Loss Event or circumstances that are likely to give rise to a Data Loss Event, providing the other Party and its advisors with:
		11. sufficient information and in a timescale which allows the other Party to meet any obligations to report a Data Loss Event under the Data Protection Legislation; and
		12. all reasonable assistance, including:
			1. co-operation with the other Party and the Information Commissioner investigating the Data Loss Event and its cause, containing and recovering the compromised Personal Data and compliance with the applicable guidance;
			2. co-operation with the other Party including taking such reasonable steps as are directed by the other Party to assist in the investigation, mitigation and remediation of a Data Loss Event;
			3. co-ordination with the other Party regarding the management of public relations and public statements relating to the Data Loss Event; and/or
			4. providing the other Party and to the extent instructed by the other Party to do so, and/or the Information Commissioner investigating the Data Loss Event, with complete information relating to the Data Loss Event, including, without limitation, the information set out in Clause 3.2.
			5. Each Party shall take all steps to restore, re-constitute and/or reconstruct any Personal Data where it has lost, damaged, destroyed, altered or corrupted as a result of a Data Loss Event as it was that Party’s own data at its own cost with all possible speed and shall provide the other Party with all reasonable assistance in respect of any such Data Loss Event, including providing the other Party, as soon as possible and within 48 hours of the Data Loss Event relating to the Data Loss Event, in particular:
		13. the nature of the Data Loss Event;
		14. the nature of Personal Data affected;
		15. the categories and number of Data Subjects concerned;
		16. the name and contact details of the Supplier’s Data Protection Officer or other relevant contact from whom more information may be obtained;
		17. measures taken or proposed to be taken to address the Data Loss Event; and
		18. describe the likely consequences of the Data Loss Event.
		19. **Audit**
			1. The Supplier shall permit:
		20. the Relevant Authority, or a third-party auditor acting under the Relevant Authority’s direction, to conduct, at the Relevant Authority’s cost, data privacy and security audits, assessments and inspections concerning the Supplier’s data security and privacy procedures relating to Personal Data, its compliance with this Annex 3 and the Data Protection Legislation; and/or
		21. the Relevant Authority, or a third-party auditor acting under the Relevant Authority’s direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 UK GDPR by the Supplier so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Deliverables.
			1. The Relevant Authority may, in its sole discretion, require the Supplier to provide evidence of the Supplier’s compliance with Clause 4.1 in lieu of conducting such an audit, assessment or inspection.
		22. **Impact Assessments**
			1. The Parties shall:

provide all reasonable assistance to each other to prepare any Data Protection Impact Assessment as may be required (including provision of detailed information and assessments in relation to Processing operations, risks and measures); and

maintain full and complete records of all Processing carried out in respect of the Personal Data in connection with the Contract, in accordance with the terms of Article 30 UK GDPR.

* + 1. **ICO Guidance**

The Parties agree to take account of any guidance issued by the Information Commissioner and/or any relevant Central Government Body. The Relevant Authority may on not less than thirty (30) Working Days’ notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner and/or any relevant Central Government Body.

* + 1. **Liabilities for Data Protection Breach**

**[Guidance:** This clause represents a risk share, you may wish to reconsider the apportionment of liability and whether recoverability of losses are likely to be hindered by the contractual limitation of liability provisions]

* + - 1. If financial penalties are imposed by the Information Commissioner on either the Relevant Authority or the Supplier for a Data Loss Event ("**Financial Penalties**") then the following shall occur:
		1. if in the view of the Information Commissioner, the Relevant Authority is responsible for the Data Loss Event, in that it is caused as a result of the actions or inaction of the Relevant Authority, its employees, agents, contractors (other than the Supplier) or systems and procedures controlled by the Relevant Authority, then the Relevant Authority shall be responsible for the payment of such Financial Penalties. In this case, the Relevant Authority will conduct an internal audit and engage at its reasonable cost when necessary, an independent third party to conduct an audit of any such Data Loss Event. The Supplier shall provide to the Relevant Authority and its third party investigators and auditors, on request and at the Supplier's reasonable cost, full cooperation and access to conduct a thorough audit of such Data Loss Event;
		2. if in the view of the Information Commissioner, the Supplier is responsible for the Data Loss Event, in that it is not a Data Loss Event that the Relevant Authority is responsible for, then the Supplier shall be responsible for the payment of these Financial Penalties. The Supplier will provide to the Relevant Authority and its auditors, on request and at the Supplier’s sole cost, full cooperation and access to conduct a thorough audit of such Data Loss Event; or
		3. if no view as to responsibility is expressed by the Information Commissioner, then the Relevant Authority and the Supplier shall work together to investigate the relevant Data Loss Event and allocate responsibility for any Financial Penalties as outlined above, or by agreement to split any financial penalties equally if no responsibility for the Data Loss Event can be apportioned. In the event that the Parties do not agree such apportionment then such Dispute shall be referred to the Dispute Resolution Procedure set out in Clause 34 of the Core Terms (Resolving disputes).
			1. If either the Relevant Authority or the Supplier is the defendant in a legal claim brought before a court of competent jurisdiction (“Court”) by a third party in respect of a Data Loss Event, then unless the Parties otherwise agree, the Party that is determined by the final decision of the court to be responsible for the Data Loss Event shall be liable for the losses arising from such Data Loss Event. Where both Parties are liable, the liability will be apportioned between the Parties in accordance with the decision of the Court.
			2. In respect of any losses, cost claims or expenses incurred by either Party as a result of a Data Loss Event (the “Claim Losses”):
		4. if the Relevant Authority is responsible for the relevant Data Loss Event, then the Relevant Authority shall be responsible for the Claim Losses;
		5. if the Supplier is responsible for the relevant Data Loss Event, then the Supplier shall be responsible for the Claim Losses: and
		6. if responsibility for the relevant Data Loss Event is unclear, then the Relevant Authority and the Supplier shall be responsible for the Claim Losses equally.
			1. Nothing in either clause 7.2 or clause 7.3 shall preclude the Relevant Authority and the Supplier reaching any other agreement, including by way of compromise with a third party complainant or claimant, as to the apportionment of financial responsibility for any Claim Losses as a result of a Data Loss Event, having regard to all the circumstances of the Data Loss Event and the legal and financial obligations of the Relevant Authority.
		7. **Termination**

If the Supplier is in material Default under any of its obligations under this Annex 3 (*Joint Controller Agreement*), the Relevant Authority shall be entitled to terminate the Contract by issuing a Termination Notice to the Supplier in accordance with Clause 10 of the Core Terms (*Ending the contract*).

* + 1. **Sub-Processing**
			1. In respect of any Processing of Personal Data performed by a third party on behalf of a Party, that Party shall:
		2. carry out adequate due diligence on such third party to ensure that it is capable of providing the level of protection for the Personal Data as is required by the Contract, and provide evidence of such due diligence to the other Party where reasonably requested; and
		3. ensure that a suitable agreement is in place with the third party as required under applicable Data Protection Legislation.
		4. **Data Retention**

The Parties agree to erase Personal Data from any computers, storage devices and storage media that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by the a Party for statutory compliance purposes or as otherwise required by the Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.

# Joint Schedule 12 (Supply Chain Visibility)

1. **Definitions**

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

|  |  |
| --- | --- |
| **"Contracts Finder"** | the Government’s publishing portal for public sector procurement opportunities;  |
| **"SME"** | 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 sized enterprises;  |
| **“Supply Chain Information Report Template”** | the document at Annex 1 of this Schedule 12; and |
| **"VCSE"** | a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives. |
|  |  |

1. **Visibility of Sub-Contract Opportunities in the Supply Chain**
	1. The Supplier shall:
		1. subject to Paragraph 2.3, advertise on Contracts Finder all Sub-Contract opportunities arising from or in connection with the provision of the Deliverables above a minimum threshold of £25,000 that arise during the Contract Period;
		2. within 90 days of awarding a Sub-Contract to a Subcontractor, update the notice on Contract Finder with details of the successful Subcontractor;
		3. monitor the number, type and value of the Sub-Contract opportunities placed on Contracts Finder advertised and awarded in its supply chain during the Contract Period;
		4. provide reports on the information at Paragraph 2.1.3 to the Relevant Authority in the format and frequency as reasonably specified by the Relevant Authority; and
		5. promote Contracts Finder to its suppliers and encourage those organisations to register on Contracts Finder.
	2. Each advert referred to at Paragraph 2.1.1 of this Schedule 12 shall provide a full and detailed description of the Sub-Contract opportunity with each of the mandatory fields being completed on Contracts Finder by the Supplier.
	3. The obligation on the Supplier set out at Paragraph 2.1 shall only apply in respect of Sub-Contract opportunities arising after the Effective Date.
	4. Notwithstanding Paragraph 2.1, the Authority may by giving its prior Approval, agree that a Sub-Contract opportunity is not required to be advertised by the Supplier on Contracts Finder.
2. **Visibility of Supply Chain Spend**
	1. In addition to any other management information requirements set out in the Contract, the Supplier agrees and acknowledges where the Relevant Authority is a Central Government Body, and the total contract value is more than £5 million, the Supplier agrees and acknowledges that it shall, at no charge, provide timely, full, accurate and complete SME management information reports (the “SME Management Information Reports”) to the Relevant Authority which incorporates the data described in the Supply Chain Information Report Template which is:
3. the total contract revenue received directly on the Contract;
4. the total value of sub-contracted revenues under the Contract (including revenues for non-SMEs/non-VCSEs); and
5. the total value of sub-contracted revenues to SMEs and VCSEs.
	1. The SME Management Information Reports shall be provided by the Supplier in the correct format as required by the Supply Chain Information Report Template and any guidance issued by the Relevant Authority from time to time. The Supplier agrees that it shall use the Supply Chain Information Report Template to provide the information detailed at Paragraph 3.1(a) –(c) and acknowledges that the template may be changed from time to time (including the data required and/or format) by the Relevant Authority issuing a replacement version. The Relevant Authority agrees to give at least thirty (30) days’ notice in writing of any such change and shall specify the date from which it must be used.
	2. The Supplier further agrees and acknowledges that it may not make any amendment to the Supply Chain Information Report Template without the prior Approval of the Authority.

**Annex 1**

**Supply Chain Information Report template**



# Call-Off Schedule 2 (Staff Transfer)

Buyers will need to ensure that appropriate provisions are included to deal with staff transfer on both entry and exit, and, irrespective of whether TUPE does apply on entry if there are employees eligible for New Fair Deal pension protection then the appropriate pensions provisions will also need to be selected.

If there is a staff transfer from the Buyer on entry (1st generation) then Part A shall apply.

If there is a staff transfer from former/incumbent supplier on entry (2nd generation), Part B shall apply.

If there is both a 1st and 2nd generation staff transfer on entry, then both Part A and Part B shall apply.

If either Part A and/or Part B apply, then consider whether Part D (Pensions) shall apply and the Buyer shall indicate on the Order Form which Annex shall apply (either D1 (CSPS), D2 (NHSPS), D3 (LGPS) or D4 (Other Schemes)). Part D pensions may also apply where there is not a TUPE transfer for example where the incumbent provider is successful.

If there is no staff transfer (either 1st generation or 2nd generation) at the Start Date then Part C shall apply and Part D pensions may also apply where there is not a TUPE transfer for example where the incumbent provider is successful.

If the position on staff transfers is not known at the bid stage, include Parts A, B, C and D at the bid stage and then update the Buyer Contract Details before signing to specify whether Parts A and/or B, or C and D apply to the Contract.

Part E (dealing with staff transfer on exit) shall apply to every Contract.

For further guidance on this Schedule contact Government Legal Department’s Employment Law Group]

**Definitions**

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

|  |  |
| --- | --- |
| **“Acquired Rights Directive”**  | 1. the European Council Directive 77/187/EEC on the approximation of laws of European member states relating to the safeguarding of employees’ rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses, as amended or re-enacted from time to time;
 |
| **"Employee Liability"** | 1. all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:
	1. redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;
 |
|  | * 1. unfair, wrongful or constructive dismissal compensation;
 |
|  | * 1. compensation for discrimination on grounds of  sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity  or sexual orientation or claims for equal pay;
 |
|  | * 1. compensation for less favourable treatment of part-time workers or fixed term employees;
 |
|  | * 1. outstanding employment debts and unlawful deduction of wages including any PAYE and National Insurance Contributions;
 |
|  | * 1. employment claims whether in tort, contract or statute or otherwise;
 |
|  | * 1. any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;
 |
| **"Former Supplier"** | a supplier supplying services to the Buyer before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any Subcontractor of such supplier (or any Subcontractor of any such Subcontractor); |
| **"New Fair Deal"** | the revised Fair Deal position set out in the HM Treasury guidance: "*Fair Deal for Staff Pensions: Staff Transfer from Central Government*" issued in October 2013 including:any amendments to that document immediately prior to the Relevant Transfer Date; andany similar pension protection in accordance with the Annexes D1-D3 inclusive to Part D of this Schedule as notified to the Supplier by the Buyer; |
| **“Old Fair Deal”** | HM Treasury Guidance “*Staff Transfers from Central Government: A Fair Deal for Staff Pensions*” issued in June 1999 including the supplementary guidance “*Fair Deal for Staff pensions: Procurement of Bulk Transfer Agreements and Related Issues*” issued in June 2004; |
| **"Partial Termination"** | the partial termination of the relevant Contract to the extent that it relates to the provision of any part of the Services as further provided for in Clause 10.4 (When CCS or the Buyer can end this contract) or 10.6 (When the Supplier can end the contract); |
| **"Relevant Transfer"** | a transfer of employment to which the Employment Regulations applies; |
| **"Relevant Transfer Date"** | in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place. For the purposes of Part D: Pensions and its Annexes, where the Supplier or a Subcontractor was the Former Supplier and there is no Relevant Transfer of the Fair Deal Employees because they remain continuously employed by the Supplier (or Subcontractor), references to the Relevant Transfer Date shall become references to the Start Date; |
| **"Staffing Information"** | in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Buyer may reasonably request (subject to all applicable provisions of the Data Protection Legislation), but including in an anonymised format:(a) their ages, dates of commencement of employment or engagement, gender and place of work; |
|  | (b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise; |
|  | (c) the identity of the employer or relevant contracting Party; |
|  | (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments; |
|  | (e) their wages, salaries, bonuses and profit sharing arrangements as applicable; |
|  | (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them; |
|  | (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims); |
|  | (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;  |
|  | (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and |
|  | (j) any other "employee liability information" as such term is defined in regulation 11 of the Employment Regulations;  |
| **"Supplier's Final Supplier Personnel List"** | a list provided by the Supplier of all Supplier Staff whose will transfer under the Employment Regulations on the Service Transfer Date; |
| **"Supplier's Provisional Supplier Personnel List"** | a list prepared and updated by the Supplier of all Supplier Staff who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Supplier; |
| **"Term"** | the period commencing on the Start Date and ending on the expiry of the Initial Period or any Extension Period or on earlier termination of the relevant Contract; |
| **"Transferring Buyer Employees"** | those employees of the Buyer to whom the Employment Regulations will apply on the Relevant Transfer Date; |
| **"Transferring Former Supplier Employees"** | in relation to a Former Supplier, those employees of the Former Supplier to whom the Employment Regulations will apply on the Relevant Transfer Date. |

1. **INTERPRETATION**
	1. Where a provision in this Schedule imposes any obligation on the Supplier including (without limit) to comply with a requirement or provide an indemnity, undertaking or warranty, the Supplier shall procure that each of its Subcontractors shall comply with such obligation and provide such indemnity, undertaking or warranty to CCS, the Buyer, Former Supplier, Replacement Supplier or Replacement Subcontractor, as the case may be and where the Subcontractor fails to satisfy any claims under such indemnities the Supplier will be liable for satisfying any such claim as if it had provided the indemnity itself.
	2. The provisions of Paragraphs 2.1 and 2.6 of Part A, Paragraph 3.1 of Part B, Paragraphs 1.5, 1.7 and 1.9 of Part C, Part D and Paragraphs 1.4, 2.3 and 2.8 of Part E of this Schedule (together “Third Party Provisions”) confer benefits on third parties (each such person a “Third Party Beneficiary”) and are intended to be enforceable by Third Party Beneficiaries by virtue of the CRTPA.
	3. Subject to Paragraph 2.2 above, a person who is not a Party to this Call-Off Contract has no right under the CRTPA to enforce any term of this Call-Off Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.
	4. No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Buyer, which may, if given, be given on and subject to such terms as the Buyer may determine.
	5. Any amendments or modifications to this Call-Off Contract may be made, and any rights created under Paragraph 2.2 above may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.
2. **Which parts of this Schedule apply**

Only the following parts of this Schedule shall apply to this Call Off Contract:

[Part C (No Staff Transfer on the Start Date)]

Part E (Staff Transfer on Exit)

# Part C: No Staff Transfer on the Start Date

1. **What happens if there is a staff transfer**
	1. The Buyer and the Supplier agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Buyer and/or any Former Supplier.
	2. If any employee of the Buyer and/or a Former Supplier claim, or it is determined in relation to any employee of the Buyer and/or a Former Supplier, that his/her contract of employment has been transferred from the Buyer and/or the Former Supplier to the Supplier and/or any Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
		1. the Supplier shall, and shall procure that the relevant Subcontractor shall, within 5 Working Days of becoming aware of that fact, notify the Buyer in writing and, where required by the Buyer, notify the Former Supplier in writing; and
		2. the Buyer and/or the Former Supplier may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification from the Supplier or the Subcontractor (as appropriate) or take such other reasonable steps as the Buyer or Former Supplier (as the case may be) it considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
	3. If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Buyer and/or the Former Supplier),, the Supplier shall, or shall procure that the Subcontractor shall, immediately release the person from his/her employment or alleged employment.
	4. If by the end of the 15 Working Day period referred to in Paragraph 1.2.2:
		1. no such offer of employment has been made;
		2. such offer has been made but not accepted; or
		3. the situation has not otherwise been resolved;

the Supplier may within 5 Working Days give notice to terminate the employment or alleged employment of such person.

* 1. Subject to the Supplier and/or the relevant Subcontractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 1.8 the Buyer shall:
		1. indemnify the Supplier and/or the relevant Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Buyer's employees referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities; and
		2. procure that the Former Supplier indemnifies the Supplier and/or any Subcontractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Supplier referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the relevant Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.
	2. If any such person as is described in Paragraph 1.2 is neither re employed by the Buyer and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Subcontractor within the 15 Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Supplier and/or the Subcontractor (as appropriate) and the Supplier shall, or shall procure that the Subcontractor shall, comply with such obligations as may be imposed upon it under Law.
	3. Where any person remains employed by the Supplier and/or any Subcontractor pursuant to Paragraph 1.6, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Subcontractor and the Supplier shall indemnify the Buyer and any Former Supplier, and shall procure that the Subcontractor shall indemnify the Buyer and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Subcontractor.
	4. The indemnities in Paragraph 1.5:
		1. shall not apply to:
			1. any claim for:

(i) discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

(ii) equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Supplier and/or Subcontractor; or

* + - 1. any claim that the termination of employment was unfair because the Supplier and/or any Subcontractor neglected to follow a fair dismissal procedure; and
		1. shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Supplier and/or any Subcontractor to the Buyer and, if applicable, Former Supplier within 6 months of the Start Date.
	1. If the Supplier and/or the Subcontractor does not comply with Paragraph 1.2, all Employee Liabilities in relation to such employees shall remain with the Supplier and/or the Subcontractor and the Supplier shall (i) comply with the provisions of Part D: Pensions of this Schedule, and (ii) indemnify the Buyer and any Former Supplier against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Subcontractor.
1. **Limits on the Former Supplier’s obligations**

Where in this Part C the Buyer accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Buyer's contract with the Former Supplier contains a contractual right in that regard which the Buyer may enforce, or otherwise so that it requires only that the Buyer must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

#

**Part E: Staff Transfer on Exit**

1. **Obligations before a Staff Transfer**
	1. The Supplier agrees that within 20 Working Days of the earliest of:
		1. receipt of a notification from the Buyer of a Service Transfer or intended Service Transfer;
		2. receipt of the giving of notice of early termination or any Partial Termination of the relevant Contract;
		3. the date which is 12 Months before the end of the Term; and
		4. receipt of a written request of the Buyer at any time (provided that the Buyer shall only be entitled to make one such request in any 6 Month period),

it shall provide in a suitably anonymised format so as to comply with the Data Protection Legislation, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information in relation to the Supplier's Provisional Supplier Personnel List and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Buyer.

* 1. At least 20 Working Days prior to the Service Transfer Date, the Supplier shall provide to the Buyer or at the direction of the Buyer to any Replacement Supplier and/or any Replacement Subcontractor (i) the Supplier's Final Supplier Personnel List, which shall identify the basis upon which they are Transferring Supplier Employees and (ii) the Staffing Information in relation to the Supplier’s Final Supplier Personnel List (insofar as such information has not previously been provided).
	2. The Buyer shall be permitted to use and disclose information provided by the Supplier under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Subcontractor.
	3. The Supplier warrants, for the benefit of The Buyer, any Replacement Supplier, and any Replacement Subcontractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
	4. From the date of the earliest event referred to in Paragraph 1.1.1, 1.1.2 and 1.1.3, the Supplier agrees that it shall not, and agrees to procure that each Subcontractor shall not, assign any person to the provision of the Services who is not listed on the Supplier’s Provisional Supplier Personnel List and shall not without the approval of the Buyer (not to be unreasonably withheld or delayed):

:

* + 1. replace or re-deploy any Supplier Staff listed on the Supplier Provisional Supplier Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces
		2. make, promise, propose, permit or implement any material changes to the terms and conditions of employment of the Supplier Staff (including pensions and any payments connected with the termination of employment);
		3. increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Supplier Staff save for fulfilling assignments and projects previously scheduled and agreed;
		4. introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Supplier's Provisional Supplier Personnel List;
		5. increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services);
		6. terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process;

and shall promptly notify, and procure that each Subcontractor shall promptly notify, the Buyer or, at the direction of the Buyer, any Replacement Supplier and any Replacement Subcontractor of any notice to terminate employment given by the Supplier or relevant Subcontractor or received from any persons listed on the Supplier's Provisional Supplier Personnel List regardless of when such notice takes effect.

* 1. On or around each anniversary of the Start Date and up to four times during the last 12 Months of the Term, the Buyer may make written requests to the Supplier for information relating to the manner in which the Services are organised. Within 20 Working Days of receipt of a written request the Supplier shall provide, and shall procure that each Subcontractor shall provide, to the Buyersuch information as the Buyer may reasonably require relating to the manner in which the Services are organised, which shall include:
		1. the numbers of employees engaged in providing the Services;
		2. the percentage of time spent by each employee engaged in providing the Services;
		3. the extent to which each employee qualifies for membership of any of the Statutory Schemes or any Broadly Comparable scheme set up pursuant to the provisions of any of the Annexes to Part D (Pensions) (as appropriate); and
		4. a description of the nature of the work undertaken by each employee by location.
	2. The Supplier shall provide, and shall procure that each Subcontractor shall provide, all reasonable cooperation and assistance to the Buyer, any Replacement Supplier and/or any Replacement Subcontractor to ensure the smooth transfer of the Transferring Supplier Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Subcontractor shall provide, to the Buyer or, at the direction of the Buyer, to any Replacement Supplier and/or any Replacement Subcontractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
		1. the most recent month's copy pay slip data;
		2. details of cumulative pay for tax and pension purposes;
		3. details of cumulative tax paid;
		4. tax code;
		5. details of any voluntary deductions from pay; and
		6. bank/building society account details for payroll purposes.
1. **Staff Transfer when the contract ends**
	1. The Buyer and the Supplier acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of the relevant Contract or otherwise) resulting in the Services being undertaken by a Replacement Supplier and/or a Replacement Subcontractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Buyer and the Supplier agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier Employees (except in relation to any contract terms disapplied through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Supplier and/or a Replacement Subcontractor (as the case may be) and each such Transferring Supplier Employee.
	2. The Supplier shall, and shall procure that each Subcontractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Subcontractor shall perform and discharge, all its obligations in respect of all the Transferring Supplier Employees arising in respect of the period up to (and including) the Service Transfer Date (including (without limit) the payment of all remuneration, benefits, entitlements, and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments ofPAYE, national insurance contributions and pension contributions and all such sums due as a result of any Fair Deal Employees' participation in the Schemes which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Supplier and/or the Subcontractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Subcontractor.
	3. Subject to Paragraph 2.4, the Supplier shall indemnify the Buyer and/or the Replacement Supplier and/or any Replacement Subcontractor against any Employee Liabilities arising from or as a result of:
		1. any act or omission of the Supplier or any Subcontractor in respect of any Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee whether occurring before, on or after the Service Transfer Date;
		2. the breach or non-observance by the Supplier or any Subcontractor occurring on or before the Service Transfer Date of:

##### any collective agreement applicable to the Transferring Supplier Employees; and/or

##### any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Subcontractor is contractually bound to honour;

* + 1. any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier or a Subcontractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;
		2. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

##### in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and

##### in relation to any employee who is not identified in the Supplier’s Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier to the Buyer and/or Replacement Supplier and/or any Replacement Subcontractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;

* + 1. a failure of the Supplier or any Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period up to (and including) the Service Transfer Date);
		2. any claim made by or in respect of any person employed or formerly employed by the Supplier or any Subcontractor other than a Transferring Supplier Employee identified in the Supplier’s Final Supplier Personnel List for whom it is alleged the Buyer and/or the Replacement Supplier and/or any Replacement Subcontractor may be liable by virtue of the relevant Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
		3. any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier or any Subcontractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Buyer and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.
	1. The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Subcontractor whether occurring or having its origin before, on or after the Service Transfer Date including any Employee Liabilities:
		1. arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Subcontractor to occur in the period on or after the Service Transfer Date); or
		2. arising from the Replacement Supplier’s failure, and/or Replacement Subcontractor’s failure, to comply with its obligations under the Employment Regulations.
	2. If any person who is not identified in the Supplier's Final Supplier Employee List claims, or it is determined in relation to any employees of the Supplier, that his/her contract of employment has been transferred from the Supplier to the Replacement Supplier and/or Replacement Subcontractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
		1. the Buyer shall procure that the Replacement Supplier and/or Replacement Subcontractor will, within 5 Working Days of becoming aware of that fact, notify the Buyer and the Supplier in writing; and
		2. the Supplier may offer (or may procure that a Subcontractor may offer) employment to such person, or take such other reasonable steps as it considered appropriate to deal the matter provided always that such steps are in compliance with Law, within15 Working Days of receipt of notice from the Replacement Supplier and/or Replacement Subcontractor.
	3. If such offer of is accepted, or if the situation has otherwise been resolved by the Supplier or a Subcontractor, Buyer shall procure that the Replacement Supplier shall, or procure that the and/or Replacement Subcontractor shall, immediately release or procure the release the person from his/her employment or alleged employment;
	4. If after the 15 Working Day period specified in Paragraph 2.5.2 has elapsed:
		1. no such offer has been made:
		2. such offer has been made but not accepted; or
		3. the situation has not otherwise been resolved

the Buyer shall advise the Replacement Supplier and/or Replacement Subcontractor (as appropriate) that it may within 5 Working Days give notice to terminate the employment or alleged employment of such person;

* 1. Subject to the Replacement Supplier's and/or Replacement Subcontractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7 and in accordance with all applicable proper employment procedures set out in applicable Law and subject to Paragraph 2.9 below, the Supplier will indemnify the Replacement Supplier and/or Replacement Subcontractor against all Employee Liabilities arising out of the termination of the employment of any of the Supplier's employees pursuant to the provisions of Paragraph 2.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Subcontractor takes, all reasonable steps to minimise any such Employee Liabilities.
	2. The indemnity in Paragraph 2.8:
		1. shall not apply to:
			1. any claim for:

discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

In any case in relation to any alleged act or omission of the Replacement Supplier and/or Replacement Subcontractor, or

* + - 1. any claim that the termination of employment was unfair because the Replacement Supplier and/or Replacement Subcontractor neglected to follow a fair dismissal procedure; and
		1. shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Supplier and/or Replacement Subcontractor to the Supplier within 6 months of the Service Transfer Date..
	1. If any such person as is described in Paragraph 2.5 is neither re-employed by the Supplier or any Subcontractor nor dismissed by the Replacement Supplier and/or Replacement Subcontractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Supplier Employee. .
	2. The Supplier shall comply, and shall procure that each Subcontractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Subcontractor shall perform and discharge, all its obligations in respect of any person identified in the Supplier’s Final Supplier Personnel List before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and such sums due as a result of any Fair Deal Employees' participation in the Schemes and any requirement to set up a broadly comparable pension scheme which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

#### the Supplier and/or any Subcontractor; and

#### the Replacement Supplier and/or the Replacement Subcontractor.

* 1. The Supplier shall, and shall procure that each Subcontractor shall, promptly provide the Buyer and any Replacement Supplier and/or Replacement Subcontractor, in writing such information as is necessary to enable the Buyer, the Replacement Supplier and/or Replacement Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Buyer shall procure that the Replacement Supplier and/or Replacement Subcontractor, shall promptly provide to the Supplier and each Subcontractor in writing such information as is necessary to enable the Supplier and each Subcontractor to carry out their respective duties under regulation 13 of the Employment Regulations.
	2. Subject to Paragraph 2.14, the Buyer shall procure that the Replacement Supplier indemnifies the Supplier on its own behalf and on behalf of any Replacement Subcontractor and its Subcontractors against any Employee Liabilities arising from or as a result of:
		1. any act or omission of the Replacement Supplier and/or Replacement Subcontractor in respect of any Transferring Supplier Employee in the Supplier’s Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee;
		2. the breach or non-observance by the Replacement Supplier and/or Replacement Subcontractor on or after the Service Transfer Date of:

##### any collective agreement applicable to the Transferring Supplier Employees identified in the Supplier’s Final Supplier Personnel List; and/or

##### any custom or practice in respect of any Transferring Supplier Employees identified in the Supplier’s Final Supplier Personnel List which the Replacement Supplier and/or Replacement Subcontractor is contractually bound to honour;

* + 1. any claim by any trade union or other body or person representing any Transferring Supplier Employees identified in the Supplier’s Final Supplier Personnel List arising from or connected with any failure by the Replacement Supplier and/or Replacement Subcontractor to comply with any legal obligation to such trade union, body or person arising on or after the Service Transfer Date;
		2. any proposal by the Replacement Supplier and/or Replacement Subcontractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees identified in the Supplier’s Final Supplier Personnel List on or after their transfer to the Replacement Supplier or Replacement Subcontractor (as the case may be) on the Service Transfer Date, or to change the terms and conditions of employment or working conditions of any person identified in the Supplier’s Final Supplier Personnel List who would have been a Transferring Supplier Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
		3. any statement communicated to or action undertaken by the Replacement Supplier or Replacement Subcontractor to, or in respect of, any Transferring Supplier Employee identified in the Supplier’s Final Supplier Personnel List on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;
		4. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

##### in relation to any Transferring Supplier Employee identified in the Supplier’s Final Supplier Personnel List, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and

##### in relation to any employee who is not a Transferring Supplier Employee identified in the Supplier’s Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier or Subcontractor, to the Replacement Supplier or Replacement Subcontractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;

* + 1. a failure of the Replacement Supplier or Replacement Subcontractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees identified in the Supplier’s Final Supplier Personnel List in respect of the period from (and including) the Service Transfer Date; and
		2. any claim made by or in respect of a Transferring Supplier Employee identified in the Supplier’s Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Subcontractor in relation to obligations under regulation 13 of the Employment Regulations.
	1. The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier and/or any Subcontractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Supplier and/or any Subcontractor (as applicable) to comply with its obligations under the Employment Regulations.

# Call-Off Schedule 3 (Continuous Improvement)

1. **Buyer’s Rights**

1.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.

1. **Supplier’s Obligations**
	1. The Supplier must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables with a view to reducing the Buyer’s costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Buyer.
	2. The Supplier must adopt a policy of continuous improvement in relation to the Deliverables, which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.
	3. In addition to Paragraph 2.1, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year (**"Continuous Improvement Plan"**) for the Buyer's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
		1. identifying the emergence of relevant new and evolving technologies;
		2. changes in business processes of the Supplier or the Buyer and ways of working that would provide cost savings and/or enhanced benefits to the Buyer (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
		3. new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and
		4. measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains relating to the Deliverables and identifying opportunities to assist the Buyer in meeting their sustainability objectives.
	4. The initial Continuous Improvement Plan for the first (1st) Contract Year shall be submitted by the Supplier to the Buyer for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.
	5. The Buyer shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Supplier shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.
	6. The Supplier must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Supplier shall provide any further information as requested.
	7. If the Buyer wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Supplier must implement such Variation at no additional cost to the Buyer or CCS.
	8. Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph 2.5:
		1. the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and
		2. the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Supplier's progress against the Continuous Improvement Plan.
	9. The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1st) Contract Year) in accordance with the procedure and timescales set out in Paragraph 2.3.
	10. All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
	11. Should the Supplier's costs in providing the Deliverables to the Buyer be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Buyer by way of a consequential and immediate reduction in the Charges for the Deliverables.
	12. At any time during the Contract Period of the Call-Off Contract, the Supplier may make a proposal for gainshare. If the Buyer deems gainshare to be applicable then the Supplier shall update the Continuous Improvement Plan so as to include details of the way in which the proposal shall be implemented in accordance with an agreed gainshare ratio.

# Call-Off Schedule 4 (Call Off Tender)

Appendix B

1. Response Template

|  |  |
| --- | --- |
| [1] Company Information | Weighting 0% |
| [1.1] | Please state your full company name | Computacenter (UK) Limited |

|  |  |
| --- | --- |
| [2] Potential Provider Contact | Weighting 0% |
| [2.1] | Please state the contact’s name | Hugh Smith |
| [2.2] | Please state the contact’s telephone number | +44 7801451383 |
| [2.3] | Please state the contact’s email address | Hugh.smith@computacenter.com |
| [2.4] | Please state if you will utilise a key sub-contractor to deliver some or all of this call-off contract (as per Joint Schedule 6 – Key Subcontractors) | No |

|  |  |
| --- | --- |
| [3] Pass/Fail Questions |  Pass/Fail |
| Please note: The following question[s] is a Pass / Fail question, therefore, if a Potential Provider cannot or is unwilling to answer ‘Yes’, their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer. |
| [3.1] | Quotes need to include the following:a) Start and End dates of the new contract/renewal, b) Product description, Part Numbers/SKU, Quantity, Agreement Number, Agreement Name Type (if any, e.g. EA, DTA, VIP, TLP, ETLA, etc),c) Licence type should be clearly defined (e.g. subscription, perpetual, user based, devices based, concurrent)d) Licence Agreement e) Copy of Licencing Termsf) Price – Must detail unit price, licence quantity to reflect the actual quoted/purchase volume, Total excluding VAT, VAT Amount, Total Inc VAT, Any price discounts offered including those associated with volume purchase or rebates. g) Notice Period for termination. | Potential Provider response: Yes  |
| [3.2] | The provider shall deliver to NDA and all operating companies listed in the Tender with an Account Management and support service that will be available via email and telephone between the hours of 09:00-17:00 during the working week, excluding bank holidays. | Potential Provider response: Yes  |
| [3.3] | The Provider shall provide NDA with VAR Services as described within the Tender taking a margin no greater than 3% Inclusive of the CCS margin. | Potential Provider response: Yes  |
| [3.4] | The provider will commit to accept a minimum of 95% software/hardware publishers listed within the Tender at Appendix E | Potential Provider response: Yes  |
| [3.5] | The provider will commit to the following KPI’s1. Renewal quote provided or process initiated 120 days before vendor contract expiry or required notice period for termination of contract, whichever is sooner -95%,2. New quote for new requirement not currently provided 10 working days – 95%3. All existing contracts on contract pipeline that have been agreed to still be required to be renewed before contract end date – 100%4. Monthly Reseller report provided by the 10th of every month for previous period performance -98% | Potential Provider response: Yes  |
| [3.6] | The Provider will hold ISO 27001 accreditation and Cyber Essentials Plus or equivalent? Please provide evidence of certification and a valid certification will be in place throughout the proposed contract period and any subsequent contract extensions. | Potential Provider response: Yes Please refer to “Appendix B - ISO 27001 Certificate” for ISO 27001 Certificate. |
| [3.7] | The provider will ensure that all that all staff working on the subsequent contract will have a minimum of BPSS clearance. Please see guidance at the following link https://www.gov.uk/government/publications/government-baseline-personnel-security-standard. | Potential Provider response: Yes  |

Appendix F

Quality / Social Value Questionnaire: TECHNICAL REQUIREMENTS & Social Value

|  |  |
| --- | --- |
| Ref: | Resource Alignment |
| **A1** | **Describe the resource that will be dedicated to the NDA within the Value Added Reseller Service to meet the criteria below:-**  |
| A1.01 | **Resource Pool** - State the number of full-time staff members employed in your organisation and the number of software licensing specialists employed. |
| A1.02 | **Dedicated Resource Roles** - Describe the resource types that will be dedicated to NDA within the Value Added Reseller Service. |
| A1.03 | **Dedicated Resource Experience** - Name each of the resources described above as dedicated to NDA, and provide details about each one's experience and credentials. |
| A1.04 | **Parallel Responsibility** - State the number of other clients that each resource dedicated to NDA will be supporting in parallel. |
| A1.05 | **Resource Commitment** - Please state the period for which you commit to provide consistent allocation and alignment for each of the named resources dedicated to NDA. |
| A1.06 | **Continuity of Service Measures** - Describe your processes for maintaining service continuity to NDA in case of absence of any of the named dedicated resources. |
| A1.07 | **Escalation Path** - State the escalation path that would apply in case of need. |
| A1.08 | **Further Resources Accessible** - Describe additional support organisation resources that may be applicable to NDA’s requirements.  |
| A1.09 | **Resource Sharing** - What is the number of accounts serviced at the same time by the representative(s) you would assign the NDA account to. |
|  | Bidder response: (Word limit 1500):The Authority will benefit from an experienced, existing account team targeted on driving customer satisfaction. The team are led by Laura Larwood (Client Director) who has single accountability for customer satisfaction and is vested to manage the relationship and be accountable for success. Laura has 18 years large scale, global and national customer experience, and leads the central government vertical including DWP and HMRC. All team members ultimately report into the Client Director, who has a direct route of escalation into our Director of Public Sector, Phillip Pearson. This Strategic Engagement team is reinforced by a dedicated Account Management Team consisting of Hugh Smith and Akida Oualah.Hugh Smith has over 40 years of experience in the IT industry, and is your appointed Senior Account Manager, and first point of contact. Hugh is ultimately responsible for the contract governance and maintaining customer satisfaction during all engagements with the Authority Akida Oualah, Account Manager, has 5 years IT Experience and previously worked as a Software Specialist. Sarah Greenwood supports the Account managers and an Inside Sales Executive, with over 19 years' experience in IT customer service and support.**Resource Pool** We employ 19,000 staff across the globe. We have over 200 dedicated software specialists, 1,600 Consultants, 180 Licensing and Renewals Experts. The team are Subject Matter Experts for their aligned vendors providing both licensing and commercial support. Our 200 strong Partner Management Team are responsible for establishing and managing our publisher and distributor relationships and contracts, and maintaining supply chain resilience: proactively reviewing, governing and monitoring the performance of our suppliers, challenging them to ensure optimal technical and commercial outcomes for the Authority.**Resource Roles & Experience:****Dedicated**The **Client Director** will act as the senior relationship holder between the Supplier and the Authority as well as a point of escalation for any issues. Laura Larwood has 18 years’ experience and is a proven senior Central Government relationship owner.The **Account Managers** will be the Authority’s main point of contact for any services required and will be responsible for engaging subject matter experts when required. Hugh Smith is Senior Account Manager with 40 years IT Experience managing public sector organisations. Akida Oualah is the supporting Account Manager with 5 years software experienced and vendor accreditations include HPE and Veritas. She is also a Mental Health First Aider.The aligned **Inside Sales** Team will be your daily point of contact for all day-to-day enquiries around quoting, orders, and invoices. They will act as an extension to the Authority’s team. Sarah Greenwood is your Customer Executive with 19 years’ experience in delivering customer service excellence.The **Software Specialist,** Lisa Bullock will work closely with you to validate new Software technology, provide a view on alternatives, benchmark, negotiate and ensure that agreements are fit for purpose throughout the lifecycle of the agreement. They will be a key resource to enable consolidation and deduplication by supporting the Authority with potential SAM offerings and our Commercial tools. She has 15 years’ experience and numerous IT qualifications/vendor accreditations including ITIL Foundation v3, Microsoft Certified Technology Specialist, MCP: Volume Licensing Specialist, Large Organisations/ Designing, Assessing, and Optimising Software Asset Management.The **Hardware Maintenance Specialist**, Janine Kind has over 35 years’ experience within the market, working in service delivery, operational & service management, partner management and maintenance sales with experience in providing customers commercial and operational savings across workplace, data centre, network & security. She will work closely with you to understand your support requirements and develop cost effective maintenance solutions.Ben Hall is a PRINCE2 certified  **Business Take-On Project Manager** and will be a single point of contact to ensure smooth transition into live service. His activities will include producing a business take-on plan and liaising with stakeholders to ensure the Authority’s requirements and checkpoint milestones are met.**Shared Resources**We operate a shared resource model, giving the Authority access to a larger pool of resource to pull from as required as part of this service:Expert Licencing TeamOur Licensing Team will support the Authority throughout the term of your software agreements for named vendors to make the correct choices in line with your roadmaps, providing support to guide you in the correct way to buy. They will provide commercial support and governance to negotiations utilising expertise in the vendor programs available. Spend Optimisation ServiceThe Spend Optimisation team will focus specifically on reducing cost across the Authority’s Software estate, both for renewals and new Software technology investments. Customer Information Security Management (CISM) service Provides security related governance, assurance and control of the services delivered by us to the Authority. The service will provide a single point of contact for security related topics on the account, supporting the customer, service and account management. Aligned to the ISO27001 standard, the service goal is to minimise risk and ensure contractual security compliance by pro-actively managing risks and reactively managing the impact of a security breaches, within the environments that are managed by us. Subject Matter Experts Across Cloud, Workplace, Datacenter, Networking and Security will also be aligned to provide the Authority with deeper technical guidance.**Parallel Responsibility/Resource Sharing**The Account Managers and Inside Sales are dedicated to the Department for Science, Innovation and Technology, and Department for Energy, Security and Net Zero and their associated arm’s length bodies. The Client Director has responsibility for a Central Government portfolio of 5 customers. The Software, Hardware Maintenance and Business Take on Specialists are typically aligned to up to 3 customers.**Resource Commitment/Continuity of Service**We will ensure that the proposed team outlined above are in place for the duration of the contract. Should any person leave, we will replace them with the relevant skilled individual.To maintain service continuity for the Authority in the absence of any named dedicated resources or in the event key personnel leave the business, several key processes will be in place to ensure a seamless transition and uninterrupted service. Service continuity for dedicated resources is underpinned by our IT Service Continuity Management (ITSCM) processes designed and developed by us, based on ISO 22301 and Business Continuity Institute guidelines and designed in response to ISO 20000 - Service Availability. In the event of staff absence, our Account Team will be informed by the employee either directly or through our Absence Management System (AMS). We employ an N-3 level of resilience for each employee, in the event of unplanned absence, the Account Team will have the ability to draw on (as a minimum) the skills of any of 3 resources with identical skills to the absentee. Backfill resources will be drawn from our existing Public Sector sales and service team with expert knowledge of Public Sector processes, security protocols and compliance rules.**Escalation Path**We understand the importance of an agreed formal escalation structure. We acknowledge escalations within 4 hours and will provide a full response or an action plan within 2 days detailing how the complaint will be resolved and the expected resolution date. We take escalations and complaints very seriously and will follow up after an issue is resolved to get detailed feedback and learn lessons.Escalations resulting in an official complaint will be managed by the Account Manager and Client Director. We commit to resolving any complaint within 10 working days, although ideally within 24-48 hours; each stage will have a dedicated owner focussing on a quick, acceptable outcome for the Authority.The contact details below ensure you are able to contact the appropriate person when required:* **Phil Pearson, Sector Director**

phillip.pearson@computacenter.com* **Laura Larwood, Client Director**

laura.larwood@computacenter.com07801 4512117* **Hugh Smith Account Manager**

hugh.smith@computacenter.com07801 451383* **Akida Oualah Account Manager**

akida.oualah@computacenter.com07801 452154**Further Resources Accessible**You will have access to our pre-sales resources who sit within our Solutions division including specialists, consultants and subject matter experts across covering Software/IT Asset Management, Workplace, Cloud and Apps, Networking and Security, and Datacentre. They will provide the subject matter expertise along with market and customer insights across the different industries. These knowledge experts are market leaders in their fields of expertise. You will have access to our in-house technical and professional services resource pool, comprising of over 230 software accredited professionals, consultants and engineers.You will also have access to our Office of the CTO (OCTO) , established to support our growth and relevance to our customers in driving their digital transformations. The team comprises of Chief Technologists and Solution Leaders with experience across multiple industries, and from the end user and service provider community .The OCTO works closely with our customers, technology and services partners, analyst community and our internal service providers to provide direction and insight to our business through customer roundtables, awareness sessions and white papers. We can arrange sessions with you on specific topics leveraging our pool of subject matter experts |

|  |  |
| --- | --- |
| Ref | Service Onboarding / Initiation |
| A2 | Describe the proposed Service Onboarding / Initiation, to meet the criteria below taking into account each individual operating company have their own individual requirements: |
| A2.01 | **Service Kick Off** - Outline a proposed agenda and required attendees for the initial service kick-off meeting. |
| A2.02 | **Due Diligence Activities** - Outline your proposed service due diligence process.  |
| A2.03 | **Onboarding Project Plan** - Provide a project plan for all necessary actions, roles and responsibilities through the service onboarding and initiation phase. |
| A2.04 | **Onboarding Communications Plan** - Provide your proposed communication plan to enable successful onboarding and initiation of the required service for NDA. |
| A2.05 | **Onboarding Renewals Management** - Detail your process for successfully enabling the immediate commencement of renewals management. |
| A2.06 | **Service Onboarding Dependencies** - State dependencies for successful service onboarding and initiation. |
|  | Bidder response: (Word limit 1500):Our approach to service take on will be through a defined transition project plan (see Appendix 1 - The Authority Preliminary Project Plan), aligned to PRINCE2 standards. Our dedicated transition lead will be accountable for the transition project from the outset. We have over 20 years' experience in VAR Framework Service mobilisation across both Private and Public Sector organisations, such as AstraZeneca, SalesForce, TfL, FCDO, Network Rail and DWP. As a sign of our wider capability, we have taken over the supply chain service at Deutsche Bank from an existing incumbent – delivering across product 1900 sites, 110,000 users and 151,000 devices. In October 2020, we were elevated to Strategic Supplier status for the UK Government by the Cabinet Office, further recognising our efforts and ambition to help make the UK a better and safer place to live and work by provisioning technology-enabled outcomes for the UK Public Sector. We are the only UK VAR to hold such status with our focus on the UK Public Sector market having influenced the structure of our Public Sector division’s resources, market intelligence and processes. This ensures we are ideally positioned to manage and resource large-scale framework agreements effectively such as the services described by the Authority in this ITT. We have managed many frameworks ranging from the original GCat Framework, through GPS RM717 ITMS, RM721 CITHS, RM1054, RM1058, RM1498 to the current RM1043, RM3733 and latest CCS RM6068. Our breadth of experience managing framework agreements and the resources within our Public Sector business will enable us to maximise adoption of this VAR service agreement from the outset.**Service Kick Off**We recognise the importance of a detailed and collaborative approach to service kick off for the purpose of aligning expectations, objectives, and outcomes from the contracted service deliverables. We will work with the Authority key project stakeholders to fully map service requirements, setting timelines, responsibilities, and deliverable outcomes. We have aligned a dedicated service design and transition manager who will align the service transition with the Authority expectations, values, and desired outcomes.Detailed below is an outline of our proposed agenda and required attendees for the initial service kick-off meeting.**Attendees:** * The Authority Transition Team
* Incumbent Exit Manager & key team members
* The Authority Key Stakeholders
* The Authority Executive Sponsor
* Our Transition team
* Our Account Manager
* Our Client Director
* Our Software Specialist
* Our Hardware Maintenance Specialist
* Our Technology Sourcing Specialist
* Our Inside Sales Manager
* Our Software Services Lead

**Agenda:**1. Meeting Purpose, Objectives & Scope
2. Attendee Introductions
3. Transition: Scope & Approach
4. RAID Management
5. Governance: Change Control & Escalation
6. Transition Board (Function)
7. Quality Management
8. Communications
9. Commercial
10. AOB

Subject to the Authority decision/award on the expected timelines we would look to expedite service transition and planning to initiate the service kick off in line with The Authority expectations, please note typical service transition can take up to 12 weeks dependant on services provided, however, quotes and orders will be facilitated within the first few days.**Due Diligence Activities** The due diligence process we will follow will focus on the discovery of the current services features, looking at historic and predicted volumetric data, processes and procedures, existing documentation and current systems in use and interviews of staff who complete the roles today. We can then estimate the effort required to deliver a similar service and update/create the appropriate documentation/User guides for task completion.**Onboarding Project Plan** We have built a preliminary plan covering the onboarding and initiation actions and responsibilities which is attached as document “Appendix 1 – The Authority Preliminary Project Plan.” **Onboarding Communications Plan** We have a proven methodology for the successful onboarding of new clients, a Service Design and Transition Specialist will be assigned and should we be successful will assist with a smooth transition. Effective communication is key for successful onboarding and a communication plan will be created and agreed with The Authority during Transition Kick-Off. We have included a communication plan which is attached as document ‘’Appendix 2 - The Authority Transition Communication Matrix’’.Detailed below are communication activities that will be included as part of the transition workstream:* Weekly Transition Checkpoints and Summary Reports
* Risk and Issue Register
* Transition Tracker and Project Plan
* Governance and Assurance
* Minutes from Meetings
* Kick-Off and Transition Closure Sessions
* Early Life Review Sessions
* Handover Sessions

We will support the Authority with internal communication to your wider business where required.**Onboarding Renewals Management** To successfully enable the immediate commitment of renewals management, we will detail a full transition plan before the service commencement. Business Take On will take the various data feeds from the Authority systems and resellers and build a single version of the truth. It is the Authority’s responsibility to provide the mandatory data needed in the format required.This will identify the number of vendors, contracts, renewals values, stakeholders. This will give our renewals team a baseline to prioritise renewals by 30, 60, 90, 120 days, by value and opportunity to address cost savings. All renewals will be categorised according to renewal date. Any areas of risk will be flagged and immediately prioritised. A further analysis will determine quick wins through consolidation and improved commercial terms. This means that a shared renewals database will be ready from day 1 of our service go-live date and savings returns will be prioritised to prove the service return on investment. For this process to be successful, we will create a cost saving forum with key stakeholders from the Authority to ensure you understand the scope and requirements for achieving the saving. All savings recommendations will be tracked and reported to the Authority during the monthly service review.As part of this service, the Authority data will be uploaded to your online renewal’s portal managed and provided by us, the portal will have a fully populated calendar view of renewals, which the Authority will have access to giving you and our team a clear view of renewals.**Service Onboarding Dependencies** There are some commitments we will need from the Authority to ensure our mutual success, and these will be fully documented and agreed in advance of service transition to include:* Service owner
* Access to data
* Vendor Letter of authority
* Agreement to governance process and reports
* Mapped escalation paths
* Agreed communications plan – to internal stakeholders and vendors
* Vendor onboarding plan for new vendors
* Proactive engagement and monthly review of savings tracker
* Access to technical roadmaps to assist decision making process
* Creation of innovation board to continually improve the service
* Workshop around automation to create a roadmap for catalogues and process improvements

Our robust and proven take on methodology is scalable, giving us the ability to onboard further operating companies not included in the original scope should this be required at any stage during the contract term. |

|  |  |
| --- | --- |
| Ref | Licencing Options / Changes |
| A3 | Describe your proposed approach to Licencing Options Analysis, Advice and Guidance, to meet the criteria below: |
| A3.01 | **Options Analysis Service** - Detail the process through which your organisation will deliver options analysis, advice and guidance on licencing options available for NDA. State the applicable approach for both new requirements and renewals. It is expected this service will be delivered without additional cost to NDA. |
| A3.02 | **Options Analysis Resources** - Confirm what access to your resources will be enabled in order for NDA to analyse options. |
| A3.03 | **Capturing Licencing Changes** - Provide details of how you will ensure all licensing updates and changes made by software publishers and cloud service providers are identified in order to be communicated to NDA. |
| A3.04 | **Licencing Changes Assessment** - State your commitment to providing updates on licensing changes to NDA. Include the means through which updates will be communicated. |
| A3.05 | **Options Validation** - Explain how you will ensure all necessary considerations are explored when providing licensing options to NDA. |
| A3.06 | **Purchase Analysis** - State how you would establish and communicate any risk that applies to a proposed licencing purchase or strategy initiated by NDA. State how you will commit to establishing context and advising of applicable limitations on usage that will apply. |
| A3.07 | **Service Limitations** - Describe any limitations to providing visibility of any usage rights that apply to NDA licencing options and purchases. |
| A3.08 | **Publisher Contract Amendments** - Detail the methodology through which you will support the negotiation of usage rights amendments necessary to enable optimised outcomes for NDA. |
| A3.09 | **Cost Optimisation Service** - Describe the mechanisms through which you will enable cost savings through licence optimisation within the required service. State the levers applicable through which costs will be optimized and passed onto NDA. |
|  | Bidder response: (Word limit 1500):**Options Analysis**We will provide all applicable licensing options and guidance through our established methodologies. This will be part of the day-to-day service at no extra cost.New requirements steps: * Initial assessment of your requirements and existing holdings
* Identification of the most cost-effective/appropriate license models in the context of your licensing strategies and preferred models
* Consideration of optimal route to market including via Marketplace(s) to assist in reducing your cloud commitment
* Utilisation of named specialists for Tier 1 and Tier 2 vendors, ensuring you receive expert guidance

Our expert licensing team will follow a 16-point methodology for in scope vendors, ensuring pricing is optimised, driving the best commercial deal for your requirements/strategies for that vendor/purchase. The steps we will follow for renewals, working closely with you to demonstrate the value/cost savings are:1. Can any products be included in a bundle or are they already licensed?
2. Is there benefit of early adoption?
3. What is the product usage? Can volumes be reduced?
4. What is the multi-year discount?
5. Are there other vendor products, can these be co-termed?
6. Can we align to the Authority’s KPI?
7. What is the vendor and Authority roadmap?
8. Can products be rationalised?
9. What pricing do other customers pay. Can we benchmark?
10. What level of support is provided? How many support calls have you made? Can the level of support be reduced? Is support needed if no calls have been made/no planned upgrades? Can 3rd party support be utilised?
11. What is the Authority roadmap? Is the product being replaced? What is the timescale? Is the renewal needed?
12. Is there a vendor promotion? Can this be leveraged?
13. When is the renewal? Are there multiple contracts? What is the termination clause?
14. Are there multiple products? Is there a rationalisation opportunity?
15. When is vendor year-end? If annual budget, can we align to vendor year end to maximise discount?
16. Is the procurement needed? Can it be stopped?

For renewals savings, our Spend Optimisation Service includes:* Ensuring that any volume licensing discounts are proactively communicated to the Authority
* Regular reviews of the Authority’s current licenses to identify opportunities for cost savings and optimisation

**Options Analysis Resources**You will have access to several named resources, including Account team, Spend Optimisation team, Software Specialist, and specialists in Datacenter, Networking & Security, Cloud & Applications and Workplace. You will have access to our wider network including commercial, technical, and licensing specialists. Our expert licensing team supports our customers with the top 30 vendors providing licensing advisory services. The team will work closely with your key stakeholders to understand the current installed base, review the future roadmap, and present options for renewal including evaluating alternative technologies. **Licencing Changes & Assessment**Our proven approach will ensure all relevant licensing updates and changes made by software vendors/cloud service providers are identified and communicated to the Authority. Our approach includes the following:* Vendor Relationship Management - We maintain strong relationships with software vendors, ensuring we receive timely updates on any changes to licensing terms, new product releases, and version updates
* Licensing Specialists - Our licensing specialists, who are familiar with licensing rules, regulations, and product roadmaps, continuously monitor and review vendor communications and updates. These specialists are available to provide in-depth product knowledge and support
* Regular Communication - We have a structured communication process in place to inform you of any licensing changes. This includes regular updates through emails, meetings, and reports. We have a quarterly newsletter whereby we can share market information
* Proactive Notification - We proactively communicate new software products, versions, and pricing changes.
* Monthly Meetings: We conduct monthly meetings that include key account support colleagues to discuss any updates and changes in licensing terms and ensure you are fully informed
* Office of the CTO (OCTO) – Established to support our growth and relevance to our customers in driving their digital transformations. The team comprises of Chief Technologists and Solution Leaders with experience across multiple industries, and from the end user and service provider community .The OCTO works closely with our customers, technology and services partners, analyst community and our internal service providers to provide direction and insight to our business through customer roundtables, awareness sessions and white papers. We can arrange sessions with you on specific topics leveraging our pool of subject matter experts (SMEs)

**Options Validation**We will utilise our SMEs across Workplace, Networking and Security, Cloud and Apps and Datacentre to unlock technical, commercial, and licencing value to the Authority. Our strategy to enhance your decision-making process and drive knowledge and savings leverages our 3 Pillars of success methodology, including:* **Licensing** – We review complex license queries, carry out in depth understanding of licensing programs and make recommendations, ensuring we are highlighting areas where there are alternative license options, changes to vendor portfolios, upgrade plans and licensing SKU’s and areas to reduce cost through the life of an agreement. We will ensure you have full visibility of vendor new/updates/programmes/promotions to ensure we support you independently in the management of key software contracts. We will assess new licensing agreement types and propose better ways to licence your requirements. We will make suggestions using alternative ways to procure, providing visibility of the product roadmap. We will evaluate all options, presenting ways to optimise spend
* **Commercial** – We leverage our global scale and vendor partnerships to optimise the route to market by monitoring global price books/FX rates, negotiation support and benchmarking using customer data. Savings suggestions/achieved savings will be tracked and reported back to you to demonstrate success. Our financing team can tailor innovative payment plans/commercial models to suit you, meaning you can take advantage of multi-year discounts without having to pay upfront for the licences
* **Technical** –We technically validate both commercial and licensing options to ensure we consider your long-term strategy, build future roadmaps together with you and ensure that our recommendations are fit for purpose

**Purchase Analysis**We will communicate risks and limitations for a pre-agreed set of agreements on usage for the Authority including but not limited to:* Global usage rights restrictions,
* Limitations on certain SKU’s (online version only etc.)
* Support limitations
* Anything flagged as sensitive during the mobilisation phase

The End User Licence Agreement (EULA) Key Word Checking Service is designed to help you to focus on items within the EULA that may require you review. This service will enable us to help support the provision of information in relation to the minimum standards you require, and outsource the initial review of EULAs to a team who will identify sections that contain customer specified key words for review, removing the administration burden from internal resources. We have made provision for up to ten EULA’s to be checked a month.This is a EULA key word checking, not advisory service so the Authority retains accountability for agreeing to the EULA terms.**Service Limitations**No known limitations.**Publisher Contract Amendments**You will be supported by Licensing Specialists for Tier 1/Tier 2 Vendors. They will support in the negotiation of licensing agreements and changes with known publishers based on productive and non-productive use cases. They will provide independent advice on software license agreement terms, customer obligations, and the most cost-effective and appropriate license model in the context of your licensing strategies/preferred licensing models. Our team will recommend license agreements to meet your requirements effectively.**Cost Optimisation Service**Our Spend Optimisation Service provides procurement expertise to review your portfolios of software/Cloud spend for contracts over £100k in granular detail. Once the review is complete guidance will be provided on how that spend can be optimised and how your estate can be rationalised. Our teams will work with the Authority’s and our own data to recommend how to avoid duplication and unnecessary spend. A Health check report will be provided, and a plan established to work with you on the agreed recommendations. We will work on prioritisation of savings and scope of spend optimisation opportunities. We provide Tier 1 advisory services, are tailored by vendor and delivered through our Solution Specialist and Licence Management teams. They will work closely with you providing negotiation support, including vendor strategy, benchmarking, and identification of a target state. We can provide a supporting or a leading role, ensuring best outcomes for you. We worked with a customer to create a negotiation plan around renewing their Microsoft Enterprise Agreement. A SQL Effective Licence Position was created, and the estate was rightsized to meet current and future growth including a step up to E5 at the same cost as renewing the existing E3 agreement. This delivered a 30% saving. Our specialists and consultants ensure software can be integrated into your environment through a Proof of Concept or looking at adoption programmes to ensure shelfware is reduced. We can deliver services that will rationalise applications, reduce shadow IT, reduce duplication of technology. We consider the broader Total Cost of Ownership, cost of change, and manage and integrate change. We consider vendor rationalisation and longer-term strategic deals where pricing can be fixed for current and future needs. |

|  |  |
| --- | --- |
| Ref | Business Relationship Management |
| A4 | Describe your proposed approach Business Relationship Management, to meet the criteria below: |
| A4.1 | **Account Management** - State how you expect to manage the NDA account. |
| A4.2 | **Maintaining Standards** - Describe how you will maintain continuity of service, execution standards and commercials across each of NDA operating companies |
| A4.3 | **Resource Change Management** - Should named resources dedicated to NDA need to change, describe how you will manage the process of submitted replacement resources for NDA approval. |
| A4.4 | **Business Review Cadence** - State the cadence of business review meetings you will commit to with NDA. |
| A4.5 | **Business Review Agenda** - Identify the proposed agenda and attendees for each business review meeting. |
| A4.6 | **Service Risk Management** - Describe how you will manage risks to and issues of the NDA service. |
| A4.7 | **Service Risk Management** - Confirm how you will manage actions outstanding for the NDA service. |
|  | Bidder response: (Word limit 1500):**Account Management**The Authority will benefit from an experienced, existing account team targeted on driving customer satisfaction. Led by the Client Director, your account will be managed by 2 dedicated Account Managers, supported by your Inside Sales Customer Executive and subject matter experts across a variety of technical solution areas.The Client Director will act as the senior relationship holder between the Supplier and the Authority as well as a point of escalation for any issues. The Account Managers will be your main point of contact for any services required and will be responsible for engaging subject matter experts when required. Inside Sales will be your daily point of contact for all day-to-day enquiries around quoting, orders, and invoices and act as an extension to the Authority’s team.Our approach starts with the creation of a Customer Value Strategy (CVS). The CVS states the Authority’s business objectives, IT priorities and how the service will support you. We will review the CVS quarterly with you, clearly defining business priorities and engagement strategy acting as a ‘governance guardrail’ when engaging with the operating companies. This approach is used across our Public Sector customers including Transport for London and Foreign Commonwealth and Development Office, ensuring accountability, ease of escalation and simplicity in engagement. During transition, led by the Business Take-On Project Manager, we will document our approach to relationship management within a customer handbook detailing key personnel roles and responsibilities, alongside the cadence of meetings and process flows/ SLAs which will govern the contract.To inform our approach and provide further insight to the Authority, we will invest in ‘Voice of the Customer’ digital surveys, supporting the Authority’s by combining portal-based questionnaires with market leading sentiment analysis to report on customer perception, feedback, and ideas for service improvement.**Maintaining Standards**We have a robust and proven Quality Management System (QMS), ensuring quality standards are maintained. This is underpinned by our ISO9001 (QMS), ISO27001 (Information Security Management System), ISO20000-1 (IT Service Management System) certifications. In keeping with these standards, we carry out audits monitoring compliance and effectiveness of our QMS against defined business objectives, policies, processes to meet the requirements of the external standards. These audits will also be used as an opportunity to identify/recommend areas for improvements to our service, along with sharing of best practice.We will maintain continuity of service and execution of standards through our Task Management System (TMS). All quote, order requests and queries are logged via TMS. Once logged, a Task is generated with a Task ID, the time of receipt of the request is captured then TMS manages the task, calculating from time of receipt to the required SLA and flags accordingly: Red-SLA Breached, Amber-SLA Approaching, Green–Within SLA. The TMS queue is continually monitored by the Customer Support Manager (CSM) and real-time reporting is proactively provided. If task deadlines are nearing expiry, an alert is generated and the CSM will proactively support, ensuring the deadline is achieved. Our monthly MI report captures success against SLA to be discussed at the monthly service reviews and provided to you by the 10th of each month and more regularly if required.We will hold weekly meetings with you to ensure regular communication across the contract, identifying challenges and future requirements. With representation from our Account Team and specialists, this ‘One Team’ approach will ensure we maintain service standards while gaining critical pipeline insight. Commercial continuity and standardisation across the Authorities operating companies are assured by our ‘One Touch’ commercial management system. This system enforces standardised pricing templates and agreed margin levels, while being fully integrated with our TMS system.As part of our continual improvement process, we benchmark the accuracy and quality of our quotation process in several ways: * Number of quotation revisions vs conversion to order
* Percentage of invoice volume vs credits raised with the Authority and vendors
* Electronic Customer Satisfaction Questionnaire (eCSQ)
* Weekly spot checks by Inside Sales Team Leader

Where an error is identified during the spot checks, it will be immediately rectified and a new quote sent with an explanation of the error. The benchmark reporting is continually reviewed and measured against the performance targets. If KPI targets are not met, we identify which part of the process is not performing and take the necessary steps to improve the process.**Resource Change Management**We will provide named resources as key personnel. They will not be transferred or removed without the prior consent of the Authority. All Key Personnel will have an active succession plan including the steps we will take to identify a successor, proving them with a full handover. Where such Key Personnel need to be replaced, this will be communicated by the Client Director or Sector Director in writing for the Authority’s approval as soon as we become aware of the change. There will be a 1-month transition period.All our roles have logically aligned specific minimum academic and professional qualifications to ensure we have the right personnel working for us, enabling is to backfill the position and proving continuity of service. Therefore, when resources need to change, we are confident in our incoming personnel to continue to deliver the quality of services we are committed to delivering. All incoming resources will be suitably skilled, experienced, and qualified, with all appropriate Government Security Clearances to reflect the requirements of the role.**Business Review Cadence & Agenda**We have a formal governance framework ensuring we work closely with our customers to review and improve the delivery of the service, as well as drive forward progressive change that meets the exact business needs of a customer. Governance meetings are structured to ensure effective management and communication between us. The framework includes the following formal reviews and meetings, each with specific purposes and attendees:**Weekly Operational Service Review*** Agenda
	+ Review renewals data and progress
	+ Review actions log (quotes, orders, fulfilment, concern, actions from previous meeting)
* Supplier Attendees
	+ Account Managers
	+ Inside Sales
* Authority Attendees
	+ Procurement
	+ Software Asset Management

**Monthly Service Review*** Agenda:
	+ Actions from previous meeting
	+ SLA Adherence
	+ Performance reports, purchase history reporting, along with forward schedule of renewals, cost savings data
	+ Risk log review
	+ Details of Customer Satisfaction (CSAT) surveys
	+ Continuous Service Improvement Plans
	+ AOB
* Supplier attendees:
	+ Account Manager
	+ Spend Optimisation Specialist
	+ Inside Sales
* Authority attendees:
	+ Procurement
	+ Contract Management
	+ Software Asset Management

**Quarterly Business Review (QBR)*** Agenda:
	+ Review continual service improvement progress
	+ Contract performance
	+ Summarised view of Monthly Service Review data
	+ Social Value initiative reporting & KPIs
* Supplier attendees:
	+ Client Director
	+ Account Manager
	+ Spend Optimisation Specialist
	+ Inside Sales
	+ Social Value Director
* Authority attendees:
	+ Procurement
	+ Contract Management
	+ Software Asset Management

**Annual Contract Review*** Agenda
	+ Summarised view of Monthly Service Review data
	+ Review business objectives
	+ Strategic planning for the future period

Ad-hoc Meetings will be carried out as required by the Authority.**Service Risk Management**The **management of risk** ensures we will deliver our service within the boundaries of the contract and highlight any pending events that could impede our ability to successfully deliver the service.We log and track risks to ensure they are visible and being managed at the correct level of our respective organisations. To support this, the following rules are applied:* Every risk is documented within a risk register and owned by an appropriately senior, empowered person
* The ownership of risks is determined based on assessed impact and probability, and shall follow the organisation structure of the account. Where required, further escalations will follow, based on proximity of the risk and the strength of control actions.
* Each risk is reviewed at an appropriate frequency to identify risks requiring promotion, demotion, consolidation, and transfer; High priority risks are reviewed at least on a weekly basis.

Our Risk Management process is not limited to the Service, but covers a wide range of standards/policies, including but not limited to ISO9001, ISO14001, ISO20000, ISO27001, ISO45001, Ethical Procurement, and Anti-Bribery and Corruption.**Action Management** is an integral part of the Governance of our Service Delivery. Actions, Decisions, and other key discussion topics arising from any Governance forum will be documented and shared with the audience in attendance plus any wider stakeholders as requested. Following each Governance forum:* Every action will be documented in a dedicated action log, with an appropriate and empowered owner, target completion date, and all required updates. This will be reviewed as part of the associated forum within which the action was raised.
* Where required, escalations of overdue actions will follow, based on the action, it’s impact and urgency, and will follow the standard account escalation path. These escalated actions will then be reviewed as part of the next, more senior Governance forum - i.e. overdue actions captured at the weekly operational review will be reviewed in the Monthly Service review, etc.

Updates will be captured in the action log and communicated to all relevant stakeholders where appropriate. |

|  |  |
| --- | --- |
| Ref | Renewals Management |
| A5 | Describe your proposed approach to Renewals Management, to meet the criteria below: |
| A5.1 | **Renewal Options Analysis** - Provide clarity of the process through which you will ensure that all software renewal options are assessed. State how you will support NDA to assess alternative levels of available support and maintenance that may apply to renewals. |
| A5.2 | **Renewal Timeline Management** - Demonstrate the timescale of advance renewals management and actions that will be taken to ensure all renewals are appropriately assessed and executed upon. |
| A5.3 | **Renewal Validation** - Confirm the process through which you will evaluate and understand NDA usage of software and cloud services prior to providing renewal options. |
| A5.4 | **Contract Consolidation** - Identify how you will enable NDA to consolidate contracts and drive efficiency of scale. |
| A5.5 | **Tail Spend Analysis** - Detail your commitment to identify and exploit means to drive out tail spend including but not limited to duplicate functional analysis and consolidation, vendor negotiation on NDA's behalf, alternative license agreement, consumption billing alternative, adapt license metric. |
| A5.6 | **End User License Agreement (EULA) Risks** - How will you 1. Deliver assessment of EULA terms, identifying risks for NDA, 2. Negotiate amended terms on NDA’s behalf? |
|  | Bidder response: (Word limit 1500):Our proactive Renewals Service will support you in renewing licenses on time, avoiding reinstatement fees. This will provide up-to-date visibility of all Software and Hardware Maintenance renewals across a 12-month view, tracking renewals 120 days in advance, providing the following benefits:* Insight into the current license estate, providing a better vendor negotiation position
* Pro-active alerting on license expiry allowing to avoid re-instatement fees/license expiry on business-critical systems
* Full visibility and control through reporting and dashboards
* Detailed information to feed into service reviews bringing efficiency and clarity to purchasing decisions.
* Full visibility of year-on-year spend
* Outsourcing of renewals tasks so procurement can focus on strategic initiatives

**Renewal Options Analysis**Our expert licensing team will follow a 16-point methodology for in scope vendors, ensuring pricing is optimised, driving the best commercial deal for your requirements/strategies for that vendor/purchase. The steps we will follow for renewals, working closely with you to demonstrate the value/cost savings are:1. Can any products be included in a bundle or are they already licensed?
2. Is there benefit of early adoption?
3. What is the product usage? Can volumes be reduced?
4. What is the multi-year discount?
5. Are there other vendor products, can these be co-termed?
6. Can we align to the Authority’s KPI?
7. What is the vendor and Authority roadmap?
8. Can products be rationalised?
9. What pricing do other customers pay. Can we benchmark?
10. What level of support is provided? How many support calls have you made? Can the level of support be reduced? Is support needed if no calls have been made/no planned upgrades? Can 3rd party support be utilised?
11. What is the Authority roadmap? Is the product being replaced? What is the timescale? Is the renewal needed?
12. Is there a vendor promotion? Can this be leveraged?
13. When is the renewal? Are there multiple contracts? What is the termination clause?
14. Are there multiple products? Is there a rationalisation opportunity?
15. When is vendor year-end? If annual budget, can we align to vendor year end to maximise discount?
16. Is the procurement needed? Can it be stopped?

For Network Rail, we analysed options for their SAP Business Objects support renewal. We identified what while support was still required, they intended to replace Business Objects with Power BI in the next 3-years with no requirement to upgrade beyond the current version. We explored 3rd party support options and displaced SAP direct support with 3rd party, reducing the renewal cost from £2.52m to £1.06m over 3 years.**Renewal Timeline Management**We proactively manage renewals using our renewals tracker, which when augmented with our spend optimisation service, enables opportunity for consolidation and rationalisation resulting in fewer, better value transactions that are easier to manage. Renewal deadlines will not be missed, and reinstatement fees avoided. We start working on renewals 120 days in advance, and for strategic contacts 6-12 months in advance. This provides opportunities for early renewal discounts further saving you money. We saved DWP 30% on a £1.15m renewal, reducing it to £800k by renewing a CyberArk requirement early, meeting the vendors year-end, deferring invoice payment to DWP’s required renewal date.We will provide a template for you to populate with key mandatory data points enabling us to build a renewals calendar. This will identify the number of vendors, contracts, renewals values and stakeholders, providing us a baseline to prioritise renewals by 30/60/90/120 days, value and opportunity to address cost savings. Renewals will be categorised according to renewal date and areas of risk will be prioritised. We trigger the quoting process at renewal date-120 days. We will provide reminders every 30 days and highlight overdue renewals.We will provide dashboards and reports, providing near real time view of upcoming/overdue renewals enabling accurate forecasting for future budgets. You can also track software spend/billing/invoices providing a view of your renewal and procurement activity. *(Figure 1, example renewal dashboard for visual representation only, words for review dashboard header only – 2 words)***Renewal Validation** For key renewals our Software and Technology specialists we will follow these steps to evaluate software/cloud services before renewal:* Use Authority SAM data to track usage metrics
* Evaluate service performance by gathering Authority feedback to identify issues and satisfaction levels
* Compare costs with benefits and identify any unused or underused services
* Verify compliance with regulations and conduct security assessments (subject to additional scoping)
* Discuss future needs with the Authority and evaluate alternative solutions
* Review vendor support quality and contract terms
* Use tools like AWS CloudWatch, Azure Monitor, and feedback platforms to gather data (subject to additional scoping)
* Summarise findings and provide informed recommendations on whether to renew, renegotiate, or switch providers

**Contract Consolidation**Our Spend Optimisation Service provides procurement expertise, reviewing software/cloud spend in granular detail. Once the review is complete guidance will be provided on how that spend can be optimised and how your estate can be rationalised. Our teams will work with the Authority’s and our own data to recommend how to avoid duplication and unnecessary spend. A health check report will be provided for contracts over £100K and a plan established to work with you on the agreed recommendations. We will work on prioritisation of savings and scope of spend optimisation opportunities. We will communicate a recommended savings and cost avoidance plan including agreed actions. Typical recommendations may include, but are not limited to:* Prioritisation of savings and scope of spend optimisation opportunities
* Remove duplicate software
* Re-harvesting Software that is not being used
* Licence Optimisation
* Utilising our scale and vendor pricing to provide quotes leveraging our commercial strength
* Drive aggregation into larger License Agreements
* Working with specialists to recommend alternative vendors who can meet functionality and cost parameters

Monthly updates and reports will be provided in service reviews and the management information pack until all items are closed.Our Red Hat specialists ran a workstream to consolidate and co-terminate all DWP Red Hat contracts to a single date and ease DWP’s management of this agreement going forward and incorporating procurement of Red Hat Ansible into the agreement for extra commercial leverage. We negotiated a multi-year discounted price with annual payments, meeting DWP budgetary compliance and financial constraints. The discount was 47.67%, on average Red Hat discount is usually 20-30%.**Tail Spend** Our tail spend approach provides in-depth understanding of analysing, rationalising, and consolidating tail spend as well as optimising route to markets via our specialist distribution network, direct to publishers and/or using Marketplaces. Our knowledge and experience enables us to provide greater intelligence around software publishers. The optimisation of route to market also allows us to analyse tail spend with a view to moving these services up into existing Tier 1/Tier 2 contracts where discount levels and negotiation levers are greater. We will review frequently ordered products, product types will be analysed and duplicates identified and shared at the monthly meeting together with recommendations for reducing diversity. Licence models will be checked and alternatives suggested including moving to subscription or perpetual, changing the metrics or introducing emerging technology to reduce costs. We work with the latest and most innovative strategic software publishers, identifying new solutions which disrupt legacy software. Understanding how new and disruptive publishers operate commercially and technically, provides huge value when reviewing existing and legacy contracts by understanding if there is a more effective way of delivering a service/tool and if this will drive significant commercial benefit. We benchmark routes to market via AWS, Azure and Google Marketplaces and ensure that the most cost-effective procurement route is highlighted where publishers sell via cloud marketplaces. This is a further mechanism to drive down cost in the tail and move tail spend into more strategic value-added spend. These processes help keep control of tail spend, avoiding Shadow IT and vendor sprawl. We will work with you to enable processes which make tail spend management and procurement simpler. We worked with a UK Bank to introduce an innovative technology to replace Adobe Acrobat. Through working with Nitro, and completion of a successful Proof of Concept, they saved £1.8m. **End User License Agreement (EULA) Risks** Our EULA Service will help you to zone in on items within license agreements that may require your review. During business take on, we will ask you to provide a list of distinct key words that need to be highlighted in the EULA that present potential risk to you. We will issue a report detailing the sections that the agreed list of words has been found against for your review. This will enable you to outsource the initial review of EULAs to a team of experts to identify sections that contain the specified key words for review, removing administration burden from internal resources. It is anticipated that up to 10 checks per month are required. This is a EULA checking, not advisory service so the Authority retains accountability for agreeing to the EULA terms.Our account team and expert licensing team will support you in negotiating EULA terms by utilising our knowledge of concessions and amendments granted to other customers to set precedence. Our deep vendor relationships will grant you access to key vendor personnel to progress negotiations. |

|  |  |
| --- | --- |
| Ref | Management Reporting and Licence Administration |
| A6 | Describe your proposed approach to Management Reporting and Licence Administration, to meet the criteria below: |
| A6.1 | **Available Function** - Provide details of the functions and capabilities of your management information and reporting portal. |
| A6.2 | **Access Management** - Confirm the means through which your management information and reporting portal can be accessed by NDA stakeholders. Include the mechanisms of access control or user types available for your management information and reporting portal. |
| A6.3 | **Update Cadence** - State the cadence upon which all data available through your management information and reporting portal is updated. |
| A6.4 | **Platform Standardisation** - Confirm if a single interface and login is provided for access to all reporting and automated actions of NDA and it’s operating companies. |
| A6.5 | **License Reporting** - Describe the detail of licences procured that will be reported to NDA. |
| A6.6 | **Publisher Portals** - Confirm and outline the process through which you will enable NDA to access software publisher and cloud service provider portals necessary for licence administration, provisioning of users and access to licence keys. |
| A6.7 | **Access Support** - Should NDA be unable to locate licence keys or portal login details, describe how you will support the process of enabling access. |
| A6.8 | **Service Management** - Detail how resources allocated to NDA will use management information and reporting to identify any service issues or qualify concerns. |
|  | Bidder response: (Word limit 1500):**Available Function** Our renewals portal is the main tool used to provide reporting for the service. As illustrated below, the portal provides near real time dashboards whilst also having the ability to drill down into the data where required. The dashboards will also be presented to the Authority at the monthly service review to provide a summary of renewals progress. The portal will provide:* Clear view of overdue and upcoming renewals and their status, allowing identification of opportunities and risks to act early
* Long term renewal pipeline to help spot long term opportunities
* Upcoming renewals by vendor makes it easier to combine quotes and save time managing the renewal process
* Top vendor overview identifies opportunities to join up renewals into a single conversation and consolidate where needed
* Detailed view of upcoming renewals and their status, to see exactly which items need attention and when
* Overdue renewals by volume and spend to quickly understand the risk
* Vendor breakdown to support quick intervention
* Detailed breakdown with item descriptions to help decision making and request the right quote
* Historic view of spend in previous years, broken down by month and vendor
* Volume and spend changes vs. comparable months in previous years and compare year on year how much has been spent on software

  *(Figure 2, example renewal dashboards for visual representation only, words for review dashboard header only – 7 words)***Access Management**Our portal is accessible using secured URLs links which will be provided by us. During transition we will work with the Authority to agree a list of authorised/approved users, once confirmed we will create individual users accounts. We are then able control access and permission at user level if the Authority requires this level of control, this includes access to certain reporting functions, areas of the system and purchasing entitlements. The Authority’s portal will be segregated and can only be accessed by approved users.**Update Cadence**Data within the renewal portal will be updated weekly, ensuring that latest updates are available.**Platform Standardisation**A single interface with individual user logins will be provided to access your renewal dashboard, this interface will cover the Authority and it’s operating companies.**License Reporting** License reporting will be provided to the Authority by the 10th of every month, and on an ad-hoc basis as required. As standard, the following information will be provided:* Supplier Order Number
* Operating Company Sold To Account Number
* Operating Company Name
* Operating Company Purchase Order Number
* Invoice Number
* Order Date
* Invoice Date
* License Description
* Quantity Invoiced
* Manufacturer Name
* Manufacturer Part Number
* Unit Price GBP
* Value Invoiced GBP
* Customer Order Name
* Main Classification Description (Software/Hardware)
* Item Classification Description (Software/Hardware type)

We also have a wide range of user defined fields that allows us to tailor our reporting to meet your needs, which we will establish during transition. Examples of these fields could be:* License type (e.g. subscription, perpetual, user/devices based, concurrent)
* Start / End Date
* Agreement number
* Agreement name

**Publisher Portals**Whenever an order is placed through us, a named individual / mailbox at the Authority or operating company will be provided to the vendor as part of the order placement, the named individual / agreed mailbox will then receive the details required to access the licenses and/or license management portals. This process will be discussed and documented as part of the transition activities and will be monitored throughout the service lifecycle.For specific vendors you will have direct access to their customer facing portals, we will support you and engage with of the vendors where required to set-up administration accounts and will coordinate any training/demo sessions if required. We may be granted access to the vendor’s reseller portals for example Adobe and Microsoft, in this instance we will be able to provide additional support and can help the Authority with their license estate and will provide advice as part of the spend optimisation service.**Access Support**Should the Authority experience issue or delays in receiving or accessing license keys, our Inside Sales team will support the Authority by chasing the vendor for fulfilment. Inside Sales will act as interface between the Authority and the relevant vendor to ensure that all access and/or license locations issues are addressed and fulfilment is received.**Service Management**KPI/SLA performance will be presented to the Authority in the monthly service review meeting, with the report provided by the 10th of every month. As well as providing the Authority with a view of our performance under the contract, we will use the data to aid continuous improvement.All quote, order requests and queries are logged on our task management system (TMS). Once logged, a Task is generated with a Task ID, the time of receipt of the request is captured then TMS manages the task, calculating from time of receipt to the required SLA and flags accordingly: Red- SLA Breached, Amber- SLA Approaching, Green – Within SLA. The TMS queue is continually monitored by the aligned Customer Support Manager (CSM) and real-time reporting is proactively provided. If task deadlines are nearing expiry, an alert is generated and the CSM will proactively support, ensuring the deadline is achieved. Our monthly MI report captures success achieved against SLA to be discussed at the monthly service reviews. The report can be provided to the Authority more regularly if required. As part of our continual improvement process, we benchmark the accuracy and quality of our quotation process in several ways: * Number of quotation revisions vs conversion to order
* Percentage of invoice volume vs credits raised with the Authority and vendors
* Electronic Customer Satisfaction Questionnaire (eCSQ)
* Weekly spot checks by Inside Sales Team Leader

If an error has been identified during the spot checks, the error will be immediately rectified and a new quote sent with an explanation of the error. The benchmark reporting is continually reviewed and measured against the performance targets of the Service Desk. If KPI targets are not met, we identify which part of the process is not performing and take the necessary steps to improve the process. |

|  |  |
| --- | --- |
| Ref | Experience of delivering services in a similar organisation |
| A7 | Describe your experience of providing this service to a similar organisation and how this will benefit NDA, paying particular attention to how you meet the criteria below: |
| A7.1 | **Previous experience** – Describe examples of where you have delivered a similar service within a similar organisational structure |
| A7.2 | **Benefits Delivered** – Describe what benefits have been previously delivered and what your approach to this service will be to ensure similar benefits are delivered for the benefit of NDA  |
| A7.3 | **Savings** – Provide examples of where savings have been delivered and how in delivering this service to a similar organisation.  |
|  | Bidder response: (Word limit 1500):As a services business with Strategic Supplier status to UK Government and group software revenues of £2bn, we are best placed to deliver the requirements detailed in Appendix A – Statement of Requirements. As well as resale, we technically and commercially assure value for money in the assets our customers source from us, offering advice and guidance to ensure value is obtained not only at the point of transaction but through the life of that asset. We hold the highest accreditations with Tier 1 and 2 vendors, allowing us to provide the best commercial position over the life of the contract. We do this by ensuring we maintain our accreditations, looking to enhance where needed to support our propositions, succinct management of booking targets, and driving joint business plans. We support staff in achieving/maintaining certifications required to support and maintain our membership to partner programs to provide the best price and value-added subject matter expertise.**Previous Experience/Savings****Network Rail** **(NR)**– In 2022 we were appointed as preferred Software/Hardware VAR, for 2 years, this has been extended by a further year with a total contract value of £150m. The service includes proactive renewals management, tail spend management, spend optimisation services. NR have multiple sites and buying entities. Through our Spend Optimisation Service (SOS), during the initial term, we provided savings of £3.09m, and efficiencies of £4.7m by reducing future spend and advising when not to purchase. Leveraging our partner status and optimised route to market for CyberArk, we reduced the price for their renewal by 29%, creating a saving of £313.5k. For their Zscaler renewal, we negotiated a price cap to avoid price increases, creating an efficiency of £1.36m throughout the agreement term.We also provided NR with cost savings and cost avoidance for Data Centre Hardware Maintenance by:* Co-terming agreements with Dell, providing additional multi-year discount whilst still providing flexibility to make changes to the agreement in life. This brought the additional benefit of cost avoidance; NR typically purchased renewals on an annual basis and their pricing was subject to annual increases in the region of 10%
* Rightsizing support, moving assets that were nearing their end of service life (EoSL) date, or assets that were in-life but had open-source firmware/software to 3rd party agreements. The server estate was predominantly Dell and the savings made by moving to 3rd party support with no risk (access to firmware and software updates is freely available) amounted to 70%. Moving Backup Storage to 3rd party support brought cost savings of 80% compared to OEM pricing
* We moved support of hyper-converged infrastructure in the LAN rooms to 3rd party support. These assets weren’t running the latest software versions and were unlikely to require upgrading before EoSL, so the risk perceived by NR was relatively low. Savings made were 70% on OEM support pricing

**Department for Work and Pensions (DWP)** – We have assisted DWP in the sourcing of their technology over a period of 9 years, consistently achieving high customer satisfaction and alignment to their cost related challenges. We have delivered DWP a framework and set of processes for strategically tracking and managing the financial, licensing, and contractual aspects of software assets throughout their lifecycle. We have collaborated with DWP to bring several improvements and efficiencies to their software procurement handing over 2000 quotes, 1169 orders and revenue of over £90m. We engaged at a strategic level to review DWP’s internal software buying processes. Our suggestions reduced the procurement process for new software purchases and renewals by 2 weeks, creating operational efficiencies through reduced management overheads and increased visibility. Our Proactive Renewals Service resulted in renewal quotes being received at least 3 months prior to the renewal dates, the outcome was far fewer software renewal deadlines being missed, and the avoidance of previously common back dated support dates and reinstatement fees. In the latest incarnation of the VAR agreement, we introduced our End User License Agreement (EULA) checking service, identifying key clauses which require further consideration by DWP. This has saved their team considerable time in reviewing EULA’s, further reducing their procurement timescales.**Metropolitan Police** – We were appointed as preferred VAR with an estimated spend of £60m per year. The service includes proactive renewals management and SOS; this enables greater visibility of their software spend and accurate forecasting, we well as visibility of current and future savings opportunities. In the period of 1st May to 31st August we recommended savings of £812k against a spend of £1.56m through consolidation and co-termination of software agreements. As an example, we recommended consolidation and co-termination of their OpenText agreements, with savings of £125k. **Deutsche Bank** – We have been working with the Bank for the past 2 years managing over 400 renewals across their locations. We deliver software procurement, procurement optimisation, proactive renewals management, rationalisation, and optimisation, gain share, value tracker and saving recommendations. The annual spend is in excess of £100m. We extended our reseller service to cover procurement activities for tail spend below £1m as an extension of their procurement team to validate demand, prepare sourcing plans and assist in the end-to-end procurement process. In our first month, we identified over £1m cost savings and cost avoidance. Last year we identified over £9m cost savings and cost avoidance and this year we are on track to deliver in excess of £10m cost savings and cost avoidance. We achieved savings of 46% their Think-cell renewal by reviewing the way they were procuring licenses along with future requirements, achieving a higher volume discount. We reduced the renewal from £390k to £210k.**Benefits**Our approach to delivering this service to meet the requirements laid out in Statement A – Appendix of Requirements includes the following services:**Resale**Supporting you to enhance and simplify your procurement activities whilst at the same time providing the benefits of access to a skilled resource pool with deep independent vendor knowledge and relationships. You will benefit from a dedicated Order Desk for quote generation and order placement, adhering to your standards and requirements, meeting requirement 3.4 Software purchasing. The service additionally provides assured high standards of operation through comprehensive SLAs and management reporting, meeting requirements set out in Section 5 - Service levels and performance. This will provide you with the following benefits:* Leverage our powerful partnership status with the world’s leading technology vendors with over 200 partner accreditations and over 12000 individual certifications held by our technical teams.
* Reduction in duplication and complexity of procurement activity across your business.
* Easy to use, single supplier framework. Reduction in Supplier Management.
* Access to software procurement expertise in respect to cost efficiencies and market trends.
* Consolidated management information reporting to easily track and profile procurement spending

**Proactive Renewals**Our proactive Renewals Service will support you in renewing licenses and software/hardware support and maintenance on time and avoiding any reinstatement fees. The service will give you up to date visibility of all software/hardware renewals across a 12-month calendar view and will track upcoming renewals from 120 days in advance of the renewals date, meeting the requirements set out in section 3.4.1 - Software Support & Maintenance renewal. This will offer the following benefits:* Provide insight into the current license estate, also providing a better vendor negotiation position
* Provide pro-active alerting on license expiry allowing you to avoid re-instatement fees or license expiry on business-critical systems
* Having full visibility & control through real-time reporting & dashboards
* Detailed information provided to feed into service reviews bringing efficiency and clarity to purchasing decisions.
* Full visibility of year-on-year spend
* Outsourcing renewals tasks so procurement has more time to focus on strategic initiatives

**SOS**Our SOS provides procurement expertise to review software/loud spend in granular detail. Once the review is complete guidance will be provided on how that spend can be optimised and how the estate can be rationalised. We will work with the Authority and our data to recommend how to avoid duplication and unnecessary spend. A health check report will be provided for contracts over £100K establish a plan to work with you on the agreed recommendations. We will work on prioritisation of savings and scope of spend optimisation opportunities. Following the health check, we will communicate a recommended savings and cost avoidance plan including agreed actions, delivering the following benefits:* Insight into current software spend
* Identification and exploitation of cost reduction/cost avoidance opportunities
* Better data supporting decision making
* Reduced administration overhead
* Free up budget to spend on key IT initiatives

**EULA**Our EULA Service will help you to zone in on items within license agreements that require your review. During transition, we will ask you to provide a list of distinct key words that need to be highlighted in the EULA that present potential risk. We will issue a report detailing the sections that the agreed list of words has been found against for you to review, delivering the following benefits:Outsourcing the initial review of EULAs to a team of experts to identify sections that contain customer specified key words for review, removing the administration burden from internal resources. |

|  |  |
| --- | --- |
| Ref | Commercial Terms / Value For Money |
| A8 | Describe your proposed approach to Commercial Terms / Value For Money, to meet the criteria below: |
| A8.1 | **Alternative Price Models** - Explain any pricing models you may offer supplementary to a cost-plus model that may reduce NDA costs. |
| A8.2 | **Rebate Pass Through** - State your commitment to pass on deal registration and other rebates to NDA. |
| A8.3 | **Price Transparency** - State your commitment to quote on an open-book basis, itemising cost and markup plus any other detail of applicable rebate. |
| A8.4 | **Price Validation** - Confirm your agreement to periodic auditing of cost pricing and application of agreed upon margin. |
| A8.5 | **Payment Terms** – Confirm you agree to pricing validity of quotes for 45-days |
|  | Bidder response: (Word limit 1000): **Alternative Price Models**There are multiple ways to create a compelling charging mechanism, aligning to your objectives to rationalise your supply base, reduce overall costs by providing value-added information on renewals and improving the service offering. We also note that this is the start of a journey to optimised procurement we need to deliver a flexible commercial model that allows for transformational growth through building an effective long-term relationship. We welcome the chance to negotiate an alternative model, or a hybrid of options, that work for both you and us.Our commercial offers include combinations of classic reseller models, transparent resource models and gainshare mechanisms. We can set up multiple currencies with our customers to avoid currency fluctuations and allow us to quote in the same currency as the vendor quote. We offer pricing transparency and will provide granular quotations with multiple commercial options such as consolidation and multi-year and leverage additional funding from vendors to reduce the price to you. All customer specific rebates will be directly passed on to you, which can be as much as 20%. We transacted over £2bn software revenue in 2023, we utilise this buying power and real-world benchmarking to provide best pricing. We recognise the importance of powerful partnerships with vendor partners, and invest in training and accreditations to ensure the highest level of knowledge and discount levels are available for our customers. We employ Commercial and Solution Designers that, responsible for driving innovation through commercial alignment with our customers, leveraging their market knowledge and best practice to deliver commercial benefits. Some examples are:* Linear service models
* Supporting financing options
* Variable Spend Gates (Over 100 Customer Contracts in 2023)
* Shared savings / gain share (33 Active Customer engagements in 2023 delivering c.£180m saving to customers)
* Service invoicing – by user, by transaction, by service line
* Self-funding transactional Fee model – by vendor spend levels
* Volume Discounts & Rebates
* Self-funding service models
* Currency optimisation
* Payment terms
* Open book transparency
* Cost avoidance and cost savings

Our aim is to ensure whichever of these commercial models is agreed, they align with and support the delivery of your requirements to drive down cost, optimise investments and ensure value for money from a Total Cost of Ownership perspective.We have been working on gainshare protocols for over two decades now and have demonstrable history in creating gains that will surpass the charging for product margin. To deliver this as an outcome, we would require committed volumes, definitions, and due diligence to understand the ability to execute against this specifically for the Authority based on an assessment of data. As an alternative model to spend rebate and innovation fund, we could operate an overarching gainshare model to ensure we work collaboratively with you on software requirements and strategy, while remaining mutually incentivised to drive cost benefits from the service. A key underpinning constituent of our Software services is to drive incremental savings, efficiencies, and real value back as part of our services provided. The principles in which we propose initially, are for savings driven by our services to be split 60/40 with you. This is to generate the right behaviours and partnership approach from the outset. We are willing, as part of this process, to explore and discuss all elements of our commercial model with you and ensure that the commercial structure is truly aligned to the objectives and outcomes desired. We will remain open minded in providing a commercial and operational solution that can deliver against your savings objectives and ongoing business requirements. The proposed mechanism for repaying the proposed 60% back to the Authority can be split in the form of:* Credits aligned to Service fees and Software purchases
* Service credits which can be used against transformational projects to complement the Authority’s existing skills and resources

**Rebate Pass-Through**We will pass on deal registration and other customer specific rebates to you, subject to prior agreement. We would encourage you upon award to provide an explicit letter to all current providers and a subsequent letter for us to present to new providers, declaring the Supplier’s status as preferred Reseller and strategic partner for this initiative. The market impact of this action means that any existing incumbency deal registrations or benefits are, wherever possible immediately relinquished as well as future deal registrations are made available to the Supplier. Our experience of similar programmes is such, that this will return immediate savings to you where incumbents have been withholding agreement and we would look to leverage pre-agreed sharing principles to release these rebates back to you.**Price Transparency**Where we are contractually able to share quotes (>95% of cases) we will do this on an open book basis. For rebates, where it is possible to breakout the Authority directly influenced rebates and such like these will also be provided on an open book basis.Our corporate values are underpinned by transparency. Our status as a UK Government Strategic Supplier, where in-depth audits are undertaken by the Government to assess our commercial compliance, should offer you confidence in our adherence to our commercial/contractual obligations and openness to audit.**Price Validation**We agree to periodic auditing, agreed in advance as part of our service commitment and if any costs are incurred, we will agree how to manage this in advance. We will provide you with frequent reporting in relation to cost saving activity, benefit tracking and visibility of cost pricing that leads to an agreed software saving and subsequent gainshare split. We will work transparently with you on any agreed gainshare model.**Payment Terms**We agree, where possible to 45-day quote validity and will work with our mutual Vendor partners to ensure this requirement is delivered throughout the life of the agreement and will endeavour to provide the Authority with transparency of any impact this requirement will have on pricing offered by the Vendors. In rare instances where the vendor doesn’t support the extended validity period, we will be clear and transparent in communicating this with you at the earliest opportunity. |

|  |  |
| --- | --- |
| Ref | Social Value  |
| S1 | **Training and Upskilling**:Detail how your organisation’s (and any sub-contractor’s) approach to recruiting and training early talent will be undertaken when delivering this contract. Bidders should consider Themes 1, 2 and 4 of The Social Value Model when preparing their response (see Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts - GOV.UK (www.gov.uk)). |
|  | Bidder response: (Word limit 750):We recognise the importance of recruiting and training early talent, we prioritise the diversity of the future workforce through apprenticeships, traineeships, industry placements and community outreach. By creating meaningful roles, a sense of belonging, importance and wellbeing, our retention rate is 96%. Our ‘Future Talent’ strategy recruits, trains and retains new talent into our organisation to support growth, enhance diversity, strengthen our reputation and underpin our long-term success. We understand there are challenges for under-represented groups. Our Future Talent initiatives are targeted to mitigate these, enabling social mobility for those who face barriers to employment. We achieve this through: Outreach; Access; Recruitment and Progression.**Our Approach to Recruiting Talent**We tackle economic inequality, starting in schools and the community. We inspire the next generation to get into STEM careers to join organisations like ours where they can make a difference. We engaged with over 7,500 students through our schools and university outreach programmes as part of our investment. We have won numerous CRN Women & Diversity in Channel Awards, alongside recognition for best Community Outreach programme in 2024.Post pandemic recovery sees local communities challenged, particularly young people. During/post pandemic, we have supported those most in need with the provision of technology, bridging the digital divide and enabling the most disadvantaged children, across 22,000 schools, to continue learning through the Department for Education’s Get Help with Tech programme. We support communities to recover from the pandemic via outreach programmes focused on training and recruiting early talent, working with school leavers, apprentices, graduates and the long term unemployed. We commit to providing equal opportunity, influencing staff, suppliers, customers, and communities, ensuring shared commitment through our supply chain. Our approach to recruitment and employment is aligned to recognised industry and government best practices such as The Tech She Can Charter, Race at Work Charter, Social Mobility Charter and Disability Confident. We align our practices to the five foundational principles of quality work, set out in the Good Work Plan. Through year 1 of the contract, we commit to work with your stakeholders, agreeing timelines measuring these activities quarterly through the below commitments:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Specific Action During Contract Term** | **Measure** | **Social Value Model Theme** | **Relevance**  | **Outcome** |
| **Apprenticeship Programme** | We will hire 1 apprentice to be aligned to the contract.  | 2 | Candidate will leverage our award winning apprenticeship programme to deliver a contract role and be provided with mentorship, training and accreditations  | Create new jobs and skills to tackle economic inequality  |
| **Community Outreach: Getting Young People Into Employment**  | We will run 2 CV writing workshops annually with Beyond Food to support young people into employment  | 1, 2, 4 | Aligning to your critical enabler ‘creating the culture in which people can thrive’ | Preventing young people living in poverty and helping find work opportunities, training and upskilling to progressive career paths  |
| **Schools Outreach** | 1)We will run 2 workshops annually in Cumbrian/Scottish schools in partnership with Stem.org/SmartSTEMs.2)Future Talent Work Experience Programme for 20 local students (years 10-13) for a week in partnership with you | 1, 2, 4  | Inspiring the next generation from disadvantaged areas into STEMLegacy of Covid-19 challenging young people | Expanding education pool, breaking down barriers to provide coaching and inspiring them into STEM subjectsFocuses on soft skill development, career preparation, exposure to technology sector |
| **Community Outreach:** **Covid-19 Recovery** | 1 Volunteering day in a local food bank delivered in Scotland annually | 1, 2, 4 | Support community cohesion and Covid-19 recovery | Support communities to recover from the pandemic  |

**Monitoring/measuring these policies:**Our Equality and Respect at Work policies support our commitment to zero tolerance of discrimination relating to someone’s personal attributes, including race, colour, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, pregnancy, citizenship, genetic information, socio-economic status, caste or any other personal characteristic, trait or status that is protected by law. Gender pay gap reporting is regularly reviewed at Board-Level alongside broader workforce pay. This data is closely monitored to identify/target areas for improvement and published in our annual report.Monthly diversity reports will be shared and reviewed by our CPO and will inform joint D&I activities to increase diversity. Our Social Value Lead will work with the Authority to identify and agree objectives to encourage representation of disabilities within the workforce.Personal development is captured within our talent portal, the Hub.Our strategy to recruit and train early talent delivers long-lasting value, supporting COVID-19 recovery and tackling economic inequality. We are committed to building a skilled and resilient workforce that benefits both the community and the industry.  |

|  |  |
| --- | --- |
|  |  |
|  | Bidder response: (Word limit 750):One of our core values is ‘Understanding People Matter’, reflected in our approach to Health and Wellbeing across our business and community.We understand the importance of employee wellbeing for a sustainable business model, so we are committed to creating a sustainable supply chain. Ensuring employee wellbeing positively affects productivity, recruitment, and retention rates. By looking after our people, we ensure they deliver the best possible service to the Authority. Our approach benefits our contract staff through collaborative activities; ensuring we work together. This aligns with the Authority’s mission to establish respectful and inclusive working environments so people can perform at their best. As a homegrown UK business, we are supportive of local communities, schools and charities. Our Future Talent Team plans, builds and monitors programmes focused on empowering people and communities to create sustainable local and regional economies.Our 2021 established Wellbeing Strategy aligns with the Social Value Model and the Mental Health at Work Commitment, signed in July 2021. We follow enhanced mental health standards from the ‘Thriving at Work’ review and NICE guidelines. Our strategy covers four pillars of wellbeing: mental, physical, financial, and social. **Our Contract Commitments:*** Health and Wellbeing Champion and Mental Health First Aider (MHFA) to be aligned to the contract workforce
* Regular check-ins to identify/maintain ongoing health and wellbeing needs
* Proactively address any challenges faced by the team
* Create an agreed action plan with the Authority to improve where required
* Report on these commitments in quarterly meetings
* Annual employee engagement survey focusing on health and wellbeing, work/life balance and motivation
* Dedicated Social Value (SV) Champion to define a SV Activity Plan that promotes strong community cohesion for all contract stakeholders
* Regular webinar sessions on SV topics – wellbeing, inclusion, gender/age equality
* Wellbeing workshop for contract workforce and the Authority
* Wellbeing intranet site for employees
* Modern Slavery Awareness and Whistleblowing process webinar
* Quarterly briefings with the Authority, promoting and organising participation in planned, charitable events

**Using our community outreach programmes, we also commit to:*** Facilitating introductions with our outreach partners e.g. Samaritans
* Extending our mental health programme to include the Authority staff
* Committing volunteers from our contract workforce in support of charity events that contribute to community cohesion, such as a wellbeing team event in partnership with the Authority at their chosen location
* Team collaboration events with our partners

**Resources already in place:*** Bespoke webinars delivered by industry-recognised experts in the four key pillars
* Additional webinars on topics such as menopause, financial wellbeing, pensions, and children’s mental health
* Resources created by us or published by UK government and independent health experts
* Employee-led health and wellbeing classes
* New Employee Assistance Programme - all employees and their families have access to confidential, professional resources and counsellors to support their wellbeing
* Flexible working policies

**Workshops and Training:** * Managing physical health and mental wellbeing workshops for managers
* MHFA accredited staff in the UK, with access for contract workers

**Apps:*** Launch of ‘Be Well’ with access to over 3000 fitness, nutrition, health, and wellbeing courses
* Groupwide step challenges with over 35% participation, covering over 1.8 billion steps

**Charity Engagement:*** Events like sponsored ‘Walk and Talk for Cancer’ and ’12 Days of Kindness’ initiatives
* We work closely with Samaritans and they regularly visit our UK offices to talk our employees through what they do, how we can support them and vice versa

Our Employee Impact Groups (EIG) help give our people the opportunity to influence and create a working culture they are proud to be part of. In 2021, we launched an EIG focusing on ethnic diversity. The EIG has hosted a range of activities including our Breaking Barriers event, co-hosted with CRN, which saw over 180 professionals from the sector join expert speakers and industry leaders to share advice and best practice on making our industry more inclusive to people from ethnic minority backgrounds. We have now launched two new EIGs on Gender, Wellbeing and Accessibility. Their steering groups have begun to design a Group-wide approach to these topics, which can be delivered locally.By integrating these measures into our wellbeing strategy for the contract, we aim to maintain and enhance staff health and wellbeing effectively. These efforts will not only meet the contractual obligations but also exceed expectations, promoting productivity, retention, and community cohesion. Our strategic approach supports both internal and contract workforce development, aligns with the **Authority’s mission** of fostering an inclusive environment, and reflects our commitment to social value in public procurement. |

# Call-Off Schedule 5 (Pricing Details)

# Call-Off Schedule 6 (ICT Services)

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

|  |  |
| --- | --- |
| "Buyer Property"  | 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; |
| "Buyer Software" | 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; |
| "Buyer System" | 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; |
| “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 |
| “Core Network” | the provision of any shared central core network capability forming part of the overall Services delivered to the Buyer, which is not specific or exclusive to a specific Call-Off Contract, and excludes any configuration information specifically associated with a specific Call-Off Contract; |
| "Defect" | any of the following: * 1. any error, damage or defect in the manufacturing of a Deliverable; or
	2. any error or failure of code within the Software which causes a Deliverable to malfunction or to produce unintelligible or incorrect results; or
 |
|  |  |
|  |  |
|  | * 1. 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
	2. 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 relevant Deliverable from passing any Test required under this Contract;
 |
| "Emergency Maintenance" | 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; |
| "ICT Environment" | the Buyer System and the Supplier System; |
| "Licensed Software" | 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; |
| "Maintenance Schedule" | has the meaning given to it in paragraph 8 of this Schedule; |
| "Malicious Software" | any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence; |
| "New Release" | 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; |
| "Open Source Software" | 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; |
| "Operating Environment" | means the Buyer System and any premises (including the Buyer Premises, the Supplier’s premises or third party premises) from, to or at which:the Deliverables are (or are to be) provided; or the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables; orwhere 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); |
|  |  |

1. **When this Schedule should be used**
	1. This Schedule is designed to provide additional provisions necessary to facilitate the provision of ICT Services which are part of the Deliverables.
2. **Buyer due diligence requirements**
	1. The Supplier shall satisfy itself of all relevant details, including but not limited to, details relating to the following;
		1. suitability of the existing and (to the extent that it is defined or reasonably foreseeable at the Start Date) future Operating Environment;
		2. operating processes and procedures and the working methods of the Buyer;
		3. ownership, functionality, capacity, condition and suitability for use in the provision of the Deliverables of the Buyer Assets; and
		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.
	2. The Supplier confirms that it has advised the Buyer in writing of:
		1. each aspect, if any, of the Operating Environment that is not suitable for the provision of the ICT Services;
		2. the actions needed to remedy each such unsuitable aspect; and
		3. a timetable for and the costs of those actions.
3. **Licensed software warranty**
	1. The Supplier represents and warrants that:
		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;
		2. all components of the Specially Written Software shall:
			1. be free from material design and programming errors;
			2. perform in all material respects in accordance with the relevant specifications contained in Call Off Schedule 14 (Service Levels) and Documentation; and
			3. not infringe any IPR.
4. **Provision of ICT Services**
	1. The Supplier shall:
		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 the interface requirements of the Buyer 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;
		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;
		3. ensure that the Supplier System will be free of all encumbrances;
		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. minimise any disruption to the Services and the ICT Environment and/or the Buyer's operations when providing the Deliverables;
5. **Standards and Quality Requirements**
	1. The Supplier shall develop, in the timescales specified in the Order Form, 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**")**.**
	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.
	3. Following the approval of the Quality Plans, the Supplier shall provide all Deliverables in accordance with the Quality Plans.
	4. The Supplier shall ensure that the Supplier Personnel shall at all times during the Call Off Contract Period:
		1. be appropriately experienced, qualified and trained to supply the Deliverables in accordance with this Contract;
		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
		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.
6. **ICT Audit**
	1. The Supplier shall allow any auditor access to the Supplier premises to:
		1. inspect the ICT Environment and the wider service delivery environment (or any part of them);
		2. review any records created during the design and development of the Supplier System and pre-operational environment such as information relating to Testing;
		3. review the Supplier’s quality management systems including all relevant Quality Plans.
7. **Maintenance of the ICT Environment**
	1. If specified by the Buyer in the Order Form, 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.
	2. Once the Maintenance Schedule has been Approved, the Supplier shall only undertake such planned maintenance (other than to the Core Network) (which shall be known as "**Permitted Maintenance**") in accordance with the Maintenance Schedule.
	3. The Supplier shall give as much notice as is reasonably practicable to the Buyer prior to carrying out any Emergency Maintenance, including to the Core Network.
	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.
8. **Intellectual Property Rights in ICT**
	1. **Assignments granted by the Supplier: Specially Written Software**
		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:
			1. the Documentation, Source Code and the Object Code of the Specially Written Software; and
			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**").
		2. The Supplier shall:
			1. inform the Buyer of all Specially Written Software or New IPRs that are a modification, customisation, configuration or enhancement to any COTS Software;
			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
			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.
		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.
	2. **Licences for non-COTS IPR from the Supplier and third parties to the Buyer**
		1. Unless the Buyer gives its Approval the Supplier must not use any:
9. of its own Existing IPR that is not COTS Software;
10. third party software that is not COTS Software
	* 1. Where the Buyer Approves the use of the Supplier’s Existing IPR that is not COTS Software the Supplier shall grants 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.
		2. 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:
			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
			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.
		3. 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.
		4. 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.
	1. **Licenses for COTS Software by the Supplier and third parties to the Buyer**
		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.
		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.
		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 licencee 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.
		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:
			1. will no longer be maintained or supported by the developer; or
			2. will no longer be made commercially available
	2. **Buyer’s right to assign/novate licences**
		1. The Buyer may assign, novate or otherwise transfer its rights and obligations under the licences granted pursuant to paragraph 9.2 (to:
			1. a Central Government Body; or
			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.
		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.
	3. **Licence granted by the Buyer**
		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).
	4. **Open Source Publication**
		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:
			1. suitable for publication by the Buyer as Open Source; and
			2. based on Open Standards (where applicable),

and the Buyer may, at its sole discretion, publish the same as Open Source.

* + 1. The Supplier hereby warrants that the Specially Written Software and the New IPR:
			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;
			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;
			3. do not contain any material which would bring the Buyer into disrepute;
			4. can be published as Open Source without breaching the rights of any third party;
			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
			6. do not contain any Malicious Software.
		2. 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:
			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
			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.
	1. **Malicious Software**
		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.
		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.
		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:
			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
			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).
1. **Supplier-Furnished Terms**
	1. **Software Licence Terms**
		1. Terms for licensing of non-COTS third party software in accordance with Paragraph 9.2.3 are detailed in Annex A of this Call Off Schedule 6.
		2. Terms for licensing of COTS software in accordance with Paragraph 9.3 are detailed in Annex B of this Call Off Schedule 6.
	2. **Software Support & Maintenance Terms**
		1. Additional terms for provision of Software Support & Maintenance Services are detailed in Annex C of this Call Off Schedule 6**.**
	3. **Software as a Service Terms**
		1. Additional terms for provision of a Software as a Service solution are detailed in Annex D of this Call Off Schedule 6**.**

##  As a Service Terms

* + 1. Additional terms for provision of a devices, utility and consumption models for technology infrastructure generally described as “As a Service” solutions are detailed in Annex E to this Call-Off Schedule 6.

##

## Buyer Property

* 1. Where the Buyer issues Buyer Property free of charge to the Supplier such Buyer Property shall be and remain the property of the Buyer and the Supplier irrevocably licences the Buyer and its agents to enter upon any premises of the Supplier during normal business hours on reasonable notice to recover any such Buyer Property.
	2. The Supplier shall not in any circumstances have a lien or any other interest on the Buyer Property and at all times the Supplier shall possess the Buyer Property as fiduciary agent and bailee of the Buyer.
	3. The Supplier shall take all reasonable steps to ensure that the title of the Buyer to the Buyer Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-Contractors and other appropriate persons and shall, at the Buyer's request, store the Buyer Property separately and securely and ensure that it is clearly identifiable as belonging to the Buyer.
	4. The Buyer Property shall be deemed to be in good condition when received by or on behalf of the Supplier unless the Supplier notifies the Buyer otherwise within five (5) Working Days of receipt.
	5. The Supplier shall maintain the Buyer Property in good order and condition (excluding fair wear and tear) and shall use the Buyer Property solely in connection with this Call-Off Contract and for no other purpose without Approval.
	6. The Supplier shall ensure the security of all the Buyer Property whilst in its possession, either on the Sites or elsewhere during the supply of the Services, in accordance with Call- Off Schedule 9 (Security) and the Buyer’s reasonable security requirements from time to time.
	7. The Supplier shall be liable for all loss of, or damage to the Buyer Property, (excluding fair wear and tear), unless such loss or damage was solely caused by a Buyer Cause. The Supplier shall inform the Buyer immediately of becoming aware of any defects appearing in or losses or damage occurring to the Buyer Property.

## Supplier Equipment

* 1. Unless otherwise stated in this Call Off Contract, the Supplier shall provide all the Supplier Equipment necessary for the provision of the Services.
	2. The Supplier shall not deliver any Supplier Equipment nor begin any work on the Buyer Premises without obtaining Approval.
	3. The Supplier shall be solely responsible for the cost of carriage of the Supplier Equipment to the Sites and/or any Buyer Premises, including its off-loading, removal of all packaging and all other associated costs. Likewise on the Call-Off Expiry Date the Supplier shall be responsible for the removal of all relevant Supplier Equipment from the Sites and/or any Buyer Premises, including the cost of packing, carriage and making good the Sites and/or the Buyer Premises following removal.
	4. All the Supplier's property, including Supplier Equipment, shall remain at the sole risk and responsibility of the Supplier, except that the Buyer shall be liable for loss of or damage to any of the Supplier's property located on Buyer Premises which is due to the negligent act or omission of the Buyer.
	5. 4.5 Subject to any express provision of the BCDR Plan (if applicable) to the contrary, the loss or destruction for any reason of any Supplier Equipment shall not relieve the Supplier of its obligation to supply the Services in accordance with this Call Off Contract, including the Service Levels.
	6. The Supplier shall maintain all Supplier Equipment within the Sites and/or the Buyer Premises in a safe, serviceable and clean condition.
	7. The Supplier shall, at the Buyer’s written request, at its own expense and as soon as reasonably practicable:
		1. remove from the Buyer Premises any Supplier Equipment or any component part of Supplier Equipment which in the reasonable opinion of the Buyer is either hazardous, noxious or not in accordance with this Call-Off Contract; and
		2. replace such Supplier Equipment or component part of Supplier Equipment with a suitable substitute item of Supplier Equipment.

## ANNEX A

## Non-COTS Third Party Software Licensing Terms

**ANNEX B**

**COTS Licensing Terms**

**ANNEX C**

**Software Support & Maintenance Terms**

**ANNEX D**

**Software as a Service Terms**

## Annex E

## As a Service Terms

# Call-Off Schedule 7 (Key Supplier Staff)

1.1 The Order Form 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 three (3) 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.

# Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

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

|  |  |
| --- | --- |
| **“Annual Revenue”** | means, for the purposes of determining whether an entity is a Public Sector Dependent Supplier, the audited consolidated aggregate revenue (including share of revenue of joint ventures and Associates) reported by the Supplier or, as appropriate, the Supplier Group in its most recent published accounts, subject to the following methodology:figures for accounting periods of other than 12 months should be scaled pro rata to produce a proforma figure for a 12 month period; andwhere the Supplier, the Supplier Group and/or their joint ventures and Associates report in a foreign currency, revenue should be converted to British Pound Sterling at the closing exchange rate on the Accounting Reference Date; |
| **“Appropriate Authority” or “Appropriate Authorities”** | means the Buyer and the Cabinet Office Markets and Suppliers Team or, where the Supplier is a Strategic Supplier, the Cabinet Office Markets and Suppliers Team; |
| **“Associates”** | means, in relation to an entity, an undertaking in which the entity owns, directly or indirectly, between 20% and 50% of the voting rights and exercises a degree of control sufficient for the undertaking to be treated as an associate under generally accepted accounting principles; |
| **"BCDR Plan"** | has the meaning given to it in Paragraph 2.2 of this Schedule; |
| **"Business Continuity Plan"** | has the meaning given to it in Paragraph 2.3.2 of this Schedule; |
| **“Class 1 Transaction”** | has the meaning set out in the listing rules issued by the UK Listing Authority; |
| **“Control”** | the possession by a person, directly or indirectly, of the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and “**Controls**” and “**Controlled**” shall be interpreted accordingly; |
| **“Corporate Change Event”** | means:* + - 1. any change of Control of the Supplier or a Parent Undertaking of the Supplier;
			2. any change of Control of any member of the Supplier Group which, in the reasonable opinion of the Buyer, could have a material adverse effect on the Deliverables;
			3. any change to the business of the Supplier or any member of the Supplier Group which, in the reasonable opinion of the Buyer, could have a material adverse effect on the Deliverables;
			4. a Class 1 Transaction taking place in relation to the shares of the Supplier or any Parent Undertaking of the Supplier whose shares are listed on the main market of the London Stock Exchange plc;
			5. an event that could reasonably be regarded as being equivalent to a Class 1 Transaction taking place in respect of the Supplier or any Parent Undertaking of the Supplier;
			6. payment of dividends by the Supplier or the ultimate Parent Undertaking of the Supplier Group exceeding 25% of the Net Asset Value of the Supplier or the ultimate Parent Undertaking of the Supplier Group respectively in any 12 month period;
			7. an order is made or an effective resolution is passed for the winding up of any member of the Supplier Group;
			8. any member of the Supplier Group stopping payment of its debts generally or becoming unable to pay its debts within the meaning of section 123(1) of the Insolvency Act 1986 or any member of the Supplier Group ceasing to carry on all or substantially all its business, or any compromise, composition, arrangement or agreement being made with creditors of any member of the Supplier Group;
			9. the appointment of a receiver, administrative receiver or administrator in respect of or over all or a material part of the undertaking or assets of any member of the Supplier Group; and/or
			10. any process or events with an effect analogous to those in paragraphs (e) to (g) inclusive above occurring to a member of the Supplier Group in a jurisdiction outside England and Wales;
 |
| **“Critical National Infrastructure”** | means those critical elements of UK national infrastructure (namely assets, facilities, systems, networks or processes and the essential workers that operate and facilitate them), the loss or compromise of which could result in:major detrimental impact on the availability, integrity or delivery of essential services – including those services whose integrity, if compromised, could result in significant loss of life or casualties – taking into account significant economic or social impacts; and/orsignificant impact on the national security, national defence, or the functioning of the UK; |
| **“Critical Service Contract”** | a service contract which the Buyer has categorised as a Gold Contract using the Cabinet Office Contract Tiering Tool or which the Buyer otherwise considers should be classed as a Critical Service Contract; |
| **“CRP Information”** | means, together, the:Group Structure Information and Resolution Commentary; andUK Public Sector and CNI Contract Information; |
| **“Dependent Parent Undertaking”** | means any Parent Undertaking which provides any of its Subsidiary Undertakings and/or Associates, whether directly or indirectly, with any financial, trading, managerial or other assistance of whatever nature, without which the Supplier would be unable to continue the day to day conduct and operation of its business in the same manner as carried on at the time of entering into the Contract, including for the avoidance of doubt the provision of the Deliverables in accordance with the terms of the Contract; |
| **"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); |
| **"Disaster Recovery Deliverables"** | the Deliverables embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster; |
| **"Disaster Recovery Plan"** | has the meaning given to it in Paragraph 2.3.3 of this Schedule; |
| **"Disaster Recovery System"** | the system embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster; |
| **“Group Structure Information and Resolution Commentary”** | means the information relating to the Supplier Group to be provided by the Supplier in accordance with Paragraphs 2 to 4 and Appendix 1 to Part B; |
| **“Parent Undertaking”** | has the meaning set out in section 1162 of the Companies Act 2006; |
| **“Public Sector Dependent Supplier”** | means a supplier where that supplier, or that supplier’s group has Annual Revenue of £50 million or more of which over 50% is generated from UK Public Sector Business; |
| **"Related Supplier"** | any person who provides Deliverables to the Buyer which are related to the Deliverables from time to time; |
| **"Review Report"** | has the meaning given to it in Paragraph 6.3 of this Schedule; |
| **“Strategic Supplier”** | means those suppliers to government listed athttps://www.gov.uk/government/publications/strategic-suppliers; |
| **“Subsidiary Undertaking”** | has the meaning set out in section 1162 of the Companies Act 2006; |
| **“Supplier Group”** | means the Supplier, its Dependent Parent Undertakings and all Subsidiary Undertakings and Associates of such Dependent Parent Undertakings; |
| **"Supplier's Proposals"** | has the meaning given to it in Paragraph 6.3 of this Schedule; |
| **“UK Public Sector Business”** | means any goods, service or works provision to UK public sector bodies, including Central Government Departments and their arm's length bodies and agencies, non-departmental public bodies, NHS bodies, local authorities, health bodies, police, fire and rescue, education bodies and devolved administrations; and |
| **“UK Public Sector / CNI Contract Information”** | means the information relating to the Supplier Group to be provided by the Supplier in accordance with Paragraphs 2 to 4 and Appendix 2 of Part B; |

**Part A: BCDR Plan**

1. **BCDR Plan**
	1. The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
	2. At least ninety (90) Working Days prior to the Start Date the Supplier shall prepare and deliver to the Buyer for the Buyer’s written approval a plan (a **“BCDR Plan”**), which shall detail the processes and arrangements that the Supplier shall follow to:
		1. ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and
		2. the recovery of the Deliverables in the event of a Disaster
	3. The BCDR Plan shall be divided into four sections:
		1. Section 1 which shall set out general principles applicable to the BCDR Plan;
		2. Section 2 which shall relate to business continuity (the **"Business Continuity Plan"**);
		3. Section 3 which shall relate to disaster recovery (the **"Disaster Recovery Plan"**); and
		4. Section 4 which shall relate to an Insolvency Event of the Supplier, and Key-Subcontractors and/or any Supplier Group member (the “**Insolvency Continuity Plan**”).
	4. Following receipt of the draft BCDR Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
2. **General Principles of the BCDR Plan (Section 1)**
	1. Section 1 of the BCDR Plan shall:
		1. set out how the business continuity and disaster recovery elements of the BCDR Plan link to each other;
		2. provide details of how the invocation of any element of the BCDR Plan may impact upon the provision of the Deliverables and any goods and/or services provided to the Buyer by a Related Supplier;
		3. contain an obligation upon the Supplier to liaise with the Buyer and any Related Suppliers with respect to business continuity and disaster recovery;
		4. detail how the BCDR Plan interoperates with any overarching disaster recovery or business continuity plan of the Buyer and any of its other Related Supplier in each case as notified to the Supplier by the Buyer from time to time;
		5. contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multiple channels;
		6. contain a risk analysis, including:
			1. failure or disruption scenarios and assessments of likely frequency of occurrence;
			2. identification of any single points of failure within the provision of Deliverables and processes for managing those risks;
			3. identification of risks arising from the interaction of the provision of Deliverables with the goods and/or services provided by a Related Supplier; and
			4. a business impact analysis of different anticipated failures or disruptions;
		7. provide for documentation of processes, including business processes, and procedures;
		8. set out key contact details for the Supplier (and any Subcontractors) and for the Buyer;
		9. identify the procedures for reverting to "normal service";
		10. set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to minimise data loss;
		11. identify the responsibilities (if any) that the Buyer has agreed it will assume in the event of the invocation of the BCDR Plan;
		12. provide for the provision of technical assistance to key contacts at the Buyer as required by the Buyer to inform decisions in support of the Buyer’s business continuity plans;
		13. set out how the business continuity and disaster recovery elements of the BCDR Plan link to the Insolvency Continuity Plan, and how the Insolvency Continuity Plan links to the business continuity and disaster recovery elements of the BCDR Plan;
		14. contain an obligation upon the Supplier to liaise with the Buyer and (at the Buyer’s request) any Related Supplier with respect to issues concerning insolvency continuity where applicable; and
		15. detail how the BCDR Plan links and interoperates with any overarching and/or connected insolvency continuity plan of the Buyer and any of its other Related Suppliers in each case as notified to the Supplier by the Buyer from time to time.
	2. The BCDR Plan shall be designed so as to ensure that:
		1. the Deliverables are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;
		2. the adverse impact of any Disaster is minimised as far as reasonably possible;
		3. it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
		4. it details a process for the management of disaster recovery testing.
	3. The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Deliverables and the business operations supported by the provision of Deliverables.
	4. The Supplier shall not be entitled to any relief from its obligations under the Performance Indicators (PI’s) or Service levels, or to any increase in the Charges to the extent that a Disaster occurs as a consequence of any breach by the Supplier of this Contract.
3. **Business Continuity (Section 2)**
	1. The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes facilitated by the provision of Deliverables remain supported and to ensure continuity of the business operations supported by the Services including:
		1. the alternative processes, options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Deliverables; and
		2. the steps to be taken by the Supplier upon resumption of the provision of Deliverables in order to address the effect of the failure or disruption.
	2. The Business Continuity Plan shall:
		1. address the various possible levels of failures of or disruptions to the provision of Deliverables;
		2. set out the goods and/or services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Deliverables;
		3. specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators (PI’s) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Business Continuity Plan; and
		4. set out the circumstances in which the Business Continuity Plan is invoked.
4. **Disaster Recovery (Section 3)**
	1. The Disaster Recovery Plan (which shall be invoked only upon the occurrence of a Disaster) shall be designed to ensure that upon the occurrence of a Disaster the Supplier ensures continuity of the business operations of the Buyer supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact.
	2. The Supplier's BCDR Plan shall include an approach to business continuity and disaster recovery that addresses the following:
		1. loss of access to the Buyer Premises;
		2. loss of utilities to the Buyer Premises;
		3. loss of the Supplier's helpdesk or CAFM system;
		4. loss of a Subcontractor;
		5. emergency notification and escalation process;
		6. contact lists;
		7. staff training and awareness;
		8. BCDR Plan testing;
		9. post implementation review process;
		10. any applicable Performance Indicators (PI’s) with respect to the provision of the disaster recovery services and details of any agreed relaxation to the Performance Indicators (PI’s) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Disaster Recovery Plan;
		11. details of how the Supplier shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
		12. access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
		13. testing and management arrangements.
5. **Insolvency Continuity Plan (Section 4)**
	1. The Insolvency Continuity Plan shall be designed by the Supplier to permit continuity of the business operations of the Buyer supported by the Deliverables through continued provision of the Deliverables following an Insolvency Event of the Supplier, any Key Sub-contractor and/or any Supplier Group member with, as far as reasonably possible, minimal adverse impact.
	2. The Insolvency Continuity Plan shall include the following:
		1. communication strategies which are designed to minimise the potential disruption to the provision of the Deliverables, including key contact details in respect of the supply chain and key contact details for operational and contract Supplier Staff, Key Subcontractor personnel and Supplier Group member personnel;
		2. identification, explanation, assessment and an impact analysis of risks in respect of dependencies between the Supplier, Key Subcontractors and Supplier Group members where failure of those dependencies could reasonably have an adverse impact on the Deliverables;
		3. plans to manage and mitigate identified risks;
		4. details of the roles and responsibilities of the Supplier, Key Subcontractors and/or Supplier Group members to minimise and mitigate the effects of an Insolvency Event of such persons on the Deliverables;
		5. details of the recovery team to be put in place by the Supplier (which may include representatives of the Supplier, Key Subcontractors and Supplier Group members); and
		6. sufficient detail to enable an appointed insolvency practitioner to invoke the plan in the event of an Insolvency Event of the Supplier.
6. **Review and changing the BCDR Plan**
	1. The Supplier shall review the BCDR Plan:
		1. on a regular basis and as a minimum once every six (6) Months;
		2. within three (3) calendar Months of the BCDR Plan (or any part) having been invoked pursuant to Paragraph 8; and
		3. where the Buyer requests in writing any additional reviews (over and above those provided for in Paragraphs 6.1.1 and 6.1.2 of this Schedule) whereupon the Supplier shall conduct such reviews in accordance with the Buyer’s written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Buyer for the Buyer’s approval. The costs of both Parties of any such additional reviews shall be met by the Buyer except that the Supplier shall not be entitled to charge the Buyer for any costs that it may incur above any estimate without the Buyer’s prior written approval.
	2. Each review of the BCDR Plan pursuant to Paragraph 6.1 shall assess its suitability having regard to any change to the Deliverables or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan, and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Supplier within such period as the Buyer shall reasonably require.
	3. The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Buyer a report (a **"Review Report"**) setting out the Supplier's proposals (the **"Supplier's Proposals"**) for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan.
	4. Following receipt of the Review Report and the Supplier’s Proposals, the Parties shall use reasonable endeavours to agree the Review Report and the Supplier's Proposals. If the Parties are unable to agree Review Report and the Supplier's Proposals within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
	5. The Supplier shall as soon as is reasonably practicable after receiving the approval of the Supplier's Proposals effect any change in its practices or procedures necessary so as to give effect to the Supplier's Proposals. Any such change shall be at the Supplier’s expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Deliverables.
7. **Testing the BCDR Plan**
	1. The Supplier shall test the BCDR Plan:
		1. regularly and in any event not less than once in every Contract Year;
		2. in the event of any major reconfiguration of the Deliverables
		3. at any time where the Buyer considers it necessary (acting in its sole discretion).
	2. If the Buyer requires an additional test of the BCDR Plan, it shall give the Supplier written notice and the Supplier shall conduct the test in accordance with the Buyer’s requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Buyer unless the BCDR Plan fails the additional test in which case the Supplier's costs of that failed test shall be borne by the Supplier.
	3. The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with and under the supervision of the Buyer and shall liaise with the Buyer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Buyer.
	4. The Supplier shall ensure that any use by it or any Subcontractor of "live" data in such testing is first approved with the Buyer. Copies of live test data used in any such testing shall be (if so required by the Buyer) destroyed or returned to the Buyer on completion of the test.
	5. The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Buyer a report setting out:
		1. the outcome of the test;
		2. any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and
		3. the Supplier's proposals for remedying any such failures.
	6. Following each test, the Supplier shall take all measures requested by the Buyer to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at its own cost, by the date reasonably required by the Buyer.
8. **Invoking the BCDR Plan**
	1. In the event of a complete loss of service or in the event of a Disaster, the Supplier shall immediately invoke the BCDR Plan (and shall inform the Buyer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Buyer.
	2. The Insolvency Continuity Plan element of the BCDR Plan, including any linked elements in other parts of the BCDR Plan, shall be invoked by the Supplier:
		1. where an Insolvency Event of a Key Sub-contractor and/or Supplier Group member (other than the Supplier) could reasonably be expected to adversely affect delivery of the Deliverables; and/or
		2. where there is an Insolvency Event of the Supplier and the insolvency arrangements enable the Supplier to invoke the plan.
9. **Circumstances beyond your control**
	1. The Supplier shall not be entitled to relief under Clause 20 (Circumstances beyond your control) if it would not have been impacted by the Force Majeure Event had it not failed to comply with its obligations under this Schedule.
10. **Amendments to this Schedule in respect of Bronze Contracts**
	1. Where a Buyer’s Call-Off Contract is a Bronze Contract, if specified in the Order Form, the following provisions of this Call-Off Schedule 8, shall be disapplied in respect of that Contract:
		1. Paragraph 1.3.4 of Part A so that the BCDR plan shall only be required to be split into the three sections detailed in paragraphs 1.3.1 to 1.3.3 inclusive;
		2. Paragraphs 2.1.13 to 2.1.15 of Part A, inclusive;
		3. Paragraph 5 (Insolvency Continuity Plan) of Part A;
		4. Paragraph 8.2 of Part A; and
		5. The entirety of Part B of this Schedule.
	2. Where a Buyer’s Call-Off Contract is a Bronze Contract, if specified in the Order Form, the following definitions in Paragraph 1 of this Call-Off Schedule 8, shall be deemed to be deleted:
		1. Annual Review;
		2. Appropriate Authority or Appropriate Authorities;
		3. Associates;
		4. Class 1 Transaction;
		5. Control;
		6. Corporate Change Event;
		7. Critical National Infrastructure;
		8. Critical Service Contract;
		9. CRP Information;
		10. Dependent Parent Undertaking;
		11. Group Structure Information and Resolution Commentary;
		12. Parent Undertaking;
		13. Public Sector Dependent Supplier;
		14. Subsidiary Undertaking;
		15. Supplier Group;
		16. UK Public Sector Business; and
		17. UK Public Sector/CNI Contract Information.

**Part B: Corporate Resolution Planning**

1. **Service Status and Supplier Status**
	1. This Contract is not a Critical Service Contract.
	2. The Supplier shall notify the Buyer in writing within 5 Working Days of the Effective Date and throughout the Call-Off Contract Period within 120 days after each Accounting Reference Date as to whether or not it is a Public Sector Dependent Supplier.
2. **Provision of Corporate Resolution Planning Information**
	1. Paragraphs 2 to 4 of this Part B shall apply if the Contract has been specified as a Critical Service Contract under Paragraph 1.1 of this Part B or the Supplier is or becomes a Public Sector Dependent Supplier.
	2. Subject to Paragraphs 2.6, 2.10 and 2.11 of this Part B:
		1. where the Contract is a Critical Service Contract, the Supplier shall provide the Appropriate Authority or Appropriate Authorities with the CRP Information within 60 days of the Effective Date; and
		2. except where it has already been provided, where the Supplier is a Public Sector Dependent Supplier, it shall provide the Appropriate Authority or Appropriate Authorities with the CRP Information within 60 days of the date of the Appropriate Authority’s or Appropriate Authorities’ request.
	3. The Supplier shall ensure that the CRP Information provided pursuant to Paragraphs 2.2, 2.8 and 2.9 of this Part B:
		1. is full, comprehensive, accurate and up to date;
		2. is split into two parts:
			1. Group Structure Information and Resolution Commentary;
			2. UK Public Service / CNI Contract Information and is structured and presented in accordance with the requirements and explanatory notes set out at Annex I of the latest published version of the Resolution Planning Guidance published by the Cabinet Office Government Commercial Function and available at https://www.gov.uk/government/publications/the-outsourcingplaybook and contains the level of detail required (adapted as necessary to the Supplier’s circumstances);
		3. incorporates any additional commentary, supporting documents and evidence which would reasonably be required by the Appropriate Authority or Appropriate Authorities to understand and consider the information for approval;
		4. provides a clear description and explanation of the Supplier Group members that have agreements for goods, services or works provision in respect of UK Public Sector Business and/or Critical National Infrastructure and the nature of those agreements; and
		5. complies with the requirements set out at Appendix 1 (Group Structure Information and Resolution Commentary) and Appendix 2 (UK Public Sector / CNI Contract Information) respectively.
	4. Following receipt by the Appropriate Authority or Appropriate Authorities of the CRP Information pursuant to Paragraphs 2.2, 2.8 and 2.9 of this Part B, the Buyer shall procure that the Appropriate Authority or Appropriate Authorities shall discuss in good faith the contents of the CRP Information with the Supplier and no later than 60 days after the date on which the CRP Information was delivered by the Supplier either provide an Assurance to the Supplier that the Appropriate Authority or Appropriate Authorities approves the CRP Information or that the Appropriate Authority or Appropriate Authorities rejects the CRP Information.
	5. If the Appropriate Authority or Appropriate Authorities rejects the CRP Information:
		1. the Buyer shall (and shall procure that the Cabinet Office Markets and Suppliers Team shall) inform the Supplier in writing of its reasons for its rejection; and
		2. the Supplier shall revise the CRP Information, taking reasonable account of the Appropriate Authority’s or Appropriate Authorities’ comments, and shall re-submit the CRP Information to the Appropriate Authority or Appropriate Authorities for approval within 30 days of the date of the Appropriate Authority’s or Appropriate Authorities’ rejection. The provisions of paragraph 2.3 to 2.5 of this Part B shall apply again to any resubmitted CRP Information provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure under Clause 34 of the Core Terms at any time.
	6. Where the Supplier or a member of the Supplier Group has already provided CRP Information to a Department or the Cabinet Office Markets and Suppliers Team (or, in the case of a Strategic Supplier, solely to the Cabinet Office Markets and Suppliers Team) and has received an Assurance of its CRP Information from that Department and the Cabinet Office Markets and Suppliers Team (or, in the case of a Strategic Supplier, solely from the Cabinet Office Markets and Suppliers Team), then provided that the Assurance remains Valid (which has the meaning in paragraph 2.7 below) on the date by which the CRP Information would otherwise be required, the Supplier shall not be required to provide the CRP Information under Paragraph 2.2 if it provides a copy of the Valid Assurance to the Appropriate Authority or Appropriate Authorities on or before the date on which the CRP Information would otherwise have been required.
	7. An Assurance shall be deemed Valid for the purposes of Paragraph 2.6 of this Part B if:
		1. the Assurance is within the validity period stated in the Assurance (or, if no validity period is stated, no more than 12 months has elapsed since it was issued and no more than 18 months has elapsed since the Accounting Reference Date on which the CRP Information was based); and
		2. no Corporate Change Events or Financial Distress Events (or events which would be deemed to be Corporate Change Events or Financial Distress Events if the Contract had then been in force) have occurred since the date of issue of the Assurance.
	8. If the Contract is a Critical Service Contract, the Supplier shall provide an updated version of the CRP Information (or, in the case of Paragraph 2.8.3 of this Part B its initial CRP Information) to the Appropriate Authority or Appropriate Authorities:
		1. within 14 days of the occurrence of a Financial Distress Event (along with any additional highly confidential information no longer exempted from disclosure under Paragraph 2.11 of this Part B) unless the Supplier is relieved of the consequences of the Financial Distress Event under Paragraph 7.1 of Joint Schedule 7 (Financial Distress) (if applicable);
		2. within 30 days of a Corporate Change Event unless not required pursuant to Paragraph 2.10;
		3. within 30 days of the date that:
			1. the credit rating(s) of each of the Supplier and its Parent Undertakings fail to meet any of the criteria specified in Paragraph 2.10; or
			2. none of the credit rating agencies specified at Paragraph 2.10 hold a public credit rating for the Supplier or any of its Parent Undertakings; and
		4. in any event, within 6 months after each Accounting Reference Date or within 15 months of the date of the previous Assurance received from the Appropriate Authority (whichever is the earlier), unless:
			1. updated CRP Information has been provided under any of Paragraphs 2.8.1 2.8.2 or 2.8.3 since the most recent Accounting Reference Date (being no more than 12 months previously) within the timescales that would ordinarily be required for the provision of that information under this Paragraph 2.8.4; or
			2. unless not required pursuant to Paragraph 2.10.
	9. Where the Supplier is a Public Sector Dependent Supplier and the Contract is not a Critical Service Contract, then on the occurrence of any of the events specified in Paragraphs 2.8.1 to 2.8.4 of this Part B, the Supplier shall provide at the request of the Appropriate Authority or Appropriate Authorities and within the applicable timescales for each event as set out in Paragraph 2.8 (or such longer timescales as may be notified to the Supplier by the Buyer), the CRP Information to the Appropriate Authority or Appropriate Authorities.
	10. Where the Supplier or a Parent Undertaking of the Supplier has a credit rating of either:
		1. Aa3 or better from Moody’s;
		2. AA- or better from Standard and Poors;
		3. AA- or better from Fitch;

the Supplier will not be required to provide any CRP Information unless or until either (i) a Financial Distress Event occurs (unless the Supplier is relieved of the consequences of the Financial Distress Event under Paragraph 7.1 of Annex 3 to Joint Schedule 7 (Financial Distress), if applicable) or (ii) the Supplier and its Parent Undertakings cease to fulfil the criteria set out in this Paragraph 2.10, in which cases the Supplier shall provide the updated version of the CRP Information in accordance with paragraph 2.8.

* 1. Subject to Paragraph 4, where the Supplier demonstrates to the reasonable satisfaction of the Appropriate Authority or Appropriate Authorities that a particular item of CRP Information is highly confidential, the Supplier may, having orally disclosed and discussed that information with the Appropriate Authority or Appropriate Authorities, redact or omit that information from the CRP Information provided that if a Financial Distress Event occurs, this exemption shall no longer apply and the Supplier shall promptly provide the relevant information to the Appropriate Authority or Appropriate Authorities to the extent required under Paragraph 2.8.
1. **Termination Rights**
	1. The Buyer shall be entitled to terminate the Contract if the Supplier is required to provide CRP Information under Paragraph 2 of this Part B and either:
		1. the Supplier fails to provide the CRP Information within 4 months of the Effective Date if this is a Critical Service Contract or otherwise within 4 months of the Appropriate Authority’s or Appropriate Authorities’ request; or
		2. the Supplier fails to obtain an Assurance from the Appropriate Authority or Appropriate Authorities within 4 months of the date that it was first required to provide the CRP Information under the Contract,

which shall be deemed to be an event to which Clause 10.4.1 of the Core Terms applies and Clauses 10.6.1 and 10.6.2 of the Core Terms shall apply accordingly.

1. **Confidentiality and usage of CRP Information**
	1. The Buyer agrees to keep the CRP Information confidential and use it only to understand the implications of an Insolvency Event of the Supplier and/or Supplier Group members on its UK Public Sector Business and/or services in respect of CNI and to enable contingency planning to maintain service continuity for end users and protect CNI in such eventuality.
	2. Where the Appropriate Authority is the Cabinet Office Markets and Suppliers Team, at the Supplier’s request, the Buyer shall use reasonable endeavours to procure that the Cabinet Office enters into a confidentiality and usage agreement with the Supplier containing terms no less stringent than those placed on the Buyer under paragraph 4.1 of this Part B and Clause 15 of the Core Terms.
	3. The Supplier shall use reasonable endeavours to obtain consent from any third party which has restricted the disclosure of the CRP Information to enable disclosure of that information to the Appropriate Authority or Appropriate Authorities pursuant to Paragraph 2 of this Part B subject, where necessary, to the Appropriate Authority or Appropriate Authorities entering into an appropriate confidentiality agreement in the form required by the third party.
	4. Where the Supplier is unable to procure consent pursuant to Paragraph 4.3 of this Part B, the Supplier shall use all reasonable endeavours to disclose the CRP Information to the fullest extent possible by limiting the amount of information it withholds including by:
		1. redacting only those parts of the information which are subject to such obligations of confidentiality;
		2. providing the information in a form that does not breach its obligations of confidentiality including (where possible) by:
			1. summarising the information;
			2. grouping the information;
			3. anonymising the information; and
			4. presenting the information in general terms
	5. The Supplier shall provide the Appropriate Authority or Appropriate Authorities with contact details of any third party which has not provided consent to disclose CRP Information where that third party is also a public sector body and where the Supplier is legally permitted to do so.

**Appendix 1: Group structure information and resolution commentary**

1. The Supplier shall:
	1. provide sufficient information to allow the Appropriate Authority to understand the implications on the Supplier Group’s UK Public Sector Business and CNI contracts listed pursuant to Appendix 2 if the Supplier or another member of the Supplier Group is subject to an Insolvency Event;
	2. ensure that the information is presented so as to provide a simple, effective and easily understood overview of the Supplier Group; and
	3. provide full details of the importance of each member of the Supplier Group to the Supplier Group’s UK Public Sector Business and CNI contracts listed pursuant to Appendix 2 and the dependencies between each.

**Appendix 2: UK Public Sector / CNI Contract Information**

1. The Supplier shall:
	1. provide details of all agreements held by members of the Supplier Group where those agreements are for goods, services or works provision and:
		1. are with any UK public sector bodies including: central Government departments and their arms-length bodies and agencies, non-departmental public bodies, NHS bodies, local authorities, health bodies, police fire and rescue, education bodies and the devolved administrations;
		2. are with any private sector entities where the end recipient of the service, goods or works provision is any of the bodies set out in paragraph 1.1.1 of this Appendix 2 and where the member of the Supplier Group is acting as a key sub-contractor under the agreement with the end recipient; or
		3. involve or could reasonably be considered to involve CNI;
	2. provide the Appropriate Authority with a copy of the latest version of each underlying contract worth more than £5m per contract year and their related key sub-contracts, which shall be included as embedded documents within the CRP Information or via a directly accessible link.

# Call-Off Schedule 9 (Security)

Part B (Long Form Security Requirements) should apply.

The parties acknowledge that the Supplier is a reseller only under this Call Off Contract and the following provisions apply in respect of order and invoice processing only.

**Part B: Long Form Security Requirements**

* + - 1. **Definitions**
			2. In this Schedule the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

|  |  |
| --- | --- |
| "Breach of Security" | 1 means the occurrence of:* + - 1. any unauthorised access to or use of the Goods and/or Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or
			2. the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,

2 in either case as more particularly set out in the security requirements in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 3.4.3 d; |
| "ISMS" | 3 the information security management system and process developed by the Supplier in accordance with Paragraph 3 (ISMS) as updated from time to time in accordance with this Schedule; and |
| "Security Tests" | 4 tests to validate the ISMS and security of all relevant processes, systems, incident response plans, patches to vulnerabilities and mitigations to Breaches of Security. |

1. **Security Requirements**
	1. The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
	2. The Parties acknowledge that the purpose of the ISMS and Security Management Plan are to ensure a good organisational approach to security under which the specific requirements of this Contract will be met.
	3. The Parties shall each appoint a security representative to be responsible for Security. The initial security representatives of the Parties are:
		1. Simon Tucker – Group Head of Digital and Information Governance
		2. Richard Chapman– Senior Security Manager
	4. The Buyer shall clearly articulate its high level security requirements so that the Supplier can ensure that the ISMS, security related activities and any mitigations are driven by these fundamental needs.
	5. Both Parties shall provide a reasonable level of access to any members of their staff for the purposes of designing, implementing and managing security.
	6. The Supplier shall use as a minimum Good Industry Practice in the day to day operation of any system holding, transferring or processing Government Data and any system that could directly or indirectly have an impact on that information, and shall ensure that Government Data remains under the effective control of the Supplier at all times.
	7. The Supplier shall ensure the up-to-date maintenance of a security policy relating to the operation of its own organisation and systems and on request shall supply this document as soon as practicable to the Buyer.
	8. The Buyer and the Supplier acknowledge that information security risks are shared between the Parties and that a compromise of either the Supplier or the Buyer’s security provisions represents an unacceptable risk to the Buyer requiring immediate communication and co-operation between the Parties.
2. **Information Security Management System (ISMS)**
	1. The Supplier shall develop and submit to the Buyer, within twenty (20) Working Days after the Start Date, an information security management system for the purposes of this Contract and shall comply with the requirements of Paragraphs 3.4 to 3.6.
	2. The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on the security provided by the ISMS and that the Supplier shall be responsible for the effective performance of the ISMS.
	3. The Buyer acknowledges that;
		1. If the Buyer has not stipulated during a Further Competition that it requires a bespoke ISMS, the ISMS provided by the Supplier may be an extant ISMS covering the Services and their implementation across the Supplier’s estate; and
		2. Where the Buyer has stipulated that it requires a bespoke ISMS then the Supplier shall be required to present the ISMS for the Buyer’s Approval.
	4. The ISMS shall:
		1. If the Buyer has stipulated that it requires a bespoke ISMS, be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, the Supplier System, the Buyer System (to the extent that it is under the control of the Supplier) and any ICT, information and data (including the Buyer’s Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract;
		2. meet the relevant standards in ISO/IEC 27001 and ISO/IEC27002 in accordance with Paragraph 7;
		3. at all times provide a level of security which:
			1. is in accordance with the Law and this Contract;
			2. complies with the Baseline Security Requirements;
			3. as a minimum demonstrates Good Industry Practice;
			4. where specified by a Buyer that has undertaken a Further Competition - complies with the Security Policy and the ICT Policy;
			5. complies with at least the minimum set of security measures and standards as determined by the Security Policy Framework (Tiers 1-4) (<https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework>)
			6. takes account of guidance issued by the Centre for Protection of National Infrastructure (<https://www.cpni.gov.uk>)
			7. complies with HMG Information Assurance Maturity Model and Assurance Framework (<https://www.ncsc.gov.uk/articles/hmg-ia-maturity-model-iamm>)
			8. meets any specific security threats of immediate relevance to the ISMS, the Deliverables and/or Government Data;
			9. addresses issues of incompatibility with the Supplier’s own organisational security policies; and
			10. complies with ISO/IEC27001 and ISO/IEC27002 in accordance with Paragraph 7;
		4. document the security incident management processes and incident response plans;
		5. document the vulnerability management policy including processes for identification of system vulnerabilities and assessment of the potential impact on the Deliverables of any new threat, vulnerability or exploitation technique of which the Supplier becomes aware, prioritisation of security patches, testing of security patches, application of security patches, a process for Buyer approvals of exceptions, and the reporting and audit mechanism detailing the efficacy of the patching policy; and
		6. be certified by (or by a person with the direct delegated authority of) a Supplier’s main board representative, being the "Chief Security Officer", "Chief Information Officer", "Chief Technical Officer" or "Chief Financial Officer" (or equivalent as agreed in writing by the Buyer in advance of issue of the relevant Security Management Plan).
	5. Subject to Paragraph 2 the references to Standards, guidance and policies contained or set out in Paragraph 3.4 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
	6. In the event that the Supplier becomes aware of any inconsistency in the provisions of the standards, guidance and policies set out in Paragraph 3.4, the Supplier shall immediately notify the Buyer Representative of such inconsistency and the Buyer Representative shall, as soon as practicable, notify the Supplier as to which provision the Supplier shall comply with.
	7. If the bespoke ISMS submitted to the Buyer pursuant to Paragraph 3.3.1 is Approved by the Buyer, it shall be adopted by the Supplier immediately and thereafter operated and maintained in accordance with this Schedule. If the ISMS is not Approved by the Buyer, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit it to the Buyer for Approval. The Parties shall use all reasonable endeavours to ensure that the Approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of the first submission of the ISMS to the Buyer. If the Buyer does not Approve the ISMS following its resubmission, the matter shall be resolved in accordance with the Dispute Resolution Procedure. No Approval to be given by the Buyer pursuant to this Paragraph 3 may be unreasonably withheld or delayed. However any failure to approve the ISMS on the grounds that it does not comply with any of the requirements set out in Paragraphs 3.4 to 3.6 shall be deemed to be reasonable.
	8. Approval by the Buyer of the ISMS pursuant to Paragraph 3.7 or of any change to the ISMS shall not relieve the Supplier of its obligations under this Schedule.
3. **Security Management Plan – not used**
4. **Amendment of the ISMS**
	1. The ISMS Plan shall be fully reviewed and updated by the Supplier and at least annually to reflect:
		1. emerging changes in Good Industry Practice;
		2. any change or proposed change to the Supplier System, the Deliverables and/or associated processes;
		3. any new perceived or changed security threats;
		4. where required in accordance with paragraph 3.4.3 d, any changes to the Security Policy;
		5. any new perceived or changed security threats; and
		6. any reasonable change in requirement requested by the Buyer.
	2. The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amend the ISMS Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:
		1. suggested improvements to the effectiveness of the ISMS;
		2. updates to the risk assessments;
		3. proposed modifications to the procedures and controls that affect information security to respond to events that may impact on the ISMS; and
		4. suggested improvements in measuring the effectiveness of controls.

Subject to Paragraph 5.4, any change which the Supplier proposes to make to the ISMS Plan (as a result of a review carried out pursuant to Paragraph 5.1, a Buyer request, a change to Annex 1 (Security) or otherwise) shall be subject to the Variation Procedure and shall not be implemented until Approved in writing by the Buyer.

The Buyer may, acting reasonably, Approve and require changes or amendments to the ISMS Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

1. **Security Testing**
	1. The Supplier shall conduct Security Tests from time to time (and at least annually across the scope of the ISMS) and additionally after any change or amendment to the ISMS (including security incident management processes and incident response plans). Security Tests shall be designed and implemented by the Supplier so as to minimise the impact on the delivery of the Deliverables and the date, timing, content and conduct of such Security Tests shall be agreed in advance with the Buyer. Subject to compliance by the Supplier with the foregoing requirements, if any Security Tests adversely affect the Supplier’s ability to deliver the Deliverables so as to meet the KPIs, the Supplier shall be granted relief against any resultant under-performance for the period of the Security Tests.
	2. The Buyer shall be entitled to send a representative to witness the conduct of the Security Tests. The Supplier shall provide the Buyer with the results of such Security Tests (in a form approved by the Buyer in advance) as soon as practicable after completion of each Security Test.
	3. Without prejudice to any other right of audit or access granted to the Buyer pursuant to this Contract, the Buyer and/or its authorised representatives shall be entitled, at any time upon giving reasonable notice to the Supplier, to carry out such tests (including penetration tests) as it may deem necessary in relation to the ISMS and the Supplier's compliance with the ISMS . The Buyer may notify the Supplier of the results of such tests after completion of each such test. If any such Buyer’s test adversely affects the Supplier’s ability to deliver the Deliverables so as to meet the KPIs, the Supplier shall be granted relief against any resultant under-performance for the period of the Buyer’s test.
	4. Where any Security Test carried out pursuant to Paragraphs 6.2 or 6.3 reveals any actual or potential Breach of Security or weaknesses (including un-patched vulnerabilities, poor configuration and/or incorrect system management), the Supplier shall promptly notify the Buyer of any changes to the ISMS Plan (and the implementation thereof) which the Supplier proposes to make in order to correct such failure or weakness. Subject to the Buyer's prior written Approval, the Supplier shall implement such changes to the ISMS Plan and repeat the relevant Security Tests in accordance with the timetable agreed with the Buyer or, otherwise, as soon as reasonably possible. For the avoidance of doubt, where the change to the ISMS is to address a non-compliance with the Security Policy or security requirements (as set out in Annex 1 (Baseline Security Requirements) to this Schedule) or the requirements of this Schedule, the change to the ISMS Plan shall be at no cost to the Buyer.
	5. If any repeat Security Test carried out pursuant to Paragraph 6.4 reveals an actual or potential Breach of Security exploiting the same root cause failure, such circumstance shall constitute a material Default of this Contract.
2. **Complying with the ISMS**
	1. The Buyer shall be entitled to request evidence of security audits as it may reasonably deem necessary in order to ensure that the ISMS maintains compliance with the principles and practices of ISO 27001 and/or the Security Policy where such compliance is required in accordance with paragraph 3.4.3 d to the extent relevant for the services provided by the Supplier.
	2. If, on the basis of evidence provided by such security audits, it is the Buyer's reasonable opinion that compliance with the principles and practices of ISO/IEC 27001 and/or, where relevant, the Security Policy are not being achieved by the Supplier, then the Buyer shall notify the Supplier of the same and give the Supplier a reasonable time (having regard to the extent and criticality of any non-compliance and any other relevant circumstances) to implement and remedy. If the Supplier does not become compliant within the required time then the Buyer shall have the right to obtain an independent audit against these standards in whole or in part.
	3. If, as a result of any such independent audit as described in Paragraph the Supplier is found to be non-compliant with the principles and practices of ISO/IEC 27001 and/or, where relevant, the Security Policy then the Supplier shall, at its own expense, undertake those actions required in order to achieve the necessary compliance and shall reimburse in full the costs incurred by the Buyer in obtaining such audit.
3. **Security Breach**
	1. Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
	2. Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Supplier shall:
		1. immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:
			1. minimise the extent of actual or potential harm caused by any Breach of Security;
			2. remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
			3. prevent an equivalent breach in the future exploiting the samecause failure; and
			4. as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.
	3. In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.
4. **Vulnerabilities and fixing them Not used**

**Part B – A****nnex 1:**

**Not used**

# Call-Off Schedule 10 (Exit Management)

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

|  |  |
| --- | --- |
| **“Core Network”** | the provision of any shared central core network capability forming part of the overall Services delivered to the Buyer, which is not specific or exclusive to a specific Call-Off Contract, and excludes any configuration information specifically associated with a specific Call-Off Contract; |
| **“Core Network Assets”** | the assets used in the provision of the Core Network; |
| **"Exclusive Assets"** | Supplier Assets used exclusively by the Supplier or a Key Subcontractor in the provision of the Deliverables; |
| **"Exit Information"** | has the meaning given to it in Paragraph 3.1 of this Schedule; |
| **"Exit Manager"** | the person appointed by each Party to manage their respective obligations under this Schedule; |
| **“Exit Plan”** | the plan produced and updated by the Supplier during the Initial Period in accordance with Paragraph 4 of this Schedule; |
| **"Net Book Value"** | the current net book value of the relevant Supplier Asset(s) calculated in accordance with the Framework Tender or Call-Off Tender (if stated) or (if not stated) the depreciation policy of the Supplier (which the Supplier shall ensure is in accordance with Good Industry Practice); |
| **"Non-Exclusive Assets"** | those Supplier Assets used by the Supplier or a Key Subcontractor in connection with the Deliverables but which are also used by the Supplier or Key Subcontractor for other purposes; |
| **"Registers"** | the register and configuration database referred to in Paragraph 2.2 of this Schedule;  |
| **"Replacement Goods"** | any goods which are substantially similar to any of the Goods and which the Buyer receives in substitution for any of the Goods following the End Date, whether those goods are provided by the Buyer internally and/or by any third party; |
| **"Replacement Services"** | any services which are substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services following the End Date, whether those services are provided by the Buyer internally and/or by any third party; |
| **"Termination Assistance"** | the provision of any configuration information reasonably required to effect the implementation of the Replacement Services excluding the Core Network; any activity required to facilitate the transition from the live operation of an existing Service to the live operation of a Replacement Service excluding the Core Network; andc) the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice; |
| **"Termination Assistance Notice"** | has the meaning given to it in Paragraph 5.1 of this Schedule; |
| **"Termination Assistance Period"** | the period specified in a Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph 5.2 of this Schedule; |
| **"Transferable Assets"** | Exclusive Assets which are capable of legal transfer to the Buyer; |
| **"Transferable Contracts"** | Sub-Contracts, licences for Supplier's Software, licences for Third Party Software or other agreements which are necessary to enable the Buyer or any Replacement Supplier to provide the Deliverables or the Replacement Goods and/or Replacement Services, including in relation to licences all relevant Documentation, excluding such contracts relating to the Core Network; |
| **"Transferring Assets"** | has the meaning given to it in Paragraph 8.2.1 of this Schedule; |
| **"Transferring Contracts"** | has the meaning given to it in Paragraph 8.2.3 of this Schedule. |

1. **Supplier must always be prepared for contract exit**
	1. The Supplier shall within 30 days from the Start Date provide to the Buyer a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.
	2. During the Contract Period, the Supplier shall promptly:
		1. create and maintain a detailed register of all Supplier Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and Sub-contracts and other relevant agreements required in connection with the Deliverables; and
		2. create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Deliverables

 ("**Registers**").

* 1. The Supplier shall:
		1. ensure that all Exclusive Assets listed in the Registers are clearly physically identified as such; and
		2. procure that all licences for Third Party Software and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Buyer) at the request of the Buyer to the Buyer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Deliverables (or part of them) and if the Supplier is unable to do so then the Supplier shall promptly notify the Buyer and the Buyer may require the Supplier to procure an alternative Subcontractor or provider of Deliverables.
	2. Each Party shall appoint an Exit Manager within three (3) Months of the Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of this Contract.
1. **Assisting re-competition for Deliverables**
	1. The Supplier shall, on reasonable notice, provide to the Buyer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), such information (including any access) as the Buyer shall reasonably require in order to facilitate the preparation by the Buyer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence (the "Exit Information").
	2. The Supplier acknowledges that the Buyer may disclose the Supplier's Confidential Information (excluding the Supplier’s or its Subcontractors’ prices or costs) to an actual or prospective Replacement Supplier to the extent that such disclosure is necessary in connection with such engagement.
	3. The Supplier shall provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and notify the Buyer within five (5) Working Days of any material change to the Exit Information (excluding the Core Network) which may adversely impact upon the provision of any Deliverables (and shall consult the Buyer in relation to any such changes).
	4. The Exit Information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for those Deliverables (excluding the Core Network); and not be disadvantaged in any procurement process compared to the Supplier.
2. **Exit Plan**
	1. The Supplier shall, within three (3) Months after the Start Date, deliver to the Buyer an Exit Plan which complies with the requirements set out in Paragraph 4.3 of this Schedule and is otherwise reasonably satisfactory to the Buyer.
	2. The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of the latest date for its submission pursuant to Paragraph 4.1, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
	3. The Exit Plan shall set out, as a minimum:
		1. a detailed description of both the transfer and cessation processes, including a timetable;
		2. how the Deliverables (excluding the Core Network) will transfer to the Replacement Supplier and/or the Buyer;
		3. details of any contracts which will be available for transfer to the Buyer and/or the Replacement Supplier upon the Expiry Date together with any reasonable costs required to effect such transfer;
		4. proposals for the training of key members of the Replacement Supplier’s staff in connection with the continuation of the provision of the Deliverables following the Expiry Date;
		5. proposals for providing the Buyer or a Replacement Supplier copies of all documentation relating to the use and operation of the Deliverables and required for their continued use;
		6. proposals for the assignment or novation of all services utilised by the Supplier in connection with the supply of the Deliverables;
		7. proposals for the identification and return of all Buyer Property in the possession of and/or control of the Supplier or any third party;
		8. proposals for the disposal of any redundant Deliverables and materials;
		9. how the Supplier will ensure that there is no disruption to or degradation of the Deliverables during the Termination Assistance Period; and
		10. any other information or assistance reasonably required by the Buyer or a Replacement Supplier.
	4. The Supplier shall:
		1. maintain and update the Exit Plan (and risk management plan) no less frequently than:
			1. every [six (6) months] throughout the Contract Period; and
			2. no later than [twenty (20) Working Days] after a request from the Buyer for an up-to-date copy of the Exit Plan;
			3. as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than [ten (10) Working Days] after the date of the Termination Assistance Notice;
			4. as soon as reasonably possible following, and in any event no later than [twenty (20) Working Days] following, any material change to the Deliverables (including all changes under the Variation Procedure); and
		2. jointly review and verify the Exit Plan if required by the Buyer and promptly correct any identified failures.
	5. Only if (by notification to the Supplier in writing) the Buyer agrees with a draft Exit Plan provided by the Supplier under Paragraph 4.2 or 4.4 (as the context requires), shall that draft become the Exit Plan for this Contract.
	6. A version of an Exit Plan agreed between the parties shall not be superseded by any draft submitted by the Supplier.
3. **Termination Assistance**
	1. The Buyer shall be entitled to require the provision of Termination Assistance at any time during the Contract Period by giving written notice to the Supplier (a **"Termination Assistance Notice"**) at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
		1. the nature of the Termination Assistance required; and
		2. the start date and initial period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) Months after the End Date.
	2. The Buyer shall have an option to extend the Termination Assistance Period beyond the initial period specified in the Termination Assistance Notice in one or more extensions, in each case provided that:
		1. no such extension shall extend the Termination Assistance Period beyond the date twelve (12) Months after the End Date; and
		2. the Buyer shall notify the Supplier of any such extension no later than twenty (20) Working Days prior to the date on which the Termination Assistance Period is otherwise due to expire.
	3. The Buyer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier.
	4. Where the Buyer indicates in a Termination Assistance Notice that it requires any additional services to assist with exit in accordance with paragraph 5.1.3, the Supplier shall provide to the Buyer within ten (10) Working Days of receipt of such Termination Assistance Notice a quotation in the form of an itemised list of costs (in line with any day rates specified in the Contract) for each line of the additional services that the Buyer requires. Within five (5) Working Days of receipt of such quotation the Buyer shall confirm to the Supplier which of those itemised services it requires and the Supplier shall provide those services as part of the Termination Assistance at the Charges provided in the quotation
	5. In the event that Termination Assistance is required by the Buyer but at the relevant time the parties are still agreeing an update to the Exit Plan pursuant to Paragraph 4, the Supplier will provide the Termination Assistance in good faith and in accordance with the principles in this Schedule and the last Buyer approved version of the Exit Plan (insofar as it still applies).
4. **Termination Assistance Period**
	1. Throughout the Termination Assistance Period the Supplier shall:
		1. continue to provide the Deliverables (as applicable) and otherwise perform its obligations under this Contract and, if required by the Buyer, provide the Termination Assistance;
		2. provide to the Buyer and/or its Replacement Supplier any reasonable assistance and/or access requested by the Buyer and/or its Replacement Supplier including assistance and/or access to facilitate the orderly transfer of responsibility for and conduct of the Deliverables to the Buyer and/or its Replacement Supplier;
		3. use all reasonable endeavours to reallocate resources to provide such assistance without additional costs to the Buyer;
		4. subject to Paragraph 6.3, provide the Deliverables and the Termination Assistance at no detriment to the Performance Indicators (PI’s) or Service Levels, the provision of the Management Information or any other reports nor to any other of the Supplier's obligations under this Contract;
		5. at the Buyer's request and on reasonable notice, deliver up-to-date Registers to the Buyer;
		6. seek the Buyer's prior written consent to access any Buyer Premises from which the de-installation or removal of Supplier Assets is required.
	2. If it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in Paragraph 6.1.2 without additional costs to the Buyer, any additional costs incurred by the Supplier in providing such reasonable assistance shall be subject to the Variation Procedure.
	3. If the Supplier demonstrates to the Buyer's reasonable satisfaction that the provision of the Termination Assistance will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Service Levels, the Parties shall vary the relevant Service Levels and/or the applicable Service Credits accordingly.
5. **Obligations when the contract is terminated**
	1. The Supplier shall comply with all of its obligations contained in the Exit Plan.
	2. Upon termination or expiry or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Deliverables and the Termination Assistance), the Supplier shall:
		1. vacate any Buyer Premises;
		2. remove the Supplier Equipment together with any other materials used by the Supplier to supply the Deliverables and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier;
		3. provide access during normal working hours to the Buyer and/or the Replacement Supplier for up to twelve (12) Months after expiry or termination to:
			1. such information relating to the Deliverables as remains in the possession or control of the Supplier; and
			2. such members of the Supplier Staff as have been involved in the design, development and provision of the Deliverables and who are still employed by the Supplier, provided that the Buyer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to such requests for access.
	3. Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Deliverables shall be terminated with effect from the end of the Termination Assistance Period.
6. **Assets, Sub-contracts and Software**
	1. Following notice of termination of this Contract and during the Termination Assistance Period, the Supplier shall not, without the Buyer's prior written consent:
		1. terminate, enter into or vary any Sub-contract or licence for any software in connection with the Deliverables; or
		2. terminate, enter into or vary any Sub-contract or licence for any software in connection with the Deliverables excluding the Core Network; or
		3. (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets.
	2. Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier, the Buyer shall notify the Supplier setting out:
		1. which, if any, of the Transferable Assets the Buyer requires to be transferred to the Buyer and/or the Replacement Supplier ("Transferring Assets");
		2. which, if any, of:
			1. the Exclusive Assets that are not Transferable Assets; and
			2. the Non-Exclusive Assets,

the Buyer and/or the Replacement Supplier requires the continued use of; and

* + 1. which, if any, of Transferable Contracts the Buyer requires to be assigned or novated to the Buyer and/or the Replacement Supplier (the **"Transferring Contracts"**),

 in order for the Buyer and/or its Replacement Supplier to provide the Deliverables excluding the Core Network from the expiry of the Termination Assistance Period. The Supplier shall provide all reasonable assistance required by the Buyer and/or its Replacement Supplier to enable it to determine which Transferable Assets and Transferable Contracts are required to provide the Deliverables (excluding the Core Network) or the Replacement Goods and/or Replacement Services (excluding the Core Network).

* 1. With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Buyer and/or the Replacement Supplier for their Net Book Value less any amount already paid for them through the Charges.
	2. Risk in the Transferring Assets shall pass to the Buyer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title shall pass on payment for them.
	3. Where the Buyer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:
		1. procure a non-exclusive, perpetual, royalty-free licence for the Buyer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
		2. procure a suitable alternative to such assets, the Buyer or the Replacement Supplier to bear the reasonable proven costs of procuring the same.
	4. The Supplier shall as soon as reasonably practicable assign or procure the novation of the Transferring Contracts to the Buyer and/or the Replacement Supplier. The Supplier shall execute such documents and provide such other assistance as the Buyer reasonably requires to effect this novation or assignment.
	5. The Buyer shall:
		1. accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
		2. once a Transferring Contract is novated or assigned to the Buyer and/or the Replacement Supplier, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
	6. The Supplier shall hold any Transferring Contracts on trust for the Buyer until the transfer of the relevant Transferring Contract to the Buyer and/or the Replacement Supplier has taken place.
	7. The Supplier shall indemnify the Buyer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Buyer (and/or Replacement Supplier) pursuant to Paragraph 8.6 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in this contract) shall not apply to this Paragraph 8.9 which is intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.
1. **No charges**
	1. Unless otherwise stated, the Buyer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with this Schedule.
2. **Dividing the bills**
	1. All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Buyer and/or the Replacement and the Supplier as follows:
		1. the amounts shall be annualised and divided by 365 to reach a daily rate;
		2. the Buyer or Replacement Supplier (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and
		3. the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

# Call-Off Schedule 13 (Implementation Plan and Testing)

**Part A - Implementation**

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

| **"Delay"** | 1. a delay in the Achievement of a Milestone by its Milestone Date; or
2. a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
 |
| --- | --- |
| **"Deliverable Item"** | an item or feature in the supply of the Deliverables delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan; |
| **"Milestone Payment"** | a payment identified in the Implementation Plan to be made following the issue of a Satisfaction Certificate in respect of Achievement of the relevant Milestone; |
| **Implementation Period"** | has the meaning given to it in Paragraph 7.1;  |

1. **Agreeing and following the Implementation Plan**
	1. A draft of the Implementation Plan is set out in the Annex to this Schedule. The Supplier shall provide a further draft Implementation Plan as part of the Invitation to Tender.
	2. The draft Implementation Plan:
		1. must contain information at the level of detail necessary to manage the implementation stage effectively and as the Buyer may otherwise require; and
		2. it shall take account of all dependencies known to, or which should reasonably be known to, the Supplier.
	3. Following receipt of the draft Implementation Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the Implementation Plan. If the Parties are unable to agree the contents of the Implementation Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
	4. The Supplier shall provide each of the Deliverable Items identified in the Implementation Plan by the date assigned to that Deliverable Item in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.
	5. The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and report to the Buyer on such performance.
2. **Reviewing and changing the Implementation Plan**
	1. Subject to Paragraph 4.3, the Supplier shall keep the Implementation Plan under review in accordance with the Buyer’s instructions and ensure that it is updated on a regular basis.
	2. The Buyer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
	3. Changes to any Milestones, Milestone Payments and Delay Payments shall only be made in accordance with the Variation Procedure.
	4. Time in relation to compliance with the Implementation Plan shall be of the essence and failure of the Supplier to comply with the Implementation Plan shall be a material Default.
3. **Security requirements before the Start Date**
	1. The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Staff have the necessary security clearance in place before the Call-Off Start Date. The Supplier shall ensure that this is reflected in their Implementation Plans.
	2. The Supplier shall ensure that all Supplier Staff and Subcontractors do not access the Buyer's IT systems, or any IT systems linked to the Buyer, unless they have satisfied the Buyer's security requirements.
	3. The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Subcontractors in accordance with the Buyer's requirements.
	4. The Supplier shall provide the names of all Supplier Staff and Subcontractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.
	5. The Supplier shall ensure that all Supplier Staff and Subcontractors requiring access to the Buyer Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared escort services.
	6. If a property requires Supplier Staff or Subcontractors to be accompanied by the Buyer’s Authorised Representative, the Buyer must be given reasonable notice of such a requirement, except in the case of emergency access.
4. **What to do if there is a Delay**
	1. If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Contract it shall:
		1. notify the Buyer as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay;
		2. include in its notification an explanation of the actual or anticipated impact of the Delay;
		3. comply with the Buyer’s instructions in order to address the impact of the Delay or anticipated Delay; and
		4. use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay.
5. **Compensation for a Delay**
	1. If Delay Payments have been included in the Implementation Plan and a Milestone has not been achieved by the relevant Milestone Date, the Supplier shall pay to the Buyer such Delay Payments (calculated as set out by the Buyer in the Implementation Plan) and the following provisions shall apply:
		1. the Supplier acknowledges and agrees that any Delay Payment is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier’s failure to Achieve the corresponding Milestone;
		2. Delay Payments shall be the Buyer's exclusive financial remedy for the Supplier’s failure to Achieve a Milestone by its Milestone Date except where:
			1. the Buyer is entitled to or does terminate this Contract pursuant to Clause 10.4 (When CCS or the Buyer can end this contract); or
			2. the delay exceeds the number of days (the "**Delay Period Limit**") specified in the Implementation Plan commencing on the relevant Milestone Date;
		3. the Delay Payments will accrue on a daily basis from the relevant Milestone Date until the date when the Milestone is Achieved;
		4. no payment or other act or omission of the Buyer shall in any way affect the rights of the Buyer to recover the Delay Payments or be deemed to be a waiver of the right of the Buyer to recover any such damages; and
		5. Delay Payments shall not be subject to or count towards any limitation on liability set out in Clause 11 (How much you can be held responsible for).
6. **Implementation Plan**
	1. The Implementation Period will be a three 3 Month period.
	2. During the Implementation Period, the incumbent supplier shall retain full responsibility for all existing services until the Call-Off Start Date or as otherwise formally agreed with the Buyer. The Supplier's full service obligations shall formally be assumed on the Call-Off Start Date as set out in Order Form.
	3. In accordance with the Implementation Plan, the Supplier shall:
		1. work cooperatively and in partnership with the Buyer, incumbent supplier, and other Framework Supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services;
		2. work with the incumbent supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
		3. liaise with the incumbent Supplier to enable the full completion of the Implementation Period activities; and
		4. produce a Implementation Plan, to be agreed by the Buyer, for carrying out the requirements within the Implementation Period including, key Milestones and dependencies.
	4. The Implementation Plan will include detail stating:
		1. how the Supplier will work with the incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as asset data ; and
		2. a communications plan, to be produced and implemented by the Supplier, but to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services.
	5. In addition, the Supplier shall:
		1. appoint a Supplier Authorised Representative who shall be responsible for the management of the Implementation Period, to ensure that the Implementation Period is planned and resourced adequately, and who will act as a point of contact for the Buyer;
		2. mobilise all the Services specified in the Specification within the Call-Off Contract;
		3. produce a Implementation Plan report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants:
			1. the format of reports and programmes shall be in accordance with the Buyer's requirements and particular attention shall be paid to establishing the operating requirements of the occupiers when preparing these programmes which are subject to the Buyer's approval; and
			2. the Parties shall use reasonable endeavours to agree the contents of the report but if the Parties are unable to agree the contents within twenty (20) Working Days of its submission by the Supplier to the Buyer, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
		4. manage and report progress against the Implementation Plan;
		5. construct and maintain a Implementation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
		6. attend progress meetings (frequency of such meetings shall be as set out in the Order Form) in accordance with the Buyer's requirements during the Implementation Period. Implementation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
		7. ensure that all risks associated with the Implementation Period are minimised to ensure a seamless change of control between incumbent provider and the Supplier.]

**Annex 1: Implementation Plan**

The Implementation Plan is set out below and the Milestones to be Achieved are identified below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Milestone | Deliverable Items | Start Date | End Date | Buyer Responsibilities |
| Mobilisation | Project PlanRisk and Issues Management Plan and RegistersBPSS checks Service Continuity PlanDetailed Implementation PlanDetailed Resource Plan with names for Delivery of ServiceService Management PlanOutline Contract Exit Plan | 03/02/25 | 02/4/25 | Each Opco to provide details of Renewal Process and Pipeline of Renewals and Key Contacts |
| Process Agreed & Complete | Design of process and governance steps for renewalsProcess Maps Agreed Reporting Mechanism and Design | 03/02/25 | 02/04/25 |  |
| Implementation Complete | All Processes, Governance and Reporting agreedBPSS Clearances for all supplier staff working on the contract provided and signed off.Detailed Contract Exit Plan | 03/02/25 | 02/04/25 |  |
| Contract Exit | Updated Contract Exit Plan covering data/information management and data migration. The updated Contract Exit Plan is to reflect the current data/information held and any additional operational considerations not previously reflected in the Contract Exit.Exit Plan delivered | 19/07/27\* indicative based on initial 3-year period. If extension options used, then 19/07/28 & 19/07/29 |  |  |

**Part B - Testing**

**Definitions**

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

|  |  |
| --- | --- |
| **"Component"** | any constituent parts of the Deliverables; |
| **"Material Test Issue"** | a Test Issue of Severity Level 1 or Severity Level 2; |
| **"Satisfaction Certificate"** | a certificate materially in the form of the document contained in Annex 2 issued by the Buyer when a Deliverable and/or Milestone has satisfied its relevant Test Success Criteria; |
| **"Severity Level"** | the level of severity of a Test Issue, the criteria for which are described in Annex 1; |
| **"Test Issue Management Log"** | a log for the recording of Test Issues as described further in Paragraph 8.1 of this Schedule; |
| **"Test Issue Threshold"** | in relation to the Tests applicable to a Milestone, a maximum number of Severity Level 3, Severity Level 4 and Severity Level 5 Test Issues as set out in the relevant Test Plan;  |
| **"Test Reports"** | the reports to be produced by the Supplier setting out the results of Tests; |
| **"Test Specification"** | the specification that sets out how Tests will demonstrate that the Test Success Criteria have been satisfied, as described in more detail in Paragraph 6.2 of this Schedule; |
| **"Test Strategy"** | a strategy for the conduct of Testing as described further in Paragraph 3.2 of this Schedule; |
| **"Test Success Criteria"** | in relation to a Test, the test success criteria for that Test as referred to in Paragraph 5 of this Schedule; |
| **"Test Witness"** | any person appointed by the Buyer pursuant to Paragraph 9 of this Schedule; and |
| **"Testing Procedures"** | the applicable testing procedures and Test Success Criteria set out in this Schedule. |

* + 1. **How testing should work**
			1. All Tests conducted by the Supplier shall be conducted in accordance with the Test Strategy, Test Specification and the Test Plan.
			2. The Supplier shall not submit any Deliverable for Testing:
		2. unless the Supplier is reasonably confident that it will satisfy the relevant Test Success Criteria;
		3. until the Buyer has issued a Satisfaction Certificate in respect of any prior, dependant Deliverable(s); and
		4. until the Parties have agreed the Test Plan and the Test Specification relating to the relevant Deliverable(s).
	1. The Supplier shall use reasonable endeavours to submit each Deliverable for Testing or re-Testing by or before the date set out in the Implementation Plan for the commencement of Testing in respect of the relevant Deliverable.
	2. Prior to the issue of a Satisfaction Certificate, the Buyer shall be entitled to review the relevant Test Reports and the Test Issue Management Log.
		1. **Planning for testing**
			1. The Supplier shall develop the final Test Strategy as soon as practicable after the Start Date but in any case, no later than twenty (20) Working Days after the Start Date.
			2. The final Test Strategy shall include:

3.2.1 an overview of how Testing will be conducted in relation to the Implementation Plan;

* + 1. the process to be used to capture and record Test results and the categorisation of Test Issues;
		2. the procedure to be followed should a Deliverable fail a Test, fail to satisfy the Test Success Criteria or where the Testing of a Deliverable produces unexpected results, including a procedure for the resolution of Test Issues;
		3. the procedure to be followed to sign off each Test;
		4. the process for the production and maintenance of Test Reports and a sample plan for the resolution of Test Issues;
		5. the names and contact details of the Buyer and the Supplier's Test representatives;
		6. a high level identification of the resources required for Testing including Buyer and/or third party involvement in the conduct of the Tests;
		7. the technical environments required to support the Tests; and
		8. the procedure for managing the configuration of the Test environments.
		9. **Preparing for Testing**
			1. The Supplier shall develop Test Plans and submit these for Approval as soon as practicable but in any case no later than twenty (20) Working Days prior to the start date for the relevant Testing as specified in the Implementation Plan.
			2. Each Test Plan shall include as a minimum:
		10. the relevant Test definition and the purpose of the Test, the Milestone to which it relates, the requirements being Tested and, for each Test, the specific Test Success Criteria to be satisfied; and
		11. a detailed procedure for the Tests to be carried out.
	1. The Buyer shall not unreasonably withhold or delay its approval of the Test Plan provided that the Supplier shall implement any reasonable requirements of the Buyer in the Test Plan.
		1. **Passing Testing**
			1. The Test Success Criteria for all Tests shall be agreed between the Parties as part of the relevant Test Plan pursuant to Paragraph 4.
		2. **How Deliverables will be tested**
			1. Following approval of a Test Plan, the Supplier shall develop the Test Specification for the relevant Deliverables as soon as reasonably practicable and in any event at least 10 Working Days prior to the start of the relevant Testing (as specified in the Implementation Plan).
			2. Each Test Specification shall include as a minimum:
		3. the specification of the Test data, including its source, scope, volume and management, a request (if applicable) for relevant Test data to be provided by the Buyer and the extent to which it is equivalent to live operational data;
		4. a plan to make the resources available for Testing;
		5. Test scripts;
		6. Test pre-requisites and the mechanism for measuring them; and
		7. expected Test results, including:
			1. a mechanism to be used to capture and record Test results;
			2. and a method to process the Test results to establish their content.
		8. **Performing the tests**
	2. Before submitting any Deliverables for Testing the Supplier shall subject the relevant Deliverables to its own internal quality control measures.
	3. The Supplier shall manage the progress of Testing in accordance with the relevant Test Plan and shall carry out the Tests in accordance with the relevant Test Specification. Tests may be witnessed by the Test Witnesses in accordance with Paragraph 9.3.
	4. The Supplier shall notify the Buyer at least 10 Working Days in advance of the date, time and location of the relevant Tests and the Buyer shall ensure that the Test Witnesses attend the Tests.
	5. The Buyer may raise and close Test Issues during the Test witnessing process.
	6. The Supplier shall provide to the Buyer in relation to each Test:
		1. a draft Test Report not less than 2 Working Days prior to the date on which the Test is planned to end; and
		2. the final Test Report within 5 Working Days of completion of Testing.
	7. Each Test Report shall provide a full report on the Testing conducted in respect of the relevant Deliverables, including:
		1. an overview of the Testing conducted;
		2. identification of the relevant Test Success Criteria that have/have not been satisfied together with the Supplier's explanation of why any criteria have not been met;
		3. the Tests that were not completed together with the Supplier's explanation of why those Tests were not completed;
		4. the Test Success Criteria that were satisfied, not satisfied or which were not tested, and any other relevant categories, in each case grouped by Severity Level in accordance with Paragraph 8.1; and
		5. the specification for any hardware and software used throughout Testing and any changes that were applied to that hardware and/or software during Testing.
	8. When the Supplier has completed a Milestone it shall submit any Deliverables relating to that Milestone for Testing.
	9. Each party shall bear its own costs in respect of the Testing. However, if a Milestone is not Achieved the Buyer shall be entitled to recover from the Supplier, any reasonable additional costs it may incur as a direct result of further review or re-Testing of a Milestone.
	10. If the Supplier successfully completes the requisite Tests, the Buyer shall issue a Satisfaction Certificate as soon as reasonably practical following such successful completion. Notwithstanding the issuing of any Satisfaction Certificate, the Supplier shall remain solely responsible for ensuring that the Deliverables are implemented in accordance with this Contract.
		1. **Discovering Problems**

8.1 Where a Test Report identifies a Test Issue, the Parties shall agree the classification of the Test Issue using the criteria specified in Annex 1 and the Test Issue Management Log maintained by the Supplier shall log Test Issues reflecting the Severity Level allocated to each Test Issue.

8.2 The Supplier shall be responsible for maintaining the Test Issue Management Log and for ensuring that its contents accurately represent the current status of each Test Issue at all relevant times. The Supplier shall make the Test Issue Management Log available to the Buyer upon request.

* 1. The Buyer shall confirm the classification of any Test Issue unresolved at the end of a Test in consultation with the Supplier. If the Parties are unable to agree the classification of any unresolved Test Issue, the Dispute shall be dealt with in accordance with the Dispute Resolution Procedure using the Expedited Dispute Timetable.
1. **Test witnessing**
	1. The Buyer may, in its sole discretion, require the attendance at any Test of one or more Test Witnesses selected by the Buyer, each of whom shall have appropriate skills to fulfil the role of a Test Witness.
	2. The Supplier shall give the Test Witnesses access to any documentation and Testing environments reasonably necessary and requested by the Test Witnesses to perform their role as a Test Witness in respect of the relevant Tests.
	3. The Test Witnesses:
		1. shall actively review the Test documentation;
		2. will attend and engage in the performance of the Tests on behalf of the Buyer so as to enable the Buyer to gain an informed view of whether a Test Issue may be closed or whether the relevant element of the Test should be re-Tested;
		3. shall not be involved in the execution of any Test;
		4. shall be required to verify that the Supplier conducted the Tests in accordance with the Test Success Criteria and the relevant Test Plan and Test Specification;
		5. may produce and deliver their own, independent reports on Testing, which may be used by the Buyer to assess whether the Tests have been Achieved;
		6. may raise Test Issues on the Test Issue Management Log in respect of any Testing; and
		7. may require the Supplier to demonstrate the modifications made to any defective Deliverable before a Test Issue is closed.
2. **Auditing the quality of the test**
	1. The buyer or an agent or contractor appointed by the Buyer may perform on-going quality audits in respect of any part of the Testing (each a **“Testing Quality Audit”)** subject to the provisions set out in the agreed Quality Plan.
	2. The Supplier shall allow sufficient time in the Test Plan to ensure that adequate responses to a Testing Quality Audit can be provided
	3. The Buyer will give the Supplier at least 5 Working Days' written notice of the Buyer’s intention to undertake a Testing Quality Audit.
	4. The Supplier shall provide all reasonable necessary assistance and access to all relevant documentation required by the Buyer to enable it to carry out the Testing Quality Audit.
	5. If the Testing Quality Audit gives the Buyer concern in respect of the Testing Procedures or any Test, the Buyer shall prepare a written report for the Supplier detailing its concerns and the Supplier shall, within a reasonable timeframe, respond in writing to the Buyer’s report.
	6. In the event of an inadequate response to the written report from the Supplier, the Buyer (acting reasonably) may withhold a Satisfaction Certificate until the issues in the report have been addressed to the reasonable satisfaction of the Buyer.
3. **Outcome of the testing**
	1. The Buyer will issue a Satisfaction Certificate when the Deliverables satisfy the Test Success Criteria in respect of that Test without any Test Issues.
	2. If the Deliverables (or any relevant part) do not satisfy the Test Success Criteria then the Buyer shall notify the Supplier and:
		1. the Buyer may issue a Satisfaction Certificate conditional upon the remediation of the Test Issues;
		2. the Buyer may extend the Test Plan by such reasonable period or periods as the Parties may reasonably agree and require the Supplier to rectify the cause of the Test Issue and re-submit the Deliverables (or the relevant part) to Testing; or
		3. where the failure to satisfy the Test Success Criteria results, or is likely to result, in the failure (in whole or in part) by the Supplier to meet a Milestone, then without prejudice to the Buyer’s other rights and remedies, such failure shall constitute a material Default*.*
	3. The Buyer shall be entitled, without prejudice to any other rights and remedies that it has under this Contract, to recover from the Supplier any reasonable additional costs it may incur as a direct result of further review or re-Testing which is required for the Test Success Criteria for that Deliverable to be satisfied.
	4. The Buyer shall issue a Satisfaction Certificate in respect of a given Milestone as soon as is reasonably practicable following:
		1. the issuing by the Buyer of Satisfaction Certificates and/or conditional Satisfaction Certificates in respect of all Deliverables related to that Milestone which are due to be Tested; and
		2. performance by the Supplier to the reasonable satisfaction of the Buyer of any other tasks identified in the Implementation Plan as associated with that Milestone.
	5. The grant of a Satisfaction Certificate shall entitle the Supplier to the receipt of a payment in respect of that Milestone in accordance with the provisions of any Implementation Plan and Clause 4 (Pricing and payments).
	6. If a Milestone is not Achieved, the Buyer shall promptly issue a report to the Supplier setting out the applicable Test Issues and any other reasons for the relevant Milestone not being Achieved.
	7. If there are Test Issues but these do not exceed the Test Issues Threshold, then provided there are no Material Test Issues, the Buyer shall issue a Satisfaction Certificate.
	8. If there is one or more Material Test Issue(s), the Buyer shall refuse to issue a Satisfaction Certificate and, without prejudice to the Buyer’s other rights and remedies, such failure shall constitute a material Default.
	9. If there are Test Issues which exceed the Test Issues Threshold but there are no Material Test Issues, the Buyer may at its discretion (without waiving any rights in relation to the other options) choose to issue a Satisfaction Certificate conditional on the remediation of the Test Issues in accordance with an agreed Rectification Plan provided that:
		1. any Rectification Plan shall be agreed before the issue of a conditional Satisfaction Certificate unless the Buyer agrees otherwise (in which case the Supplier shall submit a Rectification Plan for approval by the Buyer within 10 Working Days of receipt of the Buyer’s report pursuant to Paragraph 10.5); and
		2. where the Buyer issues a conditional Satisfaction Certificate, it may (but shall not be obliged to) revise the failed Milestone Date and any subsequent Milestone Date.
4. **Risk**
	1. The issue of a Satisfaction Certificate and/or a conditional Satisfaction Certificate shall not:
		1. operate to transfer any risk that the relevant Deliverable or Milestone is complete or will meet and/or satisfy the Buyer’s requirements for that Deliverable or Milestone; or
		2. affect the Buyer’s right subsequently to reject all or any element of the Deliverables and/or any Milestone to which a Satisfaction Certificate relates.

**Annex 1: Test Issues – Severity Levels**

1. **Severity 1 Error**
	1. This is an error that causes non-recoverable conditions, e.g. it is not possible to continue using a Component.
2. **Severity 2 Error**
	1. This is an error for which, as reasonably determined by the Buyer, there is no practicable workaround available, and which:
		1. causes a Component to become unusable;
		2. causes a lack of functionality, or unexpected functionality, that has an impact on the current Test; or
		3. has an adverse impact on any other Component(s) or any other area of the Deliverables;
3. **Severity 3 Error**
	1. This is an error which:
		1. causes a Component to become unusable;
		2. causes a lack of functionality, or unexpected functionality, but which does not impact on the current Test; or
		3. has an impact on any other Component(s) or any other area of the Deliverables;

but for which, as reasonably determined by the Buyer, there is a practicable workaround available;

1. **Severity 4 Error**
	1. This is an error which causes incorrect functionality of a Component or process, but for which there is a simple, Component based, workaround, and which has no impact on the current Test, or other areas of the Deliverables.
2. **Severity 5 Error**
	1. This is an error that causes a minor problem, for which no workaround is required, and which has no impact on the current Test, or other areas of the Deliverables.

**Annex 2: Satisfaction Certificate**

To: [insert name of Supplier]

From: [insert name of Buyer]

[insert Date dd/mm/yyyy]

Dear Sirs,

**Satisfaction Certificate**

Deliverable/Milestone(s): [Insert relevant description of the agreed Deliverables/Milestones].

We refer to the agreement (**"Call-Off Contract"**) [insert Call-Off Contract reference number] relating to the provision of the [insert description of the Deliverables] between the [*insert Buyer name*] (**"Buyer"**) and [*insert Supplier name*] (**"Supplier"**) dated [*insert Call-Off Start Date dd/mm/yyyy*].

The definitions for any capitalised terms in this certificate are as set out in the Call-Off Contract.

[We confirm that all the Deliverables relating to [insert relevant description of Deliverables/agreed Milestones and/or reference number(s) from the Implementation Plan] have been tested successfully in accordance with the Test Plan [or that a conditional Satisfaction Certificate has been issued in respect of those Deliverables that have not satisfied the relevant Test Success Criteria].

[OR]

[This Satisfaction Certificate is granted on the condition that any Test Issues are remedied in accordance with the Rectification Plan attached to this certificate.]

[You may now issue an invoice in respect of the Milestone Payment associated with this Milestone in accordance with Clause 4 (Pricing and payments)].

Yours faithfully

[insert Name]

[insert Position]

acting on behalf of [insert name of Buyer]

# Call-Off Schedule 14 (Service Levels)

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

|  |  |
| --- | --- |
| **“Critical Service Level Failure”** | has the meaning given to it in the Order Form; |
| **"Service Credits"** | 1. any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels;
 |
| **"Service Credit Cap"** | 1. has the meaning given to it in the Order Form;
 |
|  |  |
| **"Service Level Failure"** | 1. means a failure to meet the Service Level Performance Measure in respect of a Service Level;
 |
| **"Service Level Performance Measure"** | 1. shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule; and
 |
| **"Service Level Threshold"** | 1. shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule.
 |

1. **What happens if you don’t meet the Service Levels**
	1. The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
	2. The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier’s failure to meet any Service Level Performance Measure.
	3. The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.
	4. A Service Credit shall be the Buyer’s exclusive financial remedy for a Service Level Failure except where:
		1. the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
		2. the Service Level Failure:
			1. exceeds the relevant Service Level Threshold;
			2. has arisen due to a Prohibited Act or wilful Default by the Supplier;
			3. results in the corruption or loss of any Government Data; and/or
			4. results in the Buyer being required to make a compensation payment to one or more third parties; and/or
		3. the Buyer is entitled to or does terminate this Contract pursuant to Clause 10.4 (CCS and Buyer Termination Rights).
	5. Not more than once in each Contract Year, the Buyer may, on giving the Supplier at least three (3) Months’ notice, change the weighting of Service Level Performance Measure in respect of one or more Service Levels and the Supplier shall not be entitled to object to, or increase the Charges as a result of such changes, provided that:
		1. the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the Start Date;
		2. the principal purpose of the change is to reflect changes in the Buyer's business requirements and/or priorities or to reflect changing industry standards; and
		3. there is no change to the Service Credit Cap.
2. **Critical Service Level Failure**

On the occurrence of a Critical Service Level Failure:

* 1. any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
	2. the Buyer shall (subject to the Service Credit Cap) 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 3 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.

**Part A: Service Levels and Service Credits**

1. **Service Levels**

If the level of performance of the Supplier:

* 1. is likely to or fails to meet any Service Level Performance Measure; or
	2. is likely to cause or causes a Critical Service Failure to occur,

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. require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;
		2. instruct the Supplier to comply with the Rectification Plan Process;
		3. if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Supplier to the Buyer; and/or
		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).
1. **Service Credits**
	1. The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.
	2. Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in the Annex to Part A of this Schedule.

**Annex A to Part A: Services Levels and Service Credits Table**

| Service Levels | Service Credit for each Service Period |  |
| --- | --- | --- |
| Service Level Performance Criterion | Key Indicator | Service Level Performance Measure | Service Level Threshold | Publishable KPI |
| **1. Renewal Quotes**KPI | Timeline every Quarter | Renewal quote provided or process initiated 120 days before vendor contract expiry, enabling the Authority to consider the required notice period for termination.  | 95% | N/A | [Yes] |
| **2. New Quotes**KPI | Timeline every Quarter | New quote for new requirement not currently provided 10 working days  | 95% | N/A | [Yes] |
| **3. Contract Renewal**KPI | Timeline every Quarter | All existing contracts on pipeline that have been agreed to still be required to be renewed before contract end date. (On the basis that the buyer issues a Purchase Order to the supplier 2 days prior to expiry) | 100% | N/A | [Yes] |
| **4. Monthly Reseller Report**KPI | Timeline every Month | Monthly Reseller report provided by the 10th of every month for previous period performance on KPI’s 1,2 and 3. | 98% | N/A | [Yes] |

**Part B: Performance Monitoring**

1. **Performance Monitoring and Performance Review**
	1. Within twenty (20) Working Days of the Start Date the Supplier shall provide the Buyer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
	2. The Supplier shall provide the Buyer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 1.1 of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
		1. for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
		2. a summary of all failures to achieve Service Levels that occurred during that Service Period;
		3. details of any Critical Service Level Failures;
		4. for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
		5. the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
		6. such other details as the Buyer may reasonably require from time to time.
	3. The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a Monthly basis. The Performance Review Meetings will be the forum for the review by the Supplier and the Buyer of the Performance Monitoring Reports. The Performance Review Meetings shall:
		1. take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier at such location and time (within normal business hours) as the Buyer shall reasonably require;
		2. be attended by the Supplier's Representative and the Buyer’s Representative; and
		3. be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Buyer’s Representative and any other recipients agreed at the relevant meeting.
	4. The minutes of the preceding Month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer’s Representative at each meeting.
	5. 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 and the calculations of the amount of Service Credits for any specified Service Period.
2. **Satisfaction Surveys**
	1. The Buyer may undertake satisfaction surveys in respect of the Supplier's provision of the Deliverables. The Buyer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Deliverables which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.

# Call-Off Schedule 15 (Call-Off Contract Management)

**1. DEFINITIONS**

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

|  |  |
| --- | --- |
| **"Operational Board"** | the board established in accordance with paragraph 4.1 of this Schedule; |
| **"Project Manager"** | the manager appointed in accordance with paragraph 2.1 of this Schedule; |

1. **Project Management**
	1. The Supplier and the Buyer shall each appoint a Project Manager for the purposes of this Contract through whom the provision of the Services and the Deliverables shall be managed day-to-day.
	2. The Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.

2.3 Without prejudice to paragraph 4 below, the Parties agree to operate the boards specified as set out in the Annex to this Schedule.

1. **Role of the Supplier Contract Manager**
	1. The Supplier's Contract Manager's shall be:
		1. the primary point of contact to receive communication from the Buyer and will also be the person primarily responsible for providing information to the Buyer;
		2. able to delegate his position to another person at the Supplier but must inform the Buyer before proceeding with the delegation and it will be delegated person's responsibility to fulfil the Contract Manager's responsibilities and obligations;
		3. able to cancel any delegation and recommence the position himself; and
		4. replaced only after the Buyer has received notification of the proposed change.
	2. The Buyer may provide revised instructions to the Supplier's Contract Manager's in regards to the Contract and it will be the Supplier's Contract Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.
	3. Receipt of communication from the Supplier's Contract Manager's by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.
2. **Role of the Operational Board**
	1. The Operational Board shall be established by the Buyer for the purposes of this Contract on which the Supplier and the Buyer shall be represented.
	2. The Operational Board members, frequency and location of board meetings and planned start date by which the board shall be established are set out in the Order Form.
	3. In the event that either Party wishes to replace any of its appointed board members, that Party shall notify the other in writing for approval by the other Party (such approval not to be unreasonably withheld or delayed). Each Buyer board member shall have at all times a counterpart Supplier board member of equivalent seniority and expertise.
	4. Each Party shall ensure that its board members shall make all reasonable efforts to attend board meetings at which that board member’s attendance is required. If any board member is not able to attend a board meeting, that person shall use all reasonable endeavours to ensure that a delegate attends the Operational Board meeting in his/her place (wherever possible) and that the delegate is properly briefed and prepared and that he/she is debriefed by such delegate after the board meeting.
	5. The purpose of the Operational Board meetings will be to review the Supplier’s performance under this Contract. The agenda for each meeting shall be set by the Buyer and communicated to the Supplier in advance of that meeting.
3. **Contract Risk Management**
	1. Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract.
	2. The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:
		1. the identification and management of risks;
		2. the identification and management of issues; and
		3. monitoring and controlling project plans.
	3. The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.
	4. The Supplier will maintain a risk register of the risks relating to the Call Off Contract which the Buyer's and the Supplier have identified.

**Annex: Contract Boards**

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

There will be Contract Boards held each month from the commencement of the contract for each operating company as listed below. Details of attendees to be agreed. The frequency of the contract boards will be reviewed after 6 months of the contract.

Nuclear Decommissioning Authority

Nuclear Transport Solutions (NTS),

Nuclear Restorations Services (Dounreay and Magnox)

Nuclear Waste Services.

# Core Terms - RM6098

**Definitions used in the contract**

Interpret this Contract using Joint Schedule 1 (Definitions).

# How the contract works

* 1. The Supplier is eligible for the award of Call-Off Contracts during the Framework Contract Period.
	2. CCS does not guarantee the Supplier any exclusivity, quantity or value of work under the Framework Contract.
	3. CCS has paid one penny to the Supplier legally to form the Framework Contract. The Supplier acknowledges this payment.
	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:
	5. make changes to Framework Schedule 6 (Order Form Template and Call-Off Schedules);
	6. create new Call-Off Schedules;
	7. exclude optional template Call-Off Schedules; and/or
	8. use Special Terms in the Order Form to add or change terms.
	9. Each Call-Off Contract:
	10. is a separate Contract from the Framework Contract;
	11. is between a Supplier and a Buyer;
	12. includes Core Terms, Schedules and any other changes or items in the completed Order Form; and
	13. survives the termination of the Framework Contract.
	14. Where the Supplier is approached by any Other Contracting Authority requesting Deliverables or substantially similar goods or services, the Supplier must tell them about this Framework Contract before accepting their order.
	15. 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.
	16. The Supplier will not be excused from any obligation, or be entitled to additional Costs or Charges because it failed to either:
	17. verify the accuracy of the Due Diligence Information; or
	18. properly perform its own adequate checks.
	19. CCS and the Buyer will not be liable for errors, omissions or misrepresentation of any information.
	20. 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.

# What needs to be delivered

* 1. **All deliverables**
		1. The Supplier must provide Deliverables:
	2. 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);
	3. to a professional standard;
	4. using reasonable skill and care;
	5. using Good Industry Practice;
	6. using its own policies, processes and internal quality control measures as long as they do not conflict with the Contract;
	7. on the dates agreed; and
	8. that comply with Law.
		1. The Supplier must provide Deliverables with a warranty of at least 90 days from Delivery against all obvious defects.
	9. **Goods clauses**
		1. All Goods delivered must be new, or as new if recycled or refurbished, and of known origin and authenticity.
		2. All manufacturer warranties covering the Goods must be assignable to the Buyer on request and for free.
		3. The Supplier transfers ownership of the Goods on Delivery or payment for those Goods, whichever is earlier.
		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.
		5. The Supplier warrants that it has full and unrestricted ownership of the Goods at the time of transfer of ownership.
		6. The Supplier must deliver the Goods on the date and to the specified location during the Buyer’s working hours.
		7. The Supplier must provide sufficient packaging for the Goods to reach the point of Delivery safely and undamaged.
		8. All deliveries must have a delivery note attached that specifies the order number, type and quantity of Goods.
		9. The Supplier must provide all tools, information and instructions the Buyer needs to make use of the Goods.
		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.
		11. The Buyer can cancel any order or part order of Goods which has not been Delivered. If the Buyer gives less than 14 days notice then it will pay 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.
		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 do not conform with Clause 3. If the Supplier does not do this it will pay the Buyer’s costs including repair or re-supply by a third party.
	10. **Services clauses**
		1. Late Delivery of the Services will be a Default of a Call-Off Contract.
		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. The Supplier must at its own risk and expense provide all Supplier Equipment required to Deliver the Services.
		4. The Supplier must allocate sufficient resources and appropriate expertise to each Contract.
		5. The Supplier must take all reasonable care to ensure performance does not disrupt the Buyer’s operations, employees or other contractors.
		6. The Supplier must ensure all Services, and anything used to Deliver the Services, are of good quality and free from defects.
		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.

# Pricing and payments

* 1. In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Order Form.
	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).
	3. All Charges and the Management Charge:
	4. exclude VAT, which is payable on provision of a valid VAT invoice; and
	5. include all costs connected with the Supply of Deliverables.
	6. 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.
	7. A Supplier invoice is only valid if it:
	8. includes all appropriate references including the Contract reference number and other details reasonably requested by the Buyer;
	9. includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any); and
	10. does not include any Management Charge (the Supplier must not charge the Buyer in any way for the Management Charge).
	11. The Buyer must accept and process for payment an undisputed Electronic Invoice received from the Supplier.
	12. The Buyer may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
	13. The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, CCS or the Buyer can publish the details of the late payment or non-payment.
	14. 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, then CCS or the Buyer may require the Supplier to replace its existing commercial terms with the more favourable terms offered for the relevant items.
	15. If CCS or the Buyer uses Clause 4.9 then the Framework Prices (and where applicable, the Charges) must be reduced by an agreed amount by using the Variation Procedure.
	16. The Supplier has no right of set-off, counterclaim, discount or abatement unless they are ordered to do so by a court.

# The buyer’s obligations to the supplier

* 1. If Supplier Non-Performance arises from an Authority Cause:
	2. neither CCS or the Buyer can terminate a Contract under Clause 10.4.1;
	3. the Supplier is entitled to reasonable and proven additional expenses and to relief from liability and Deduction under this Contract;
	4. the Supplier is entitled to additional time needed to make the Delivery; and
	5. the Supplier cannot suspend the ongoing supply of Deliverables.
	6. Clause 5.1 only applies if the Supplier:
	7. gives notice to the Party responsible for the Authority Cause within 10 Working Days of becoming aware;
	8. demonstrates that the Supplier Non-Performance would not have occurred but for the Authority Cause; and
	9. mitigated the impact of the Authority Cause.

# Record keeping and reporting

* 1. The Supplier must attend Progress Meetings with the Buyer and provide Progress Reports when specified in the Order Form.
	2. The Supplier must keep and maintain full and accurate records and accounts on everything to do with the Contract:
	3. during the Contract Period;
	4. for 7 years after the End Date; and
	5. in accordance with UK GDPR,

including but not limited to the records and accounts stated in the definition of Audit in Joint Schedule 1.

* 1. The Relevant Authority or an Auditor can Audit the Supplier.
	2. During an Audit, the Supplier must:
	3. allow the Relevant Authority or 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; and
	4. provide information to the Relevant Authority or to the Auditor and reasonable co-operation at their request.
	5. Where the Audit of the Supplier is carried out by an Auditor, the Auditor shall be entitled to share any information obtained during the Audit with the Relevant Authority.
	6. If the Supplier is not providing any of the Deliverables, or is unable to provide them, it must immediately:
	7. tell the Relevant Authority and give reasons;
	8. propose corrective action; and
	9. provide a deadline for completing the corrective action.
	10. 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:
	11. the methodology of the review;
	12. the sampling techniques applied;
	13. details of any issues; and
	14. any remedial action taken.
	15. 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.

# Supplier staff

* 1. The Supplier Staff involved in the performance of each Contract must:
	2. be appropriately trained and qualified;
	3. be vetted using Good Industry Practice and the Security Policy; and
	4. comply with all conduct requirements when on the Buyer’s Premises.
	5. Where a Buyer decides one of the Supplier’s Staff is not suitable to work on a contract, the Supplier must replace them with a suitably qualified alternative.
	6. If requested, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach Clause 27.
	7. The Supplier must provide a list of Supplier Staff needing to access the Buyer’s Premises and say why access is required.
	8. 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.

# Rights and protection

* 1. The Supplier warrants and represents that:
	2. it has full capacity and authority to enter into and to perform each Contract;
	3. each Contract is executed by its authorised representative;
	4. it is a legally valid and existing organisation incorporated in the place it was formed;
	5. 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;
	6. it maintains all necessary rights, authorisations, licences and consents to perform its obligations under each Contract;
	7. it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform each Contract;
	8. it is not impacted by an Insolvency Event; and
	9. it will comply with each Call-Off Contract.
	10. The warranties and representations in Clauses 2.10 and 8.1 are repeated each time the Supplier provides Deliverables under the Contract.
	11. The Supplier indemnifies both CCS and every Buyer against each of the following:
	12. wilful misconduct of the Supplier, Subcontractor and Supplier Staff that impacts the Contract; and
	13. non-payment by the Supplier of any Tax or National Insurance.
	14. All claims indemnified under this Contract must use Clause 26.
	15. The description of any provision of this Contract as a warranty does not prevent CCS or a Buyer from exercising any termination right that it may have for breach of that clause by the Supplier.
	16. If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify CCS and every Buyer.
	17. All third party warranties and indemnities covering the Deliverables must be assigned for the Buyer’s benefit by the Supplier.

# Intellectual Property Rights (IPRs)

* 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:
	2. receive and use the Deliverables; and
	3. make use of the deliverables provided by a Replacement Supplier.
	4. 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.
	5. 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.
	6. 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.
	7. 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.
	8. If an IPR Claim is made or anticipated the Supplier must at its own expense and the Buyer’s sole option, either:
	9. obtain for CCS and the Buyer the rights in Clause 9.1 and 9.2 without infringing any third party IPR; or
	10. replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.
	11. In spite of any other provisions of a Contract and for the avoidance of doubt, award of a Contract by the Buyer and placement of any contract task under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 or Section 12 of the Registered Designs Act 1949. The Supplier acknowledges that any authorisation by the Buyer under its statutory powers must be expressly provided in writing, with reference to the acts authorised and the specific IPR involved.

# Ending the contract or any subcontract

* 1. **Contract Period**
		1. The Contract takes effect on the Start Date and ends on the End Date or earlier if required by Law.
		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.
	2. **Ending the contract without a reason**
		1. CCS has the right to terminate the Framework Contract at any time without reason by giving the Supplier at least 30 days' notice.
		2. Each Buyer has the right to terminate their Call-Off Contract at any time without reason by giving the Supplier not less than 90 days' written notice.
	3. **Rectification plan process**
		1. If there is a Default, the Relevant Authority may, without limiting its other rights, request that the Supplier provide a Rectification Plan, within 10 working days.
		2. When the Relevant Authority receives a requested Rectification Plan it can either:
	4. reject the Rectification Plan or revised Rectification Plan, giving reasons; or
	5. 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.
		1. Where the Rectification Plan or revised Rectification Plan is rejected, the Relevant Authority:
	6. must give reasonable grounds for its decision; and
	7. may request that the Supplier provides a revised Rectification Plan within 5 Working Days.
		1. If the Relevant Authority rejects any Rectification Plan, including any revised Rectification Plan, the Relevant Authority does not have to request a revised Rectification Plan before exercising its right to terminate its Contract under Clause 10.4.3(a).
	8. **When CCS or the buyer can end a contract**
		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:
	9. there is a Supplier Insolvency Event;
	10. there is a Default that is not corrected in line with an accepted Rectification Plan;
	11. the Supplier does not provide a Rectification Plan within 10 days of the request;
	12. there is any material Default of the Contract;
	13. there is any material Default of any Joint Controller Agreement relating to any Contract;
	14. there is a Default of Clauses 2.10, 9, 14, 15, 27, 32 or Framework Schedule 9 (Cyber Essentials) (where applicable) relating to any Contract;
	15. there is a consistent repeated failure to meet the Performance Indicators in Framework Schedule 4 (Framework Management);
	16. there is a Change of Control of the Supplier which is not pre-approved by the Relevant Authority in writing;
	17. 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; or
	18. the Supplier or its Affiliates embarrass or bring CCS or the Buyer into disrepute or diminish the public trust in them.
		1. 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.
		2. If any of the following non-fault based events happen, the Relevant Authority has the right to immediately terminate its Contract by issuing a Termination Notice to the Supplier:
	19. the Relevant Authority rejects a Rectification Plan;
	20. there is a Variation which cannot be agreed using Clause 24 (Changing the contract) or resolved using Clause 34 (Resolving disputes);
	21. if there is a declaration of ineffectiveness in respect of any Variation; or
	22. the events in 73 (1) (a) of the Regulations happen.
	23. **When the supplier can end the contract**
		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.
	24. **What happens if the contract ends**
		1. Where a Party terminates a Contract under any of Clauses 10.2.1, 10.2.2, 10.4.1, 10.4.2, 10.4.3, 10.5 or 20.2 or a Contract expires all of the following apply:
	25. The Buyer’s payment obligations under the terminated Contract stop immediately.
	26. Accumulated rights of the Parties are not affected.
	27. The Supplier must promptly repay to the Buyer any and all Charges the Buyer has paid in advance in respect of Deliverables not provided by the Supplier as at the End Date.
	28. The Supplier must promptly delete or return the Government Data except where required to retain copies by Law.
	29. The Supplier must promptly return any of CCS or the Buyer’s property provided under the terminated Contract.
	30. 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).
		1. In addition to the consequences of termination listed in Clause 10.6.1, where the Relevant Authority terminates a Contract under Clause 10.4.1 the Supplier is also responsible for the Relevant Authority’s reasonable costs of procuring Replacement Deliverables for the rest of the Contract Period.
		2. In addition to the consequences of termination listed in Clause 10.6.1, if either the Relevant Authority terminates a Contract under Clause 10.2.1 or 10.2.2 or a Supplier terminates a Call-Off Contract under Clause 10.5:
	31. the Buyer must promptly pay all outstanding Charges incurred to the Supplier; and
	32. 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.
		1. In addition to the consequences of termination listed in Clause 10.6.1, where a Party terminates under Clause 20.2 each Party must cover its own Losses.
		2. The following Clauses survive the termination or expiry of each Contract: 3.2.10, 4.2, 6, 7.5, 9, 11, 12.2, 14, 15, 16, 17, 18, 31.3, 34, 35 and any Clauses and Schedules which are expressly or by implication intended to continue.
	33. **Partially ending and suspending the contract**
		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.
		2. Where CCS has the right to terminate a Framework Contract it is entitled to terminate all or part of it.
		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.
		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.
		5. The Parties must agree any necessary Variation required by Clause 10.7 using the Variation Procedure, but the Supplier may not either:
	34. reject the Variation; or
	35. increase the Charges, except where the right to partial termination is under Clause 10.2.
		1. The Buyer can still use other rights available, or subsequently available to it if it acts on its rights under Clause 10.7.
	36. **When subcontracts can be ended**
		1. At the Buyer’s request, the Supplier must terminate any Subcontracts in any of the following events:
	37. there is a Change of Control of a Subcontractor which is not pre-approved by the Relevant Authority in writing;
	38. the acts or omissions of the Subcontractor have caused or materially contributed to a right of termination under Clause 10.4; or
	39. a Subcontractor or its Affiliates embarrasses or brings into disrepute or diminishes the public trust in the Relevant Authority.

# How much you can be held responsible for

* 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 £1,000,000.
	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 £5 million or 150% of the Estimated Yearly Charges unless specified in the Call-Off Order Form.
	3. No Party is liable to the other for:
	4. any indirect Losses; or
	5. Loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).
	6. In spite of Clause 11.1 and 11.2, neither Party limits or excludes any of the following:
	7. its liability for death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors;
	8. its liability for bribery or fraud or fraudulent misrepresentation by it or its employees;
	9. any liability that cannot be excluded or limited by Law;
	10. its obligation to pay the required Management Charge or Default Management Charge.
	11. 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(b), 9.5, 31.3 or Call-Off Schedule 2 (Staff Transfer) of a Contract.
	12. In spite of Clauses 11.1, 11.2 but subject to Clauses 11.3 and 11.4, the Supplier's aggregate liability in each and any Contract Year under each Contract under Clause 14.8 shall in no event exceed the Data Protection Liability Cap.
	13. 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.
	14. When calculating the Supplier’s liability under Clause 11.1 or 11.2 the following items will not be taken into consideration:
	15. Deductions; and
	16. any items specified in Clauses 11.5 or 11.6.
	17. If more than one Supplier is party to a Contract, each Supplier Party is jointly and severally liable for their obligations under that Contract.

# Obeying the law

* 1. The Supplier must use reasonable endeavours to comply with the provisions of Joint Schedule 5 (Corporate Social Responsibility).
	2. To the extent that it arises as a result of a Default by the Supplier, the Supplier indemnifies the Relevant Authority against any fine or penalty incurred by the Relevant Authority pursuant to Law and any costs incurred by the Relevant Authority in defending any proceedings which result in such fine or penalty.
	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.

# Insurance

* 1. 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.

# Data protection

* 1. The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Joint Schedule 11 (Processing Data).
	2. The Supplier must not remove any ownership or security notices in or relating to the Government Data.
	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.
	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.
	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.
	6. If the Government Data is corrupted, lost or sufficiently degraded so as to be unusable the Relevant Authority may either or both:
	7. 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; and/or
	8. restore the Government Data itself or using a third party.
	9. The Supplier must pay each Party’s reasonable costs of complying with Clause 14.6 unless CCS or the Buyer is at fault.
	10. The Supplier:
	11. must provide the Relevant Authority with all Government Data in an agreed open format within 10 Working Days of a written request;
	12. must have documented processes to guarantee prompt availability of Government Data if the Supplier stops trading;
	13. must securely destroy all Storage Media that has held Government Data at the end of life of that media using Good Industry Practice;
	14. 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; and
	15. indemnifies CCS and each Buyer against any and all Losses incurred if the Supplier breaches Clause 14 and any Data Protection Legislation.

# What you must keep confidential

* 1. Each Party must:
	2. keep all Confidential Information it receives confidential and secure;
	3. except as expressly set out in the Contract at Clauses 15.2 to 15.4 or elsewhere in the Contract, not disclose, use or exploit the Disclosing Party’s Confidential Information without the Disclosing Party's prior written consent; and
	4. immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.
	5. 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:
	6. where disclosure is required by applicable Law or by a court with the relevant jurisdiction if, to the extent not prohibited by Law, the Recipient Party notifies the Disclosing Party of the full circumstances, the affected Confidential Information and extent of the disclosure;
	7. if the Recipient Party already had the information without obligation of confidentiality before it was disclosed by the Disclosing Party;
	8. if the information was given to it by a third party without obligation of confidentiality;
	9. if the information was in the public domain at the time of the disclosure;
	10. if the information was independently developed without access to the Disclosing Party’s Confidential Information;
	11. on a confidential basis, to its auditors;
	12. on a confidential basis, to its professional advisers on a need-to-know basis; or
	13. 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.
	14. In spite of Clause 15.1, 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. In spite of Clause 15.1, CCS or the Buyer may disclose Confidential Information in any of the following cases:
	16. on a confidential basis to the employees, agents, consultants and contractors of CCS or the Buyer;
	17. 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;
	18. if CCS or the Buyer (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
	19. where requested by Parliament; or
	20. under Clauses 4.7 and 16.
	21. 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.
	22. Transparency Information is not Confidential Information.
	23. 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.

# When you can share information

* 1. The Supplier must tell the Relevant Authority within 48 hours if it receives a Request For Information.
	2. Within five (5) Working Days of the Buyer’s request the Supplier must give CCS and each Buyer full co-operation and information needed so the Buyer can:
	3. publish the Transparency Information;
	4. comply with any Freedom of Information Act (FOIA) request; and/or
	5. comply with any Environmental Information Regulations (EIR) request.
	6. 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 in its absolute discretion.

# Invalid parts of the contract

* 1. 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 is valid or enforceable.

# No other terms apply

* 1. The provisions incorporated into each Contract are the entire agreement between the Parties. The Contract replaces all previous statements, agreements and any course of dealings made between the Parties, whether written or oral, in relation to its subject matter. No other provisions apply.

# Other people’s rights in a contract

* 1. No third parties may use the Contracts (Rights of Third Parties) Act 1999 (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.

# Circumstances beyond your control

* 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:
	2. provides a Force Majeure Notice to the other Party; and
	3. uses all reasonable measures practical to reduce the impact of the Force Majeure Event.
	4. 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.

# Relationships created by the contract

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

# Giving up contract rights

* 1. 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.

# Transferring responsibilities

* 1. The Supplier cannot assign, novate or transfer a Contract or any part of a Contract without the Relevant Authority’s written consent.
	2. The Relevant Authority can assign, novate or transfer its Contract or any part of it to any Central Government Body, public or private sector body which performs the functions of the Relevant Authority.
	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.
	4. The Supplier can terminate a Contract novated under Clause 23.2 to a private sector body that is experiencing an Insolvency Event.
	5. The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.
	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:
	7. their name;
	8. the scope of their appointment; and
	9. the duration of their appointment.

# Changing the contract

* 1. Either Party can request a Variation which is only effective if agreed in writing and signed by both Parties.
	2. The Supplier must provide an Impact Assessment either:
	3. with the Variation Form, where the Supplier requests the Variation; or
	4. within the time limits included in a Variation Form requested by CCS or the Buyer.
	5. If the Variation cannot be agreed or resolved by the Parties, CCS or the Buyer can either:
	6. agree that the Contract continues without the Variation; or
	7. 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; or
	8. refer the Dispute to be resolved using Clause 34 (Resolving Disputes).
	9. CCS and the Buyer are not required to accept a Variation request made by the Supplier.
	10. 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.
	11. 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:
	12. that the Supplier has kept costs as low as possible, including in Subcontractor costs; and
	13. of how it has affected the Supplier’s costs.
	14. 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.
	15. For 101(5) of the Regulations, if the Court declares any Variation ineffective, the Parties agree that their mutual rights and obligations will be regulated by the terms of the Contract as they existed immediately prior to that Variation and as if the Parties had never entered into that Variation.

# How to communicate about the contract

* 1. All notices under the Contract must be in writing and are considered effective on the Working Day of delivery as long as they are delivered before 5:00pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective at 9:00am on the first Working Day after sending unless an error message is received.
	2. Notices to CCS must be sent to the CCS Authorised Representative’s address or email address in the Framework Award Form.
	3. Notices to the Buyer must be sent to the Buyer Authorised Representative’s address or email address in the Order Form.
	4. This Clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

# Dealing with claims

* 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.
	2. At the Indemnifier’s cost the Beneficiary must both:
	3. allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
	4. give the Indemnifier reasonable assistance with the claim if requested.
	5. 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.
	6. The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary’s reputation.
	7. The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.
	8. Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.
	9. 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:
	10. the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or
	11. the amount the Indemnifier paid the Beneficiary for the Claim.

# Preventing fraud, bribery and corruption

* 1. The Supplier must not during any Contract Period:
	2. commit a Prohibited Act or any other criminal offence in the Regulations 57(1) and 57(2); or
	3. 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.
	4. The Supplier must during the Contract Period:
	5. 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;
	6. keep full records to show it has complied with its obligations under Clause 27 and give copies to CCS or the Buyer on request; and
	7. 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.
	8. 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:
	9. been investigated or prosecuted for an alleged Prohibited Act;
	10. been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any government department or agency;
	11. received a request or demand for any undue financial or other advantage of any kind related to a Contract; or
	12. suspected that any person or Party directly or indirectly related to a Contract has committed or attempted to commit a Prohibited Act.
	13. 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.
	14. In any notice the Supplier gives under Clause 27.3 it must specify the:
	15. Prohibited Act;
	16. identity of the Party who it thinks has committed the Prohibited Act; and
	17. action it has decided to take.

# Equality, diversity and human rights

* 1. The Supplier must follow all applicable equality Law when they perform their obligations under the Contract, including:
	2. protections against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
	3. any other requirements and instructions which CCS or the Buyer reasonably imposes related to equality Law.
	4. 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.

# Health and safety

* 1. The Supplier must perform its obligations meeting the requirements of:
	2. all applicable Law regarding health and safety; and
	3. the Buyer’s current health and safety policy while at the Buyer’s Premises, as provided to the Supplier.
	4. The Supplier and the Buyer must as soon as possible notify the other of any health and safety incidents or material hazards they are aware of at the Buyer Premises that relate to the performance of a Contract.

# Environment

* 1. When working on Site the Supplier must perform its obligations under the Buyer’s current Environmental Policy, which the Buyer must provide.
	2. The Supplier must ensure that Supplier Staff are aware of the Buyer’s Environmental Policy.

# Tax

* 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.
	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:
	3. the steps that the Supplier is taking to address the Occasion of Tax Non-Compliance and any mitigating factors that it considers relevant; and
	4. other information relating to the Occasion of Tax Non-Compliance that CCS and the Buyer may reasonably need.
	5. 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:
	6. 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; and
	7. 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.
	8. 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:

* 1. 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;
	2. 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;
	3. the Worker’s contract may be terminated at the Buyer’s request if the Worker provides information which the Buyer considers is not good enough to demonstrate how it complies with Clause 31.3 or confirms that the Worker is not complying with those requirements; and
	4. the Buyer may supply any information they receive from the Worker to HMRC for revenue collection and management.

# Conflict of interest

* 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.
	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.
	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.

# Reporting a breach of the contract

* 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:
	2. Law;
	3. Clause 12.1; or
	4. Clauses 27 to 32.
	5. 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.

# Resolving disputes

* 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.
	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.
	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:
	4. determine the Dispute;
	5. grant interim remedies; and/or
	6. grant any other provisional or protective relief.
	7. 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.
	8. 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.
	9. The Supplier cannot suspend the performance of a Contract during any Dispute.

# Which law applies

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

# Joint Schedule 5 (Corporate Social Responsibility)

**Definitions**

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

|  |  |
| --- | --- |
| **"First Tier"** | the brand company;  |
| **"Second Tier"** | the final assembly factory linked to the procured product model; and |
| **“Third Tier”** | component production factory linked to the procured product model for strategic components, such as CPU, memory, main logic board, display, battery, power supply unit etc. |

1. **What we expect from our Suppliers**
	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>)
	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.
	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**
	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:
		1. eliminate discrimination, harassment or victimisation of any kind; and
		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**
	1. The Supplier shall fully cooperate with the appointed independent monitoring organisation (which is subject to change at the sole discretion of the Authority) to monitor the rights of workers in electronics supply chains.
		1. The current monitoring organisation is: - Electronics Watch a not-for-profit non-governmental organisation incorporated under Dutch law (No. 62721445 in the Dutch Chamber of Commerce Trade Register). Electronics Watch
	2. For any hardware procured through this Framework Agreement RM6098, the Supplier shall disclose in the prescribed format (see Annex 1) details of its First Tier and/or Second Tier and/or Third Tier supply chains (including country and city factory locations). The Authority will provide this information to Electronics Watch to ensure supply chain labour conditions can be assessed.
	3. The Supplier:
		1. shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
		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. warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.
		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 offences anywhere around the world.
		5. shall make reasonable enquiries to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world.
		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;
		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;
		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;
		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;
		10. shall not use or allow child or slave labour to be used by its Subcontractors;
		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.

**“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.

1. **Income Security**
	1. The Supplier shall:
		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;
		2. ensure that all Supplier Staff are 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;
		3. not make deductions from wages:
			1. as a disciplinary measure
			2. except where permitted by law; or
			3. without expressed permission of the worker concerned;
		4. record all disciplinary measures taken against Supplier Staff; and
		5. ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.
2. **Working Hours**

# The Supplier shall:

### ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;

* + 1. 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;
		2. ensure that use of overtime used responsibly, taking into account:
* the extent;
* frequency; and
* hours worked;

by individuals and by the Supplier Staff as a whole;

* 1. The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.
	2. Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:
		1. this is allowed by national law;
		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

* + 1. the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.
	1. 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.
1. **Sustainability**
	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>

* 1. The Supplier shall use reasonable endeavours to avoid the use of paper and card in carrying out its obligations under this Contract. Where unavoidable under reasonable endeavours, the Supplier shall ensure that any paper or card deployed in the performance of the Services consists of one hundred percent (100%) recycled content and used on both sides where feasible to do so
	2. The Supplier shall complete and provide CCS with a Carbon Reduction Plan.
	3. The Supplier shall progress towards carbon net zero during the lifetime of the framework.

Annex 1

Joint Schedule 5 - Annex 1 Factory Disclosure Form - TePAS2 RM 6098

